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PROFESSIONAL DEVELOPMENT AND SUPPORT NEEDS ANALYSIS 2010

CHILDREN'S SERVICES (AGACCS)

WESTERN AUSTRALIA

ACKNOWLEDGEMENTS

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DISCLAIMER

This report has been produced for the sole use and benefit of CHILD Australia. Recommendations have been based on the outcomes of research at a given time and rely on information being correct at the time of report preparation. All readers remain responsible for assessing the relevance and accuracy of this report.

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ATTACHMENTS

Summary North Metro and Islands
Summary East Metro Midlands
Summary South Metro
Summary South West
Summary Lower Great Southern
Summary Central
Summary Pilbara
Summary Kimberley

SUMMARY OF FINDINGS AND RECOMMENDATIONS

FINDINGS:

1. 28% of staff in respondent services have no relevant formal qualification. The EYLF gives additional impetus to improving the qualification base of the sector to decrease reported numbers with no relevant qualifications and upgrade existing qualification e.g. diploma ⇨ degree and certificate ⇨ diploma
2. There has been a shift over the past 12 months with services being increasingly aware of the need to stay abreast of trends and current practice.
3. Professional development retains a central role in providing staff with both technical knowledge related to their work with children, whilst allowing staff to feel empowered through increasing their knowledge base
4. Survey respondents believe that professional support provided by the PSCs has enabled them to increase their skills and confidence in their role
5. The training calendar continues to be an efficient method of disseminating information about the supports provided by the PSCWA
6. Regional respondents are concerned about meeting all EYLF and NQF requirements and accessing sufficient information and support to do so successfully.
7. There is overt recognition by rural and remote respondents of the sector's need for leadership and management development. This is not as strongly evidenced in the metropolitan area.
8. Location of training, replacement of staff and finding time to attend appear to be the most significant barriers for attendance at professional development programs
9. Services have good awareness of the Resource Centre as a PSC support, but it is not well utilised nor is there a high level of positive regard for this support. 50+% of respondents report "not much" access or "no" access to this service.
10. The resource centre is most useful in providing equipment that is culturally and/or disability specific .Reference books and journal articles were also considered to be useful
11. The greatest change noticed in services as a result of professional development was in relation to approaches to teaching and learning and relationships with children and families
12. The most effective professional support provided in Western Australia in creating change were the training calendar; website and customised training.

RECOMMENDATIONS:

1. PSCWA consider the range of options available to promote regional meetings given the important role they play in facilitating knowledge and current sector specific information
2. PSCWA consider alternate methods of providing professional development for those who cannot attend due to replacement of staff, difficulties in finding time to attend or difficulties accessing PD locations. These methods could be highlighted in literature provided to services as a viable alternative to face-to-face professional development. These methods could include:
 - Hosting 1 hour information seminars/podcasts which are filmed and available for free download on the PSC website. To further enhance this strategy, a downloadable one-page discussion paper with trigger questions could be accessed to promote discussion and debate amongst staff
 - Establish a mentoring program which can meet the diverse needs of the sector
 - Further promote the small conference assistance grant program
 - Hosting smaller scale conferences on a more regular basis ensuring diversity in geographic location
 - Continue hosting and promoting action research as a method of learning
3. The PSC strengthen the knowledge base of the sector on the support available via the hotline/email through targeted marketing
4. The PSC build sector acceptance of phone and email contact as a preferred support option by further developing the primary PSC contact person model, and profiling the PSC staff team
5. The PSC capitalise on sector preferences for face to face visits and personal contact and develop innovative ways to offer maximum “personal” contact.
6. The PSC explore e-learning and on-line options and develop strategies to increase their attractiveness to the sector
7. The PSC increase the range and type of information on the website. Blogs, forums and an increased range of fact sheets have been suggested for further consideration.
8. The PSCWA provide detailed briefings to presenters offering professional development programs providing specific information regarding the qualifications of staff attending the programs so to ensure that the program content meets the knowledge base requirements of attendees

9. The PSCWA consider delivering professional development programs in the metropolitan area with a focus on:
 - Creating learning environments
 - Outdoor environments
 - Children's behaviour
 - Documenting children's learning
 - Assessing children's learning
 - Regulations and compliance
 - Language and literacy
 - Writing programs for children
 - Different approaches to curriculum
 - Children's well being
10. The PSCWA consider delivering professional development programs in rural and remote areas with a focus on
 - Documenting children's learning
 - Regulations and compliance
 - Writing programs for children
 - Infant and toddler curriculum
 - Different approaches to curriculum
 - Observations
 - Play based learning
 - Working with staff
 - Assessing children's learning
 - Leadership
11. The PSC undertake a comprehensive content review of the Resource Centre and cull all outdated materials
12. The PSC to develop targeted promotional strategies for Resource Centre operations, particularly in regional and remote areas.

INTRODUCTION

The Australian Government through the Department of Education, Employment and Workplace Relations funds the Inclusion and Professional Support Program. To achieve program objectives, each state and territory has an allocated Professional Support Co-ordination (PSC) unit. CHILD Australia operates the PSC in Western Australia and the Northern Territory and annually reviews the professional development and support needs of Australian Government funded children's services in WA and NT. This information informs planning of the range of professional development and support offered to the children's services sector by the PSC.

RESEARCH METHODOLOGY

An e-survey was sent to all Australian Government funded children's services in Western Australia by the PSC and Childcare providers completed the survey online. The PSC Manager advised that this was an established and effective communication mechanism. The PSC team also initiated several email alerts and reminders after the initial survey dissemination. A link to the survey was also placed on the PSCWA websites. In addition, 11 telephone interviews were conducted with services who indicated their willingness to provide additional information.

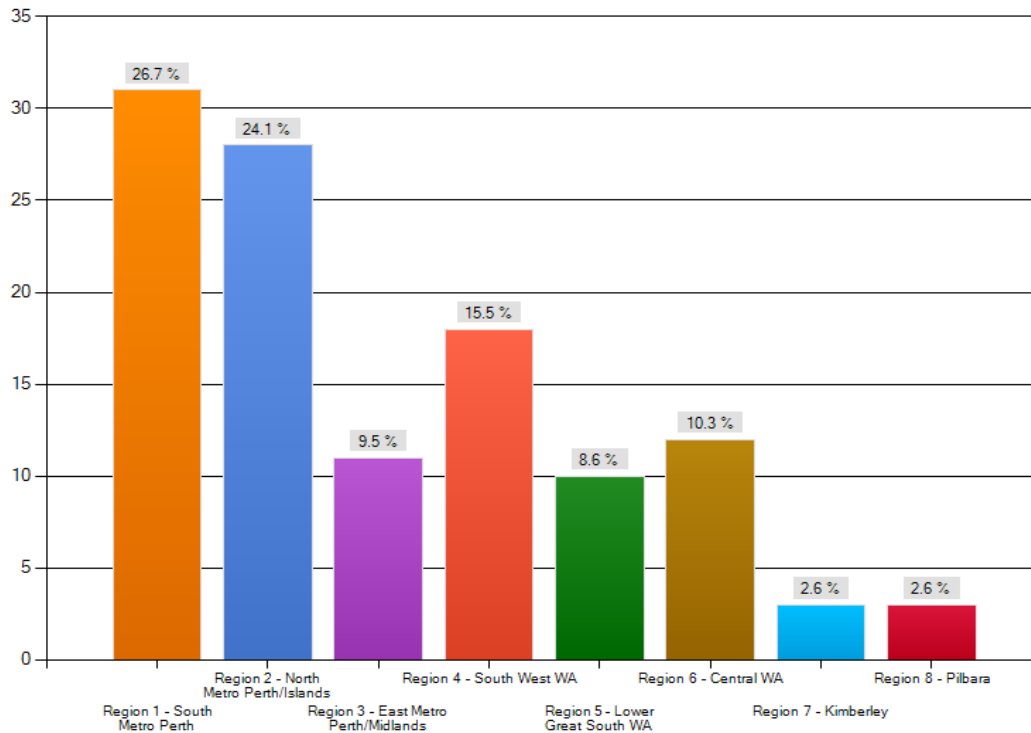
The survey partially replicated the 2009 e-survey to enable direct comparison with the 2009 e-survey, determine if needs changed or remained consistent over time, and enable PSC staff to assess the impact of 2009/2010 professional development with cognisance of known sector issues. A total of 116 were returned.

DEMOGRAPHIC PROFILE

Graph 1 show the regional distribution of respondents in WA. Of total responses, 50.8% were from the metropolitan area and 49.2% from regional and remote services. This response profile is consistent with the distribution of services across regions therefore survey results and analysis are based on a valid representative sample.

Results will be presented for WA as a whole. Where there are metropolitan and regional differences in responses, results will be summated and reported for Metropolitan Regions 1 -3 and Rural and Remote Regions 4 – 8. Individual regional summaries will be appended. The sample size in Regions 7 and 8 (Kimberley and Pilbara) suggests that their regional summaries

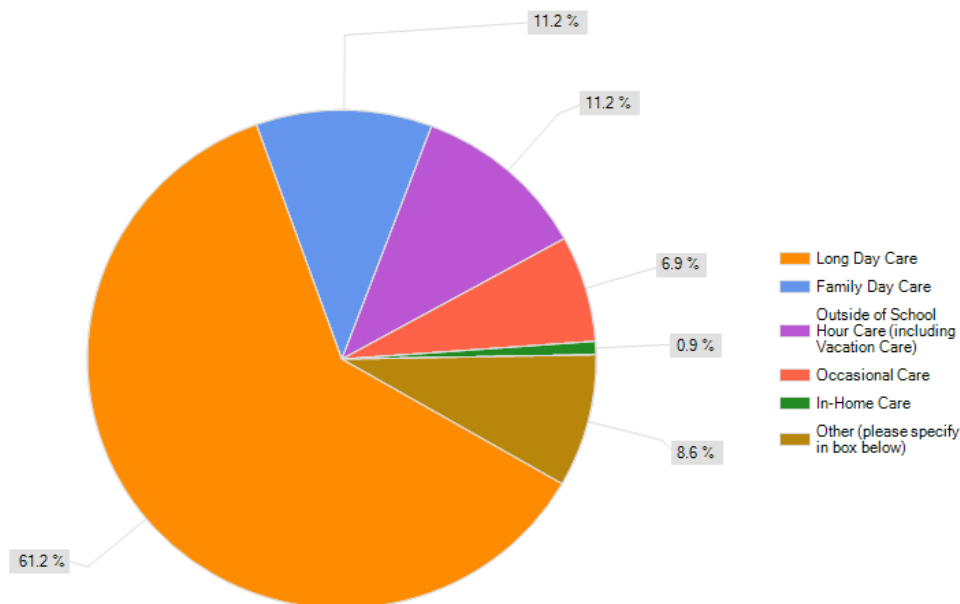
are unlikely to reflect overall regional needs. Additional needs analysis is recommended to reliably assess professional development needs across the north west of WA.



GRAPH 1: LOCATION OF RESPONDENTS IN WESTERN AUSTRALIA

It is noted that this e-survey is only one way in which the PSC gathers information to respond to the professional development needs of the industry. Due to the sample size, additional evidence should be regularly collected to validate this survey and needs analysis. Of note, the 2010 response rate was nearly 25% better than 2009 where the e-survey elicited 93 responses.

Respondents represented all service types as shown in Graph 2 below. “Other” respondents were predominantly multiple service types, for example, LDC and OSH. In WA, primary sector makeup is Long Day Care (453 services), Outside School Hours Care (214 services) and 18 Family Day Care schemes.



GRAPH 2: SERVICE TYPES

It is consistent with the WA profile for 61.2% of responses to be from LDC although it is noted that this represents only 17% of total LDCs across the state. The response rate from OSH approximates 7% of total services. It is not possible to determine the extent to which FDC responses have been provided by schemes or individual FDC professionals.

As in 2009, the survey was primarily completed by service directors/coordinators and owners (82.8%) and respondents were Community-based organisations (52.5%), private organisations (32.8%), corporate childcare programs (4.3%), and “other” organisations¹ (10.3%)

Information was collected about the size (number of places) and utilisation however the diversity of the service types and respondents has resulted in this information having limited application.²

¹ Other groups were Tertiary Institutions (Universities and TAFE) and local government. If this survey is repeated in 2011, consideration should be given to including these organisations in the choice menu.

² Drill down can be provided on request to compare the needs of similar services if the PSC wants more complex analysis.

On average, services had 46 licensed places but utilisation data is unreliable and therefore is not reported.

Respondents were asked to identify the total number of children that attend their programs across the ISPS priority groups. Reported numbers are shown in Table 1.

Priority Group	2010
Children from an Aboriginal or Torres Strait Islander background	334
Children from culturally and linguistically diverse backgrounds	711
Children with disabilities	117
Children with a refugee status*	75
TOTAL*	1237

** Examination of raw data shows overlap between children with a refugee status and children from culturally and linguistically diverse background,*

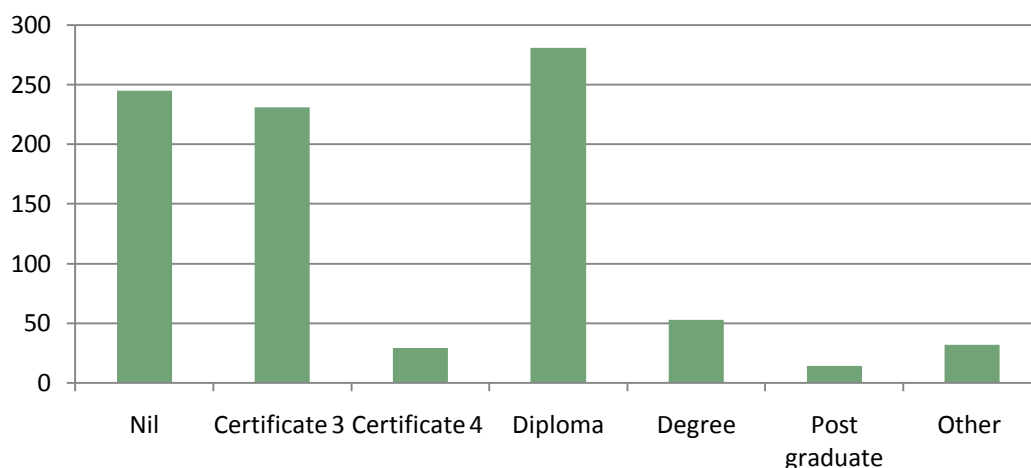
TABLE 1: TOTAL CHILDREN FROM PRIORITY GROUPS

Respondents identified the highest qualification held by all staff within their service/centre. The most frequently reported qualifications were Diploma and Certificate 3. There are still high numbers of people in the industry with no reported formal qualifications. In the sample of 116 respondent services, there were 245 people with no relevant formal qualification, representing 28% of the all staff.

There are differences in the qualification base across metropolitan and rural locations. In the metropolitan area, 25% have no qualification and this figure increases to 34% in regional and remote areas.

There remains a need to enhance the qualification base of the sector to decrease reported numbers with no relevant qualifications. There is an additional need given the EYLF to support qualification upgrades e.g. diploma ⇒ degree and certificate ⇒ diploma.

Graph 3 shows the qualification profile of respondent services.



GRAPH 3: STAFF QUALIFICATIONS

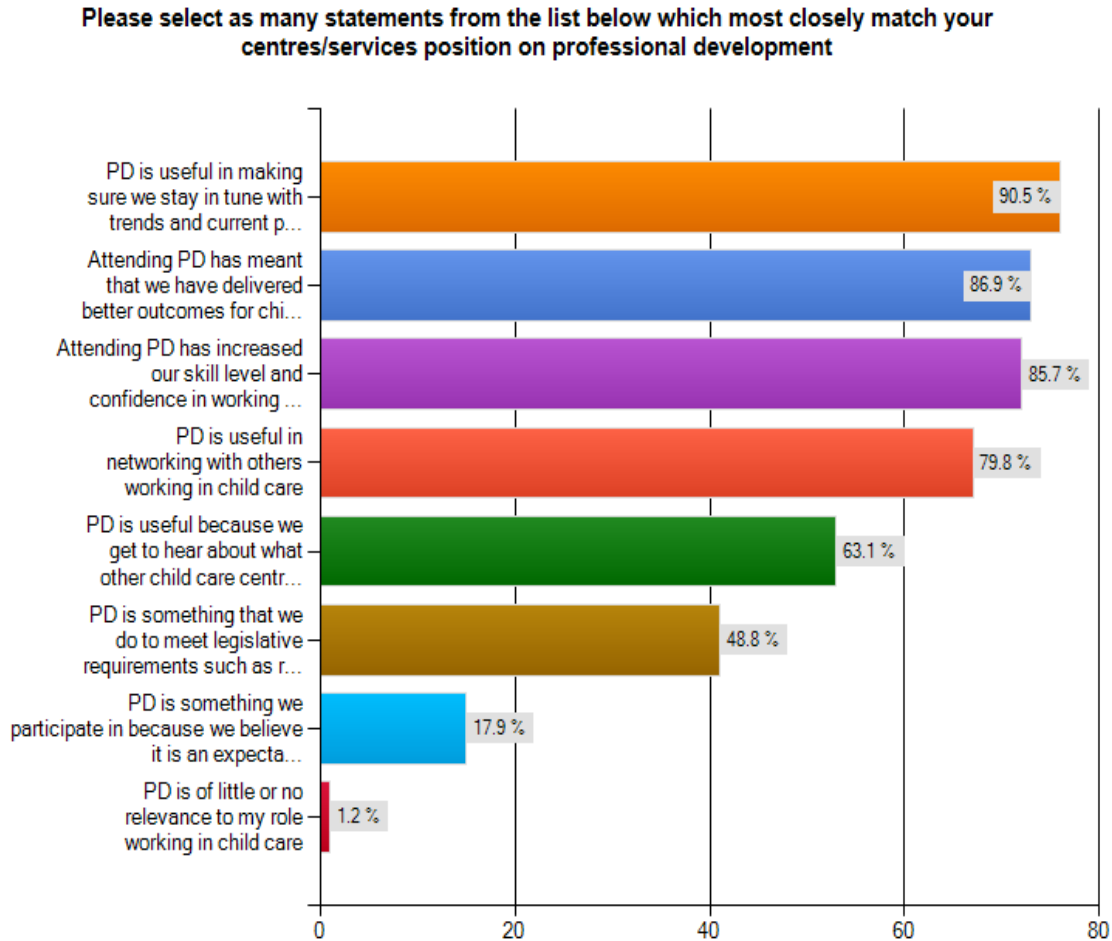
POSITION ON PROFESSIONAL DEVELOPMENT

Respondents were asked ‘*how important is it for your centre/service to access professional development opportunities*’ and 100% of respondents identified access to professional development as being very important or important.

They were provided with a range of statements relating to professional development and were asked to select which statements most closely matched their centre/services position. Graph 4 shows their percentage responses.

The rank order of responses remains similar to 2009 although there is a stronger emphasis in 2010 on staying in tune with trends (2009 = 2) and better outcomes for children and families (2009 = 3). This is likely to reflect the impact of the EYLF. Professional development retains a central role in providing staff with both technical knowledge related to their work with children, whilst allowing staff to feel empowered through increasing their knowledge.

There has been a slight shift over the past 12 months with services being increasingly aware of the need to stay abreast of trends and current practice.



GRAPH 4: ACCESSING PROFESSIONAL DEVELOPMENT

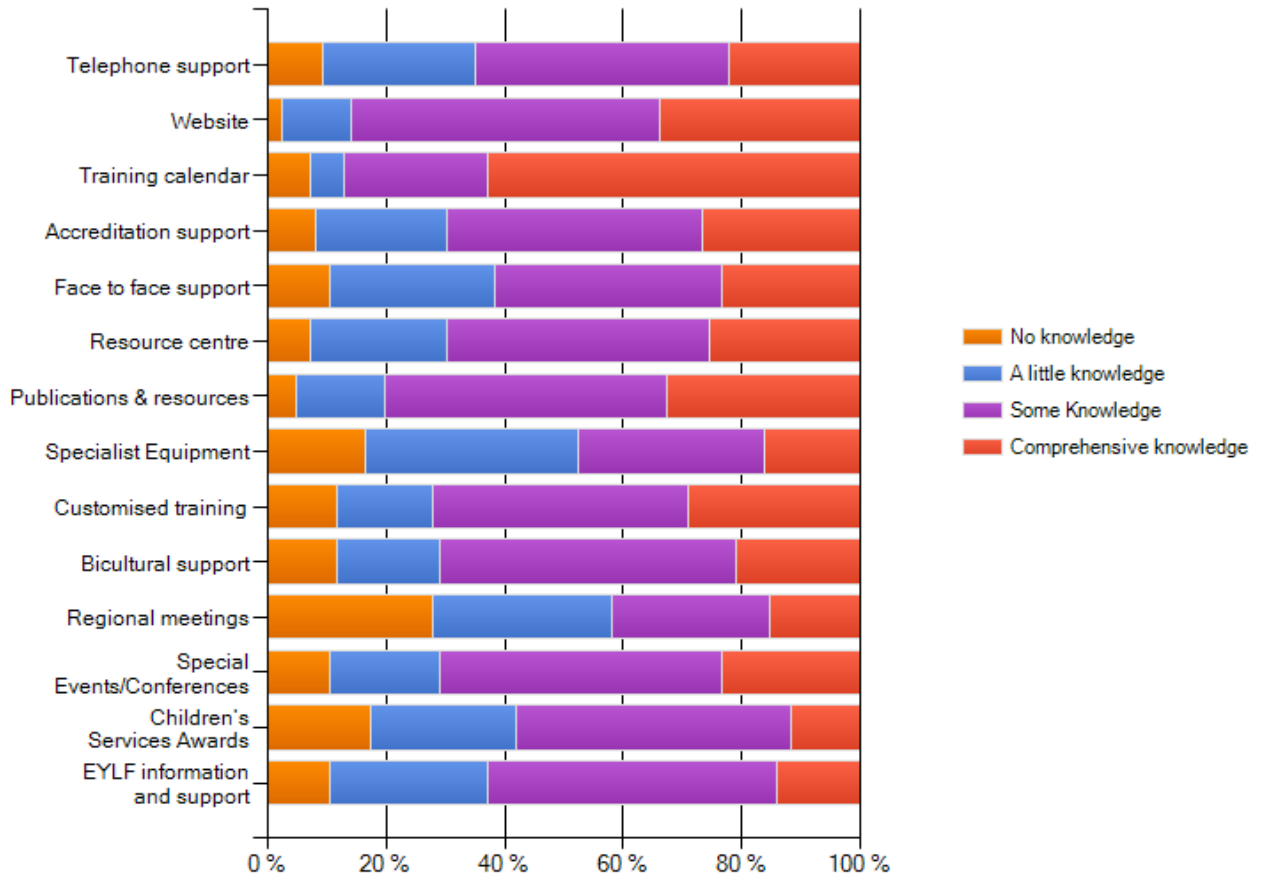
SERVICES OFFERED BY THE PSC

Respondents were asked to identify their level of knowledge across the range of support available through the PSC. Graph 5 summarises their responses. The training calendar continues to be the most comprehensively known and understood PSC service and the top three “known services” are unchanged from 2009:

1. Training calendar

2. Website
3. Publications and resources

How much knowledge does your service/centre have on the following supports available through the Professional Support Coordinator



GRAPH 5: KNOWLEDGE OF PSC SERVICES

The “worst” knowledge base surrounds regional meetings and specialist equipment. The infrequent use of specialist equipment [restricted supply to children with high support needs] may account for the limited sector knowledge of this support.

There is no presenting reason for more that 50% of respondents reporting little or no knowledge of regional meetings. The PSCWA has opportunity to increase knowledge amongst the children’s services sector across a range of lower ranked supports. Specifically, it is recommended that the PSCWA consider the range of options available to promote regional

meetings given the important role they play in facilitating knowledge and current sector specific information.

It is further recommended that the PSC strengthen the knowledge base surrounding telephone and face to face support via a targeted promotional campaign. The knowledge of EYLF information and support is likely to increase across 2010 with programmed information and support sessions.

PROFESSIONAL DEVELOPMENT SUPPORT REQUIREMENTS

Respondents were asked to reflect on the range of issues they are currently facing in their program and to identify the professional development content would most effectively address these issues. Graph 6 shows the identified professional development content areas.

The rank order (top three) professional development content areas that would most effectively address current 2010 issues were:

1. Early Years Learning Framework
2. Programming , Planning and Curriculum Development (2009 = 1)
3. National Quality Framework

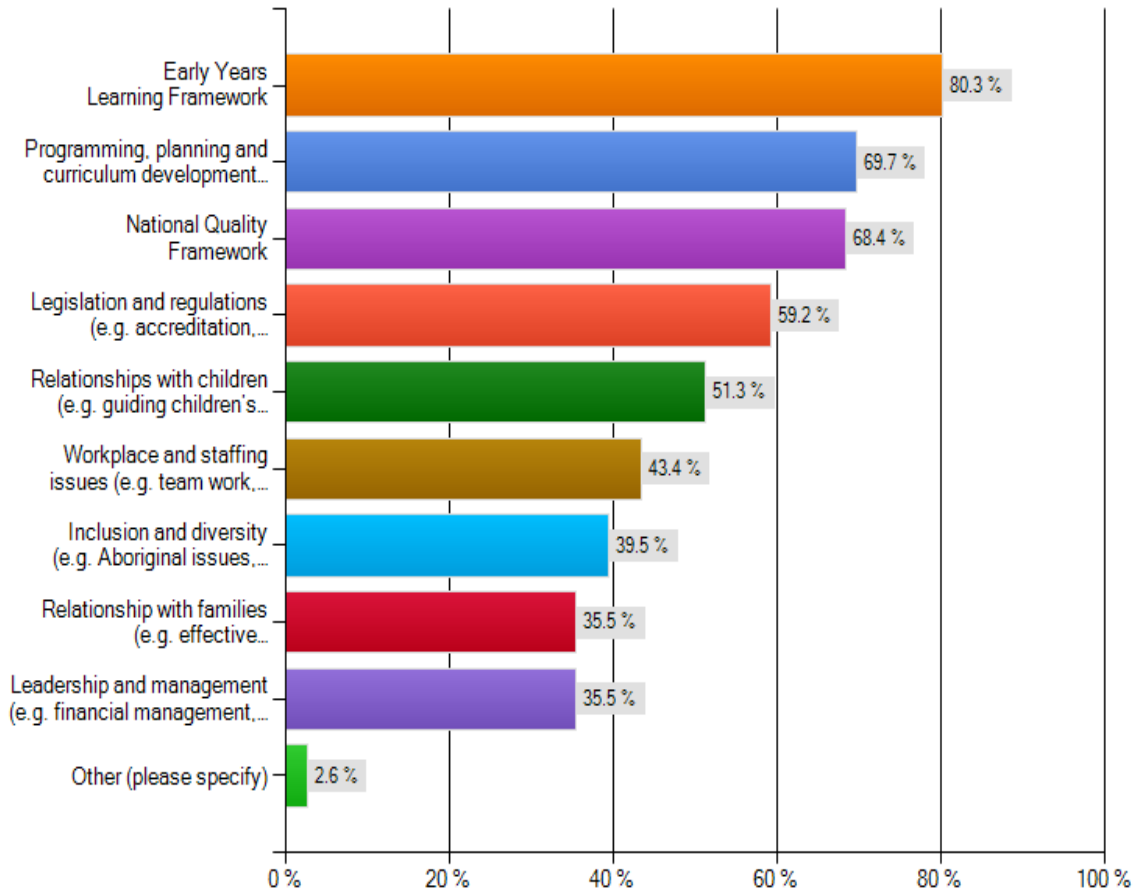
The impact of the EYLF and National Quality Framework is evident in services awareness of their professional development and support needs and in changes since 2009. In 2009, the rank order was:

1. Programming , Planning and Curriculum Development
2. Relationships with children
3. Legislation and regulations

The profile of professional development content areas is consistent across metropolitan and rural areas although rural and remote respondents reversed the rank order of NQF and Programming, Planning and Curriculum Development. It is evident that regional respondents

are concerned about meeting all EYLF and NQF requirements and accessing sufficient information and support to do so successfully.

Take some time to reflect on current issues you are facing in your centre/service. Which professional development content areas would most effectively address these issues?



GRAPH 6: PROFESSIONAL DEVELOPMENT CONTENT

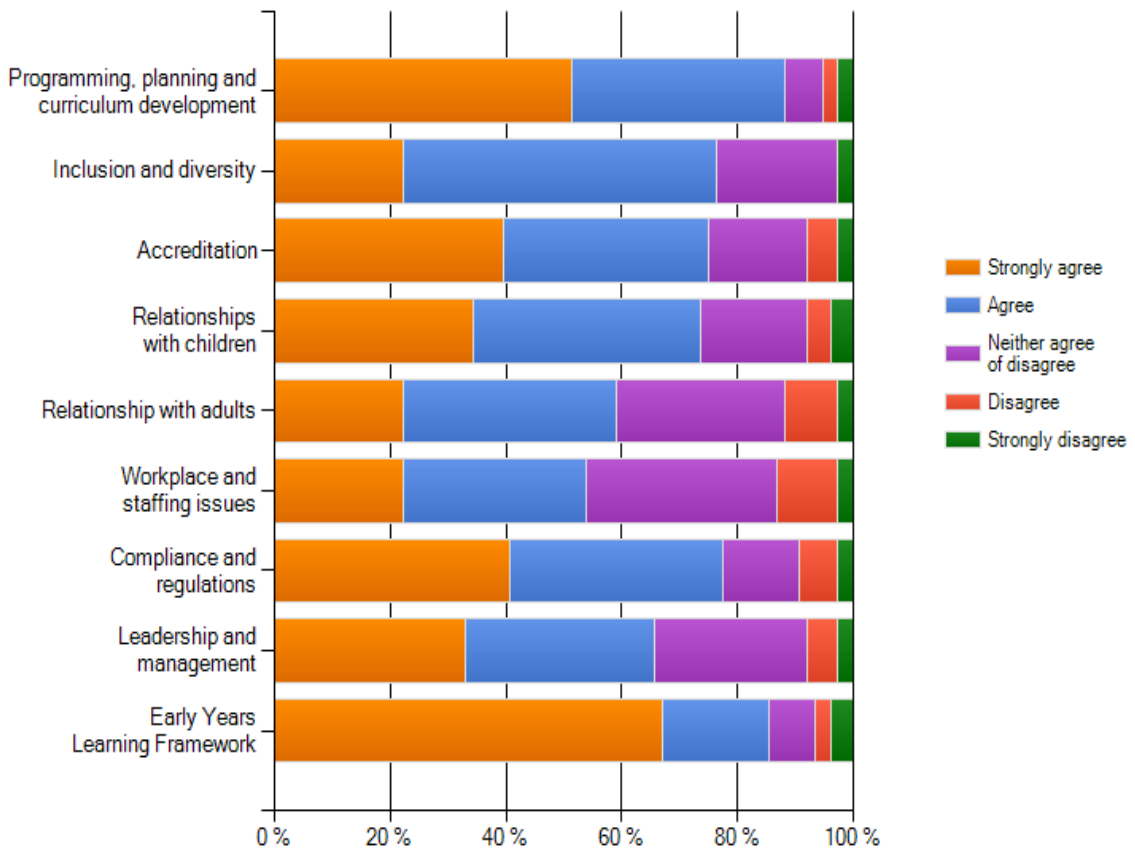
Respondents were asked to identify which training topics they would attend if offered by the PSC. Graph 7 represents their responses. The rank order of professional development topics³ respondents would attend if offered were:

1. Early Years Learning Framework (2009 = 6)

³ Rank order from 2009 in brackets.

2. Programming, planning and curriculum development (2009 = 2)
3. Compliance and regulations (2009 =5)
4. Accreditation (2009 = 3)
5. Relationships with children (2009 = 1)
6. Inclusion and diversity (2009 = 4)
7. Leadership and management (2009 = 8)
8. Relationships with adults (2009 = 7)
9. Workplace and staffing issues (2009 = 9)

We would like to know more about your professional development needs now and in the future. Select the option that best describes your level of agreement with the following statement. "Our staff would attend training provided by the PSC on the following content areas...."



GRAPH 7: INTENTION TO ATTEND PROFESSIONAL DEVELOPMENT

Whilst there was a similar profile of attendance intention between metropolitan and rural area respondents, regional services were more positive than metropolitan respondents about their likely attendance at training in the following content areas:

1. Early Years Learning Framework (87.9% agree or strongly agree)
2. Leadership and Management (81.9% agree or strongly agree)
3. Compliance and Regulations (81.8% agree or strongly agree) and
4. Accreditation (78.8% agree or strongly agree).

There is overt recognition by rural and remote respondents of the sector’s need for enhanced Leadership and Management. This is not as strongly evidenced in the metropolitan area with only 53.5 % of respondents agreeing or strongly agreeing that their staff would attend training if provided by the PSC.

Respondents were asked describe their level of agreement with the following statement “if I/we had more knowledge in the following area, it would improve my work with children...” Table 2 represent responses to this statement and this summated response profile encompasses both metropolitan and rural and remote areas.

TABLE 2: KNOWLEDGE AND IMPROVEMENT IN PRACTICE

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Writing programs for children	36.8%	43.4%	15.8%	3.9%	0.0%
Documenting children’s learning	44.7%	39.5%	11.8%	3.9%	0.0%
Observations	36.8%	39.5%	19.7%	3.9%	0.0%

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Children's development	23.7%	48.7%	21.1%	6.6%	0.0%
Cultural diversity	22.4%	47.4%	22.4%	7.9%	0.0%
Family diversity	22.4%	44.7%	25.0%	6.6%	1.3%
Aboriginal perspectives	26.3%	32.9%	31.6%	6.6%	2.6%
Language and literacy	26.3%	51.3%	17.1%	3.9%	1.3%
Disabilities	21.1%	42.1%	27.6%	6.6%	2.6%
Consulting with children	27.6%	43.4%	23.7%	3.9%	1.3%
Building community capacity	22.4%	43.4%	30.3%	3.9%	0.0%
Gender equity	10.5%	43.4%	34.2%	9.2%	2.6%
Religious and spiritual diversity	9.2%	35.5%	42.1%	9.2%	3.9%
Enhancing children's relationships	19.7%	53.9%	21.1%	3.9%	1.3%
Infant and toddler curriculum	32.9%	47.4%	13.2%	3.9%	2.6%
Transition to school programs	21.1%	42.1%	23.7%	9.2%	3.9%

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Children's behaviour	36.8%	46.1%	11.8%	3.9%	1.3%
Working with parents	31.6%	39.5%	22.4%	5.3%	1.3%
Environmental sustainability	22.4%	43.4%	25.0%	7.9%	1.3%
Different approaches to curriculum	32.9%	48.7%	15.8%	2.6%	0.0%
Play based learning	32.9%	44.7%	19.7%	2.6%	0.0%
Health and safety	27.6%	47.4%	21.1%	3.9%	0.0%
Regulations and compliance	39.5%	40.8%	17.1%	2.6%	0.0%
Creating learning environments	38.2%	43.4%	14.5%	3.9%	0.0%
Outdoor environments	34.2%	43.4%	19.7%	2.6%	0.0%
Working with staff	25.0%	55.3%	17.1%	1.3%	1.3%
Team building	25.0%	53.9%	17.1%	2.6%	1.3%
Leadership	27.6%	52.6%	14.5%	3.9%	1.3%
Communication in the workplace	30.3%)	48.7%	18.4%	2.6%	0.0%

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Children and technology	23.7%	48.7%	26.3%	0.0%	1.3%
Creative arts	26.3%	53.9%	15.8%	3.9%	0.0%
Assessing children's learning	34.2%	48.7%	14.5%	2.6%	0.0%
Project work with children	27.6%	43.4%	26.3%	2.6%	0.0%
Children's well-being	27.6%	48.7%	21.1%	2.6%	0.0%
Attachment theory	14.5%	47.4%	32.9%	3.9%	1.3%
Music and movement	34.2%	43.4%	18.4%	3.9%	0.0%

There are differences between the feedback provided by metropolitan and regional services and a summary follows of the rank order of the top 10 knowledge areas for both groups. It is recommended that further regional stratification occur to better understand the needs of different rural locations across the state. The regional summaries are appended to the report to enable this to occur.

The rank order (top 10) identified as knowledge areas that would assist practitioners in the metropolitan area to improve their work with children were:

1. Creating learning environments
2. Outdoor environments
3. Children's behaviour
4. Documenting children's learning

5. Assessing children's learning
6. Regulations and compliance
7. Language and literacy
8. Writing programs for children
9. Different approaches to curriculum
10. Children's well being

The rank order (top 10) identified as knowledge areas that would assist practitioners in rural and remote areas to improve their work with children were:

1. Documenting children's learning
2. Regulations and compliance
3. Writing programs for children
4. Infant and toddler curriculum
5. Different approaches to curriculum
6. Observations
7. Play based learning
8. Working with staff
9. Assessing children's learning
10. Leadership

The relationship between (1) the issues currently faced by programs (2) the professional development courses practitioners would attend if offered, and (3) the content area which would assist practitioners in building capacity, provides the PSC with the opportunity to ensure that the content of professional development is specifically targeting both the desires and the needs of the sector.

Table 3 shows the relationship that exists across these three items and separates metropolitan and rural and remote results.

What services are facing	What they would attend	What to include in the course content
Early Years Learning Framework	EYLF Relationships with children Programming, planning and curriculum development	Documenting children's learning Creating learning environments Assessing children's learning Play based learning
Programming , Planning and Curriculum Development	Programming, planning and curriculum development Inclusion and diversity	Writing programs for children Children's behaviour Different approaches to curriculum Observations Outdoor environments Infant and toddler curriculum
<div style="border: 1px solid black; background-color: #e0f2f1; padding: 5px; display: inline-block;"> <p>There is significant overlap across EYLF, /NQF, and Programming and Planning content areas</p> </div>		
National Quality Framework	Accreditation Compliance and regulations Relationships with adults Workplace /staffing issues Leadership and management	Regulations and compliance mechanisms Accreditation support Working with staff

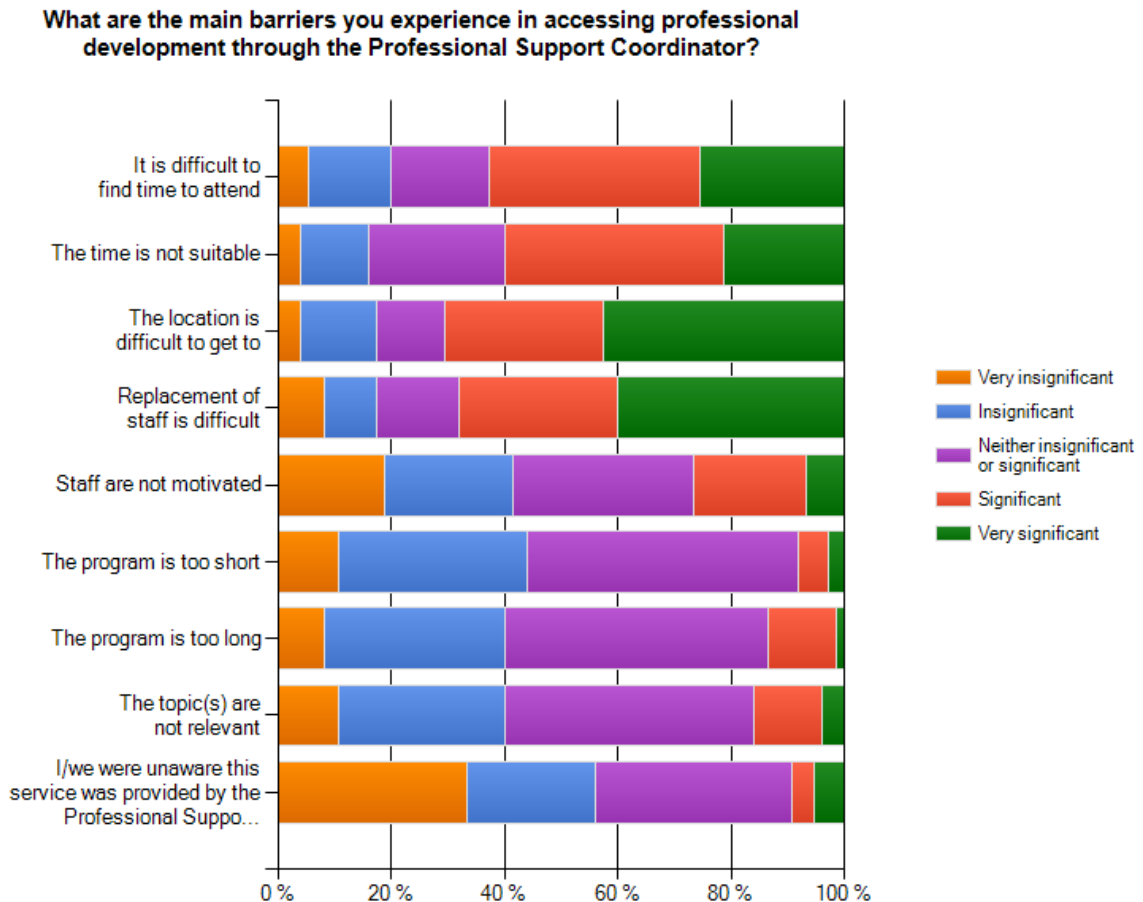
TABLE 3: RELATIONSHIP BETWEEN ISSUES, ATTENDANCE AND CONTENT

ACCESS TO PSC SERVICES

Respondents were asked to identify the range of barriers faced in accessing professional development offered through the PSC. Graph 8 represents these responses. The rank order of barriers faced in accessing professional development were:

1. The location is difficult to get to (2009 = 4)
2. Replacement of staff is difficult (2009 = 2)
3. It is difficult to find time to attend (2009 = 1)
4. The time is not suitable (2009 = 3)
5. Staff are not motivated to attend (2009 = 5)
6. The topics are not relevant (2009 = 7)
7. Program was too long (2009 = 10)
8. Program was too short (2009 = 9)
9. We were unaware this service was provided by the PSC at the time (2009 = 8)

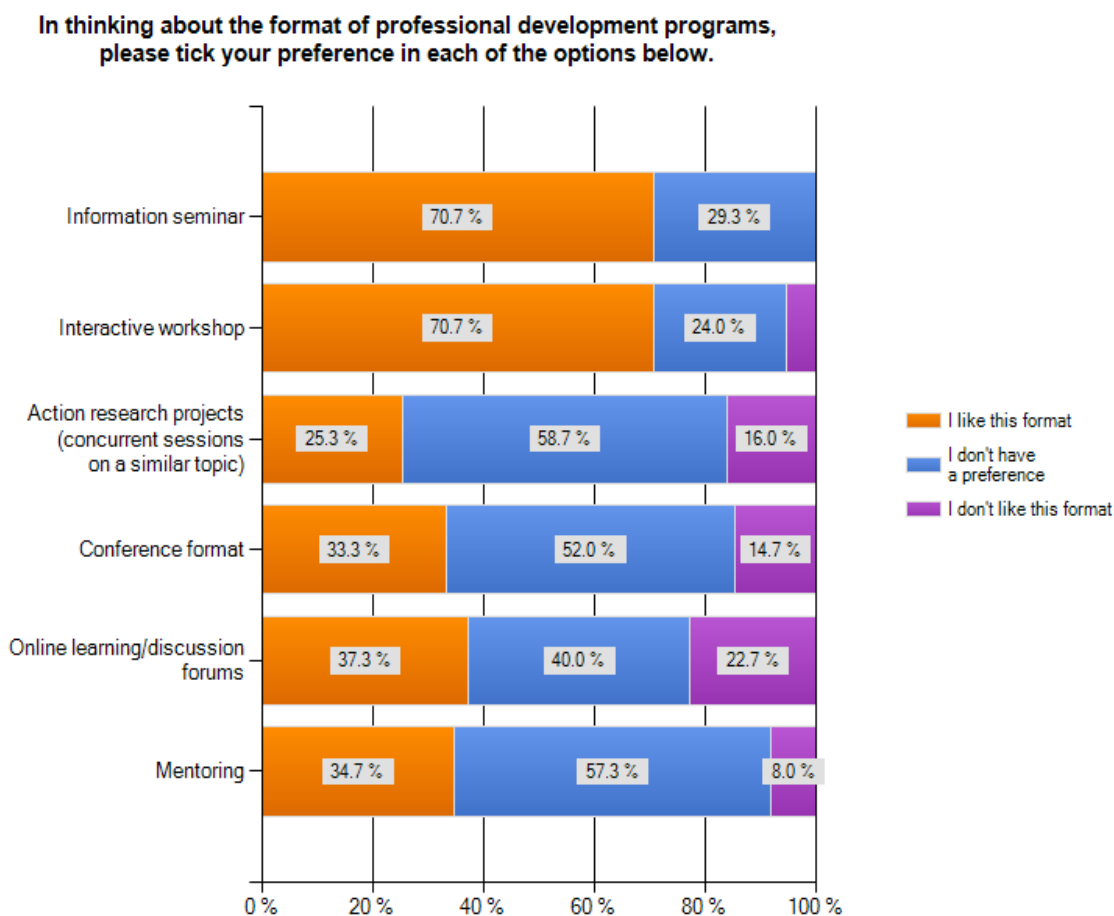
The barrier profile is consistent in both metropolitan and regional areas with no significant reported difference in the significance of the barriers.



GRAPH 8: BARRIERS TO ACCESSING PROFESSIONAL DEVELOPMENT

Feedback from telephone interviews indicated interest in professional development being scheduled within working hours rather than evenings.

Respondents were asked to reflect on a range of professional learning formats and to rate their preference across a pre-selected list. There was no significant differences between the responses of metropolitan and regional and remote services. Graph 9 shows respondent preferences.



GRAPH 9: PREFERENCE IN PRESENTATION FORMATS

The most preferred format styles in rank order were as follows:

1. Information seminars
2. Interactive workshops
3. Mentoring
4. Conference

5. Online learning
6. Action research

Reflecting on the range of barriers faced in accessing professional development together with the preferred format style, the 2009 recommendations remain valid, i.e. that the PSC:

- Host short information seminars which are filmed/podcast and available for free download on the PSC website. To further enhance this strategy, a downloadable one-page discussion paper with trigger questions could be accessed to promote discussion and debate amongst staff
- Establish a mentoring program to meet the diverse needs of the sector
- Further promote the small conference assistance
- Host regular smaller scale conferences ensuring diversity in geographic location
- Continue to use and promote of action research as a method of learning.

In addition, the sector feedback highlights the importance to services of face to face visits and personal contact. The PSC should capitalise on this and develop innovative ways to offer maximum “personal” contact. Consideration could be given to increasing the sector’s acceptance of telephone and email support as a preferred option by:

1. further developing the primary PSC contact person model, and
2. profiling the PSC staff team to build familiarity.

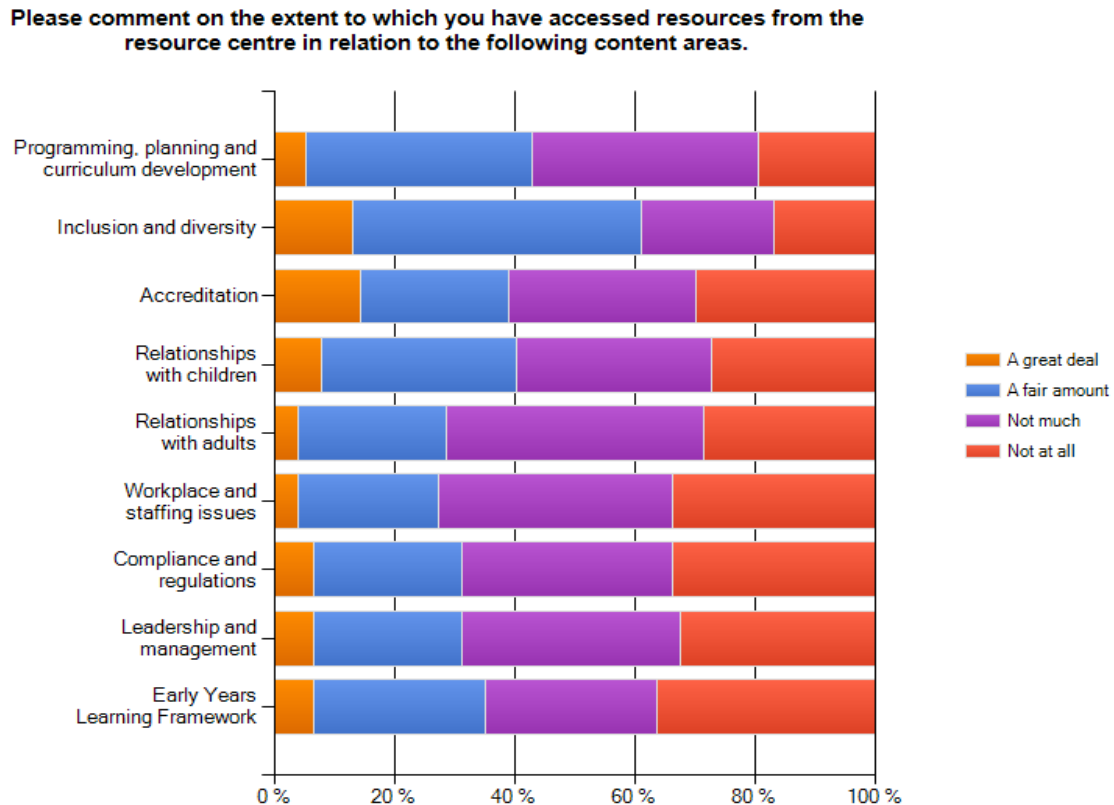
Sector feedback has also indicated a perceived need for higher level training for experienced qualified staff. In addition, there is reported need for high calibre PSSPs able to challenge participants and deliver training in innovative and creative ways that demonstrate their expertise, confidence and competence as an adult trainer.

It is noted that the sector has not actively embraced on-line learning and discussion forums. Given their cost effectiveness as a long term delivery strategy, the PSC should explore e-learning options and develop strategies to increase their attractiveness to the sector.

The PSC should also explore increasing the range and type of information on the website. Blogs, forums and an increased range of fact sheets have been suggested for further consideration.

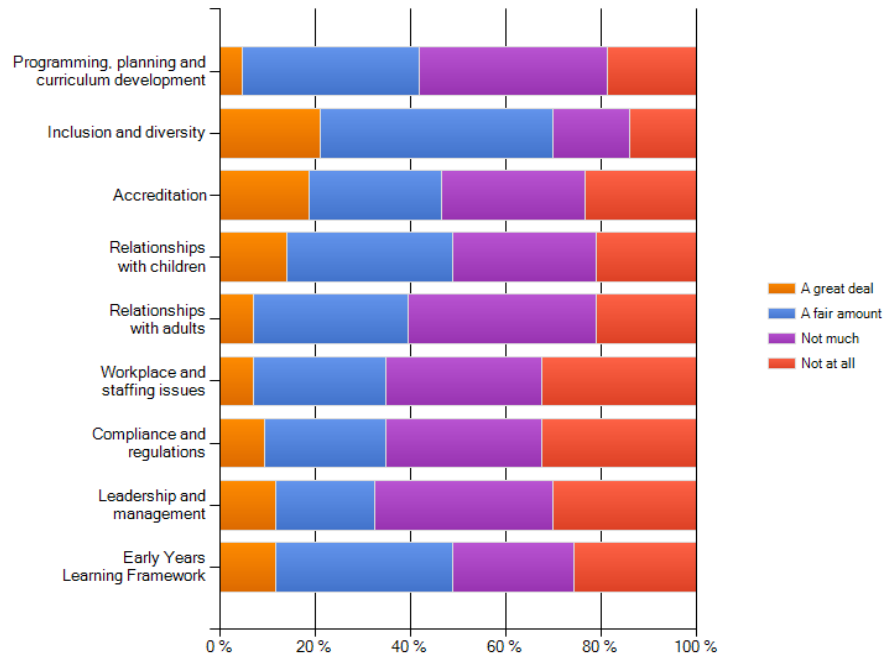
RESOURCE CENTRE

Respondents were asked to reflect on their use of the resource centre and the extent to which they accessed resources on different topic areas. Total Resource Centre utilisation is shown at Graph 10.

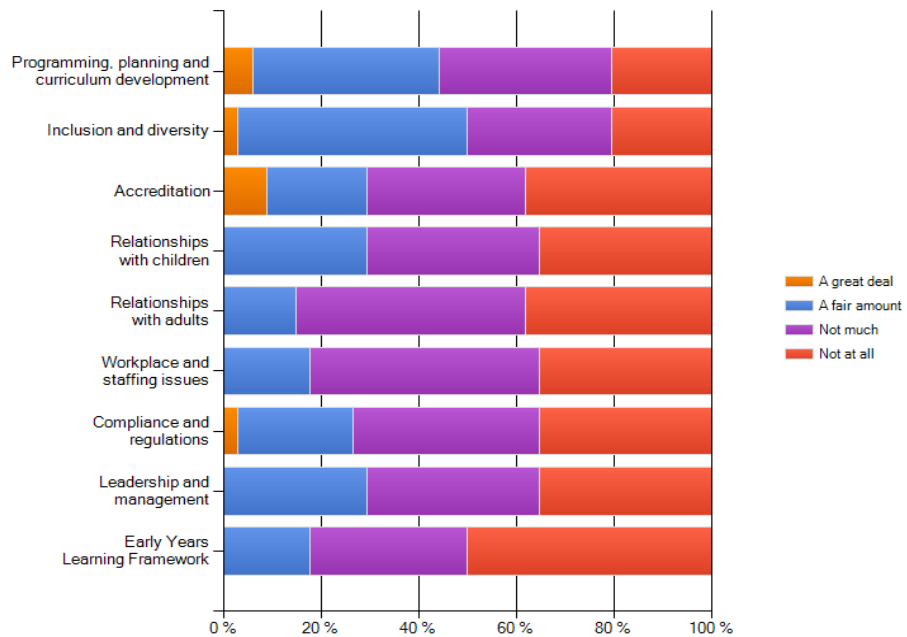


GRAPH 10: RESOURCE CENTRE UTILISATION

There are regional variations in use of the Resource Centre with greater access by metropolitan services (Graph 11) compared with regional and remote services (Graph 12). The PSC could explore strategies to increase regional utilisation. Overall, however, utilisation remains low with 50+% of respondents reporting “not much” access or “not at all” access to this service.



GRAPH 11: RESOURCE CENTRE UTILISATION (METROPOLITAN SERVICES)



GRAPH 12: RESOURCE CENTRE UTILISATION (REGIONAL AND REMOTE)

Respondents were asked to reflect on the resources that they accessed through the resource library and to rate their usefulness. Their response profile is consistent across metropolitan and regional and remote areas. A weighted rating scale was used to assess results with the following being the most useful resources accessed (1 for most useful to 8 for least useful):

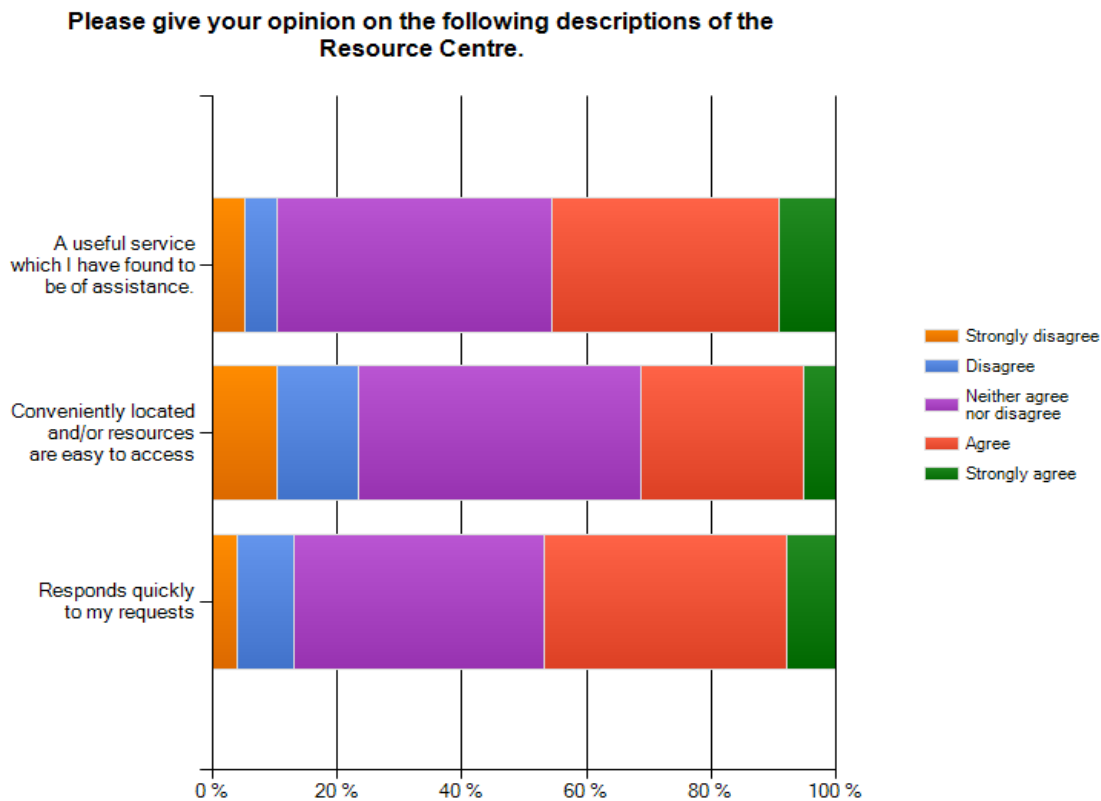
1. Culturally specific resources
2. Disability specific equipment
3. Journals and articles
4. Reference books
5. Posters
6. Videos, DVDs and CDs
7. Children's books
8. Equipment for learning such as toys

There is wide spread variation in the responses regarding usefulness of content area resources. For example, both high and low usefulness was reported by different services for culturally and disability specific equipment and reference books. This highlights service heterogeneity and suggests that the needs and issues of the service at a given time impact perceived usefulness of Resource Centre materials.

Further examination of individual service responses indicates that services who reported "not using" a particular content area have then rated resources in that area as "not useful". As a result, the information regarding the usefulness of resources is unreliable and lacks validity as it includes assessments by services that have not used the resource. The resource usefulness information should be interpreted with caution and the PSC should employ additional mechanisms to determine the usefulness of Resource Centre items.

Feedback from telephone interviews was critical of the usefulness of Resource Centre material citing issues with currency and relevance. The PSC is encouraged to undertake a comprehensive content review and cull outdated materials.

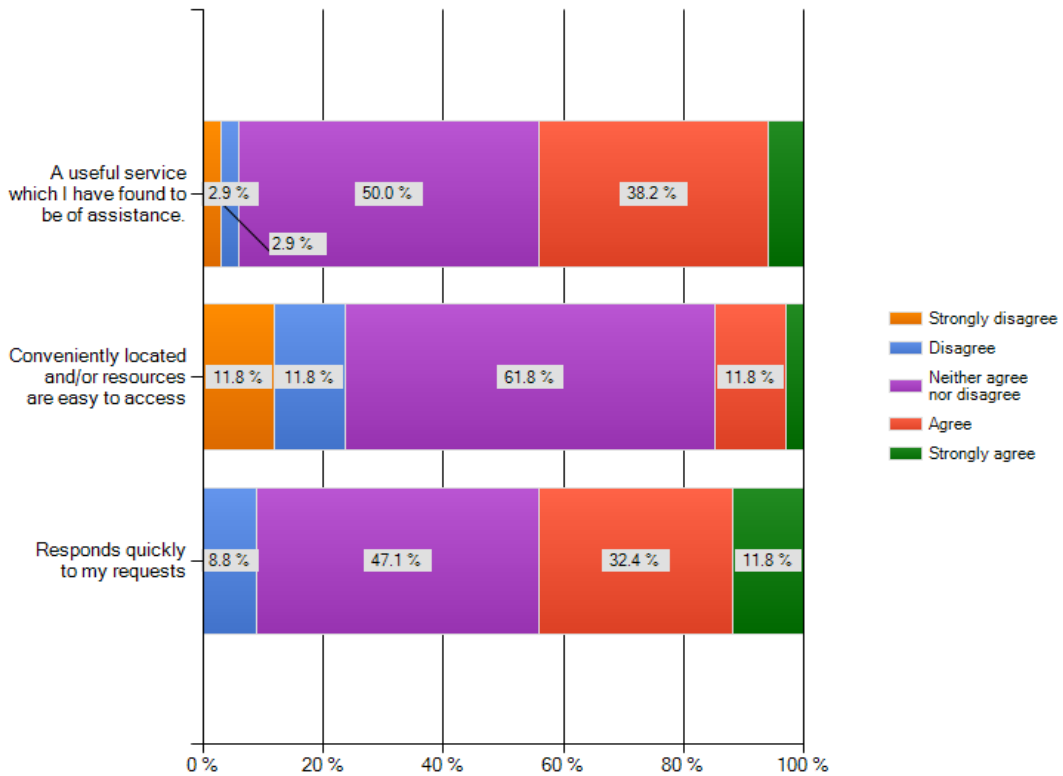
Respondents were asked their opinion on three descriptor statements about the Resource Centre. The responses appear in Graph 13.



GRAPH13: OPINION OF RESOURCE CENTRE

There was a strong neutral response to the Resource Centre with respect to perceived level of assistance, ease of access and response time. Predominantly, services neither agree nor disagree with the descriptor statements. Less than 50% of respondents had a positive response (agree or strongly agree) to the descriptor statements, however the most positive opinion (46.8% of respondents) related to speed of response to requests.

There is a difference between metropolitan and regional services in their respective opinions of the locational convenience of /ease of access to the Resource Centre. In the metropolitan area, 44.2% of respondents agree or strongly agree with the description, whereas only 14.6 % or regional and remote respondents share this opinion.



GRAPH14: OPINION OF RESOURCE CENTRE – REGIONAL AND REMOTE

Services have good awareness of the Resource Centre as a PSC support, but it is not well utilised nor is there a high level of positive regard for this support. There is potential for the PSC to develop targeted promotional strategies for Resource Centre operations, particularly in regional and remote areas.

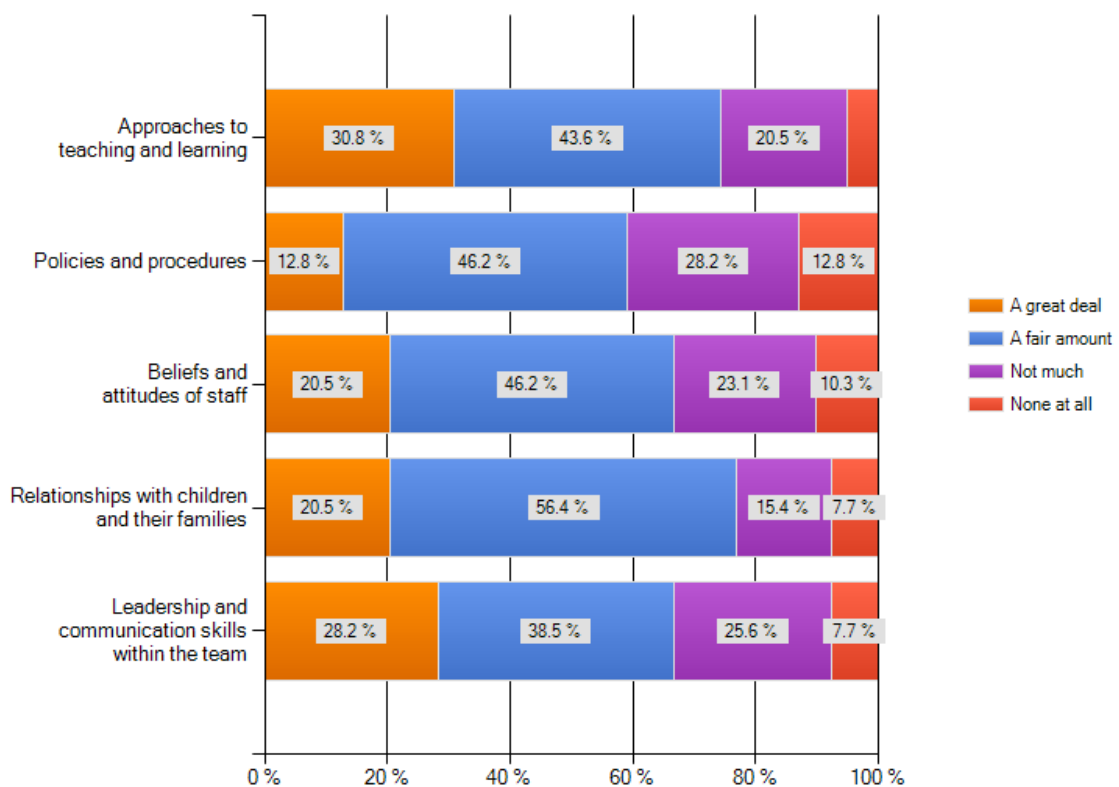
OUTCOME OF PROFESSIONAL DEVELOPMENT

The survey attempted to measure change across a range of variables as a result of participation in professional development. The responses are shown in Graph 15.

Across all variables, a “great amount” or a “fair amount” of change was reported by between 59% and 76.9% of respondents. The most positive changes (in rank order of greatest change) being:

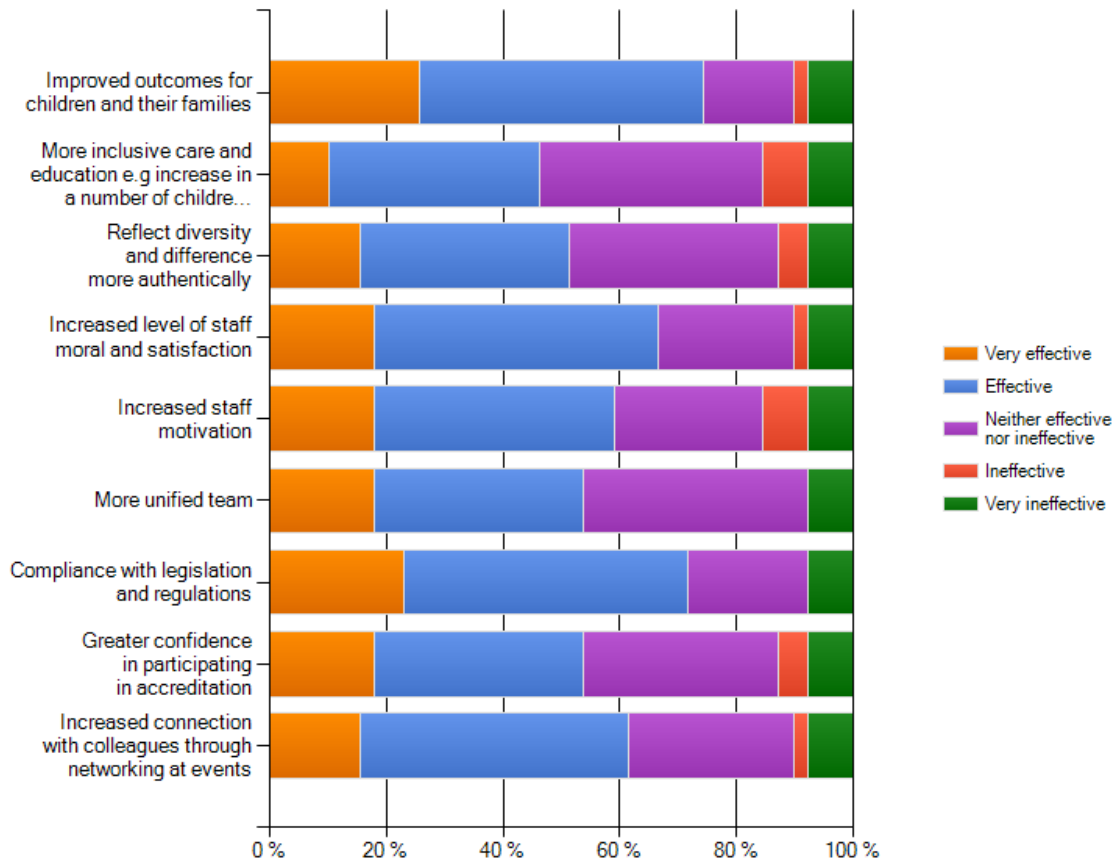
1. Relationships with children and their families
2. Approaches to teaching and learning
3. Leadership and communication skills within the team
4. Beliefs and attitudes of staff
5. Policies and procedures.

As a result of accessing professional development through the PSC how much change have you noticed in your centre/service in the following areas....



GRAPH 15: CHANGE AS A RESULT OF ATTENDING PROFESSIONAL DEVELOPMENT

Respondents were invited to reflect on the effectiveness of professional development in creating change across a range of variables and Graph 16 details results.



GRAPH 16: EFFECTIVENESS OF CHANGE

Respondents reported that professional development impacted most in:

1. Improved outcomes for children and their families
2. Compliance with legislation and regulations
3. Increased connections with colleagues through networking at events
4. Higher levels of confidence in participating in accreditation
5. Increased level of staff moral and satisfaction
6. Reflecting diversity and difference more authentically
7. Increased staff motivation
8. More unified team
9. More inclusive care and education

Whilst the response profile was similar across metropolitan and regional areas, metropolitan respondents when compared with regional and remote respondents, reported more positive impacts in level of staff moral and satisfaction, and compliance with legislation and regulations

Regional respondents reported more positive impacts (when compared with metropolitan respondents) in their confidence in participating in accreditation

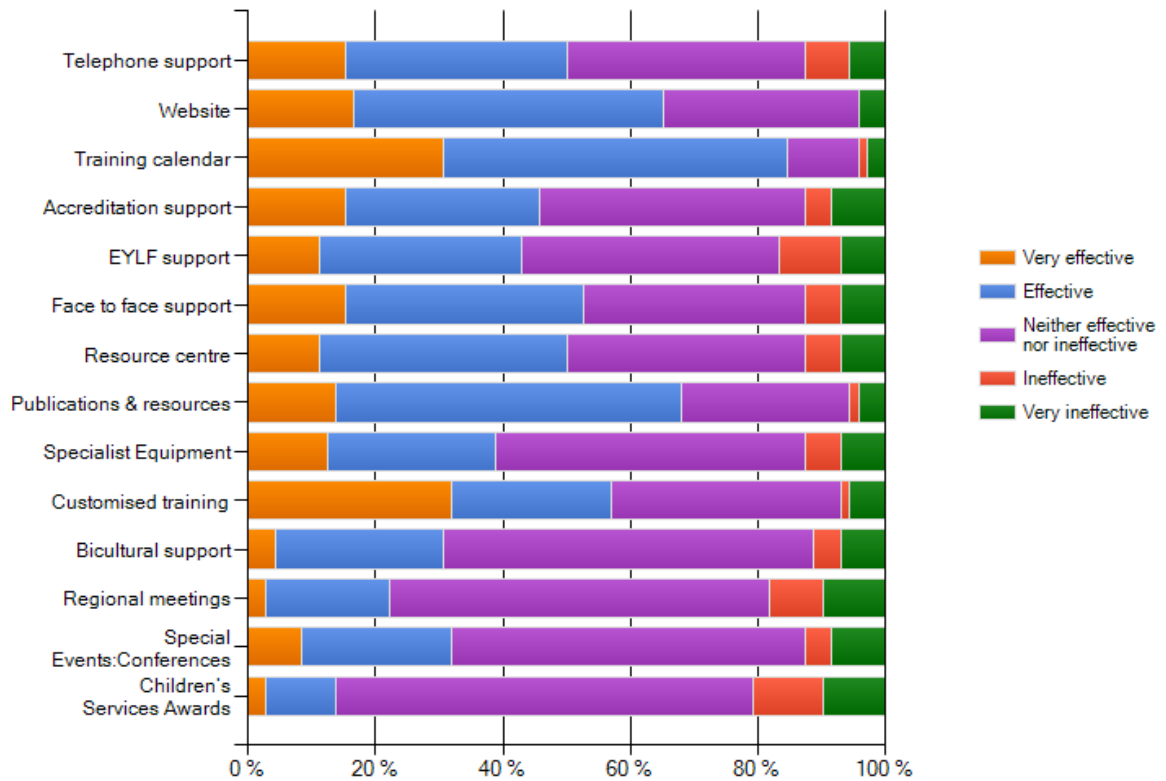
Respondents were asked to reflect on the range of support available through the PSC and identify the supports which are most effective in supporting their program to create positive changes. The results are shown in Graph 17. The rank order of supports which respondents identified as being most effective in creating change in their programs was similar across metropolitan and regional services as follows:

1. Training calendar (2009 = 1)
2. Customised training (2009 = 3)
3. Website (2009 = 2)
4. Publications and resources (2009 = 4)
5. Face to face support (2009 = 6)
6. Telephone support (2009 = 8)
7. Resource centre (2009 = 7)
8. Accreditation support (2009 = 9)
9. Specialist equipment (2009 = 11)
10. EYLF Support
11. Special events/conferences (2009 = 5)
12. Bicultural support (2009 = 10)
13. Regional meetings (2009 = 12)
14. Children's services awards

Metro services considered the following supports more effective than did regional services:

1. Accreditation support
2. EYLF support
3. Resource centre
4. Publications and resources, and
5. Customised training,

Thinking broadly about professional development you have accessed through the PSC, rate the effectiveness of the following in creating positive changes in your centre/service.



GRAPH 17: MOST EFFECTIVE SUPPORTS

Regional and remote services place high value on face to face support to create positive change in their service.



Lee Jeffery
HR and Management Solutions


**PROFESSIONAL DEVELOPMENT AND SUPPORT
NEEDS ANALYSIS 2010**





CHILDREN'S SERVICES (AGACCS) WESTERN AUSTRALIA

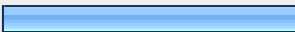




**SUMMARY FEEDBACK
NORTH METRO AND ISLANDS**

2010 TNA PSCWA

1. Please identify your service type. (This survey will use some drop down menus. Please click on the arrow below to see the available responses)			
		Response Percent	Response Count
Long Day Care	<input type="checkbox"/>	75.0%	21
Family Day Care	<input type="checkbox"/>	3.6%	1
Outside of School Hour Care (including Vacation Care)	<input type="checkbox"/>	14.3%	4
Occasional Care	<input type="checkbox"/>	3.6%	1
In-Home Care		0.0%	0
Other (please specify in box below)	<input type="checkbox"/>	3.6%	1
		answered question	28
		skipped question	0

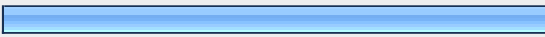
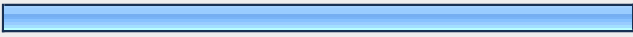
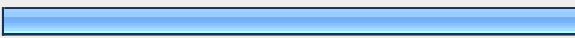
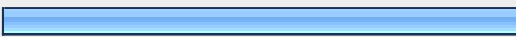
2. My service/program is located in the following West Australian region			
		Response Percent	Response Count
Region 1 – South Metro Perth		0.0%	0
Region 2 – North Metro Perth/Islands		100.0%	28
Region 3 – East Metro Perth/Midlands		0.0%	0
Region 4 – South West WA		0.0%	0
Region 5 – Lower Great South WA		0.0%	0
Region 6 – Central WA		0.0%	0
Region 7 – Kimberley		0.0%	0
Region 8 – Pilbara		0.0%	0
		<i>answered question</i>	28
		<i>skipped question</i>	0

3. Who in the service/centre completed this survey?			
		Response Percent	Response Count
Centre/service Director/Coordinator		82.1%	23
Centre/Service Owner		7.1%	2
Children's services professional		7.1%	2
Non direct staff (Management Personnel)		0.0%	0
Home based carer e.g Family Day Care, In-home carer		0.0%	0
Other (please specify in box below)		3.6%	1
answered question			28
skipped question			0

4. Please identify your management type.			
		Response Percent	Response Count
Private		46.4%	13
Corporate child care		7.1%	2
Community based organisation		35.7%	10
Community based stand alone		7.1%	2
Other (please specify)		3.6%	1
answered question			28
skipped question			0

5. For how many children is your service licensed?			
			Response Count
			22
<i>answered question</i>			22
<i>skipped question</i>			6


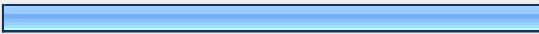
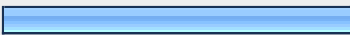

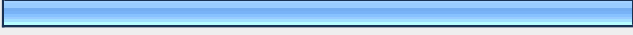

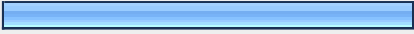
6. What is your average utilisation rate across a typical week for each age group? (Express this as a percentage and but don't use the % symbol in the box)				
		Response Average	Response Total	Response Count
Under 2		55.11	1,047	19
2 – 3 years of age		60.68	1,153	19
3 – 5 years of age		64.58	1,227	19
5 – 12 years of age		32.88	526	16
<i>answered question</i>			22	
<i>skipped question</i>			6	

7. How many children are currently attending your service/centre from the following priority groups?			
		Response Percent	Response Count
Children from an Aboriginal or Torres Strait Islander background		86.4%	19
Children from culturally and linguistically diverse backgrounds		100.0%	22
Children with disabilities		90.9%	20
Children with a refugee status		81.8%	18
<i>answered question</i>			22
<i>skipped question</i>			6

8. Please describe the staff in your service. Include both full and part time employees.				
		Response Average	Response Total	Response Count
Total number of staff employed		10.24	215	21
Number from an Aboriginal or Torres Strait Islander background		0.17	3	18
Number from a culturally or linguistically diverse background		1.84	35	19
	<i>answered question</i>			21
	<i>skipped question</i>			7

9. How many staff members hold the following qualifications? (count only their highest qualification). Home-based carers should record their highest qualification.				
		Response Average	Response Total	Response Count
No formal qualifications in children's services		2.17	39	18
Certificate 3 in children's services or equivalent		3.11	59	19
Certificate 4 in Out of School Aged Care		0.78	7	9
Diploma (e.g. TAFE qualification in children's services or equivalent)		3.68	70	19
University undergraduate (in early childhood or primary education)		0.94	15	16
University post graduate degree		0.50	5	10
Other (Please specify)		1.64	18	11
TOTAL NUMBER OF STAFF (should be the same as Q8)		10.93	164	15
	<i>answered question</i>			21
	<i>skipped question</i>			7

10. How important is it for your centre/service to access professional development opportunities?			
		Response Percent	Response Count
Very important		70.0%	14
Important		30.0%	6
Not important		0.0%	0
		<i>answered question</i>	20
		<i>skipped question</i>	8

11. Please select as many statements from the list below which most closely match your centres/services position on professional development			
		Response Percent	Response Count
Attending PD has meant that we have delivered better outcomes for children and their families		80.0%	16
Attending PD has increased our skill level and confidence in working with children and their families		85.0%	17
PD is of little or no relevance to my role working in child care		0.0%	0
PD is something that we do to meet legislative requirements such as regulations and accreditation		55.0%	11
PD is useful in networking with others working in child care		80.0%	16
PD is useful in making sure we stay in tune with trends and current practice in child care		100.0%	20
PD is something we participate in because we believe it is an expectation that we attend		5.0%	1
PD is useful because we get to hear about what other child care centres are doing		65.0%	13
		answered question	20
		skipped question	8



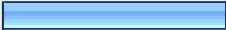
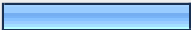
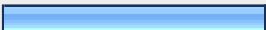
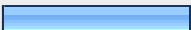
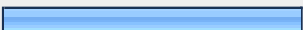
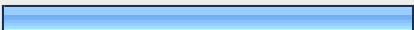
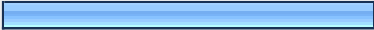

12. How much knowledge does your service/centre have on the following supports available through the Professional Support Coordinator						
	No knowledge	A little knowledge	Some Knowledge	Comprehensive knowledge	Rating Average	Response Count
Telephone support	5.0% (1)	10.0% (2)	55.0% (11)	30.0% (6)	3.10	20
Website	0.0% (0)	5.0% (1)	65.0% (13)	30.0% (6)	3.25	20
Training calendar	5.0% (1)	10.0% (2)	40.0% (8)	45.0% (9)	3.25	20
Accreditation support	5.0% (1)	20.0% (4)	40.0% (8)	35.0% (7)	3.05	20
Face to face support	5.0% (1)	15.0% (3)	50.0% (10)	30.0% (6)	3.05	20
Resource centre	0.0% (0)	10.0% (2)	50.0% (10)	40.0% (8)	3.30	20
Publications & resources	0.0% (0)	10.0% (2)	60.0% (12)	30.0% (6)	3.20	20
Specialist Equipment	5.0% (1)	25.0% (5)	50.0% (10)	20.0% (4)	2.85	20
Customised training	10.0% (2)	15.0% (3)	40.0% (8)	35.0% (7)	3.00	20
Bicultural support	10.0% (2)	10.0% (2)	50.0% (10)	30.0% (6)	3.00	20
Regional meetings	30.0% (6)	15.0% (3)	30.0% (6)	25.0% (5)	2.50	20
Special Events/Conferences	10.0% (2)	15.0% (3)	45.0% (9)	30.0% (6)	2.95	20
Children's Services Awards	10.0% (2)	15.0% (3)	60.0% (12)	15.0% (3)	2.80	20
EYLF information and support	10.0% (2)	20.0% (4)	50.0% (10)	20.0% (4)	2.80	20
	<i>answered question</i>					20
	<i>skipped question</i>					8

13. Please comment on the extent to which you have accessed resources from the resource centre in relation to the following content areas.						
	A great deal	A fair amount	Not much	Not at all	Rating Average	Response Count
Programming, planning and curriculum development	5.9% (1)	35.3% (6)	47.1% (8)	11.8% (2)	2.35	17
Inclusion and diversity	23.5% (4)	41.2% (7)	29.4% (5)	5.9% (1)	2.82	17
Accreditation	23.5% (4)	23.5% (4)	29.4% (5)	23.5% (4)	2.47	17
Relationships with children	11.8% (2)	47.1% (8)	29.4% (5)	11.8% (2)	2.59	17
Relationships with adults	0.0% (0)	41.2% (7)	47.1% (8)	11.8% (2)	2.29	17
Workplace and staffing issues	0.0% (0)	35.3% (6)	35.3% (6)	29.4% (5)	2.06	17
Compliance and regulations	11.8% (2)	29.4% (5)	23.5% (4)	35.3% (6)	2.18	17
Leadership and management	5.9% (1)	35.3% (6)	23.5% (4)	35.3% (6)	2.12	17
Early Years Learning Framework	11.8% (2)	35.3% (6)	23.5% (4)	29.4% (5)	2.29	17
Other (please specify below)	11.8% (2)	0.0% (0)	11.8% (2)	76.5% (13)	1.47	17
List "other" content area						2
answered question						17
skipped question						11

14. Please give your opinion on the following descriptions of the Resource Centre.							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
A useful service which I have found to be of assistance.	5.9% (1)	11.8% (2)	23.5% (4)	41.2% (7)	17.6% (3)	3.53	17
Conveniently located and/or resources are easy to access	0.0% (0)	5.9% (1)	35.3% (6)	47.1% (8)	11.8% (2)	3.65	17
Responds quickly to my requests	5.9% (1)	5.9% (1)	29.4% (5)	52.9% (9)	5.9% (1)	3.47	17
	<i>answered question</i>						17
	<i>skipped question</i>						11

15. In thinking about the resource centre please rank from 1 to 8 the resources that you have found most useful with the most useful and 8 being the least useful.

	1	2	3	4	5	6	7	8	Rating Average	R
Reference books	5.9% (1)	17.6% (3)	11.8% (2)	23.5% (4)	0.0% (0)	11.8% (2)	5.9% (1)	23.5% (4)	4.29	
Journals and articles	11.8% (2)	0.0% (0)	5.9% (1)	5.9% (1)	23.5% (4)	11.8% (2)	29.4% (5)	11.8% (2)	3.59	
Children's books	17.6% (3)	0.0% (0)	0.0% (0)	23.5% (4)	17.6% (3)	23.5% (4)	11.8% (2)	5.9% (1)	4.29	
Equipment for learning such as toys	0.0% (0)	0.0% (0)	17.6% (3)	5.9% (1)	35.3% (6)	5.9% (1)	29.4% (5)	5.9% (1)	3.59	
Videos, DVD's and CD's	5.9% (1)	17.6% (3)	5.9% (1)	23.5% (4)	11.8% (2)	5.9% (1)	11.8% (2)	17.6% (3)	4.29	
Posters	0.0% (0)	5.9% (1)	47.1% (8)	11.8% (2)	0.0% (0)	23.5% (4)	0.0% (0)	11.8% (2)	4.65	
Culturally specific equipment	23.5% (4)	29.4% (5)	5.9% (1)	5.9% (1)	11.8% (2)	11.8% (2)	11.8% (2)	0.0% (0)	5.65	
Disability specific equipment	35.3% (6)	29.4% (5)	5.9% (1)	0.0% (0)	0.0% (0)	5.9% (1)	0.0% (0)	23.5% (4)	5.65	
	<i>answered question</i>									
	<i>skipped question</i>									

16. Take some time to reflect on current issues you are facing in your centre/service. Which professional development content areas would most effectively address these issues?			
		Response Percent	Response Count
Programming, planning and curriculum development (e.g. outdoor environments, observation and documentation, curriculum)		64.7%	11
Inclusion and diversity (e.g. Aboriginal issues, cultural awareness, disabilities)		47.1%	8
Relationships with children (e.g. guiding children's behaviour, protective behaviours)		35.3%	6
Relationship with families (e.g. effective communication, dealing with conflict)		29.4%	5
Legislation and regulations (e.g. accreditation, OH&S, regulations, child protection)		41.2%	7
Leadership and management (e.g. financial management, coaching, survival skills for new directors)		29.4%	5
Workplace and staffing issues (e.g. team work, policy development, time management)		47.1%	8
Early Years Learning Framework		64.7%	11
National Quality Framework		58.8%	10
Other (please specify)		5.9%	1
	answered question		17
	skipped question		11

17. We would like to know more about your professional development needs now and in the future. Select the option that best describes your level of agreement with the following statement. “Our staff would attend training provided by the PSC on the following content areas....”

	Strongly agree	Agree	Neither agree of disagree	Disagree	Strongly disagree	Rating Average	Response Count
Programming, planning and curriculum development	47.1% (8)	41.2% (7)	0.0% (0)	11.8% (2)	0.0% (0)	4.24	17
Inclusion and diversity	23.5% (4)	52.9% (9)	23.5% (4)	0.0% (0)	0.0% (0)	4.00	17
Accreditation	35.3% (6)	35.3% (6)	11.8% (2)	17.6% (3)	0.0% (0)	3.88	17
Relationships with children	23.5% (4)	58.8% (10)	5.9% (1)	11.8% (2)	0.0% (0)	3.94	17
Relationship with adults	11.8% (2)	47.1% (8)	29.4% (5)	11.8% (2)	0.0% (0)	3.59	17
Workplace and staffing issues	11.8% (2)	23.5% (4)	41.2% (7)	23.5% (4)	0.0% (0)	3.24	17
Compliance and regulations	35.3% (6)	35.3% (6)	5.9% (1)	23.5% (4)	0.0% (0)	3.82	17
Leadership and management	23.5% (4)	29.4% (5)	29.4% (5)	17.6% (3)	0.0% (0)	3.59	17
Early Years Learning Framework	52.9% (9)	29.4% (5)	11.8% (2)	5.9% (1)	0.0% (0)	4.29	17
	<i>answered question</i>						17
	<i>skipped question</i>						11

18. Would you attend training on a content area not listed in Q17? If yes, please identify the relevant training topic (s).

	Response Count
	2
	<i>answered question</i>
	2
	<i>skipped question</i>
	26

19. We would like to know more about which areas of knowledge would help strengthen your work with children. Please tick the option that best describes your level of agreement with the following statement: “If I/we had more knowledge in the following area, it would improve my work with children...”

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Rating Average	Response Count
Writing programs for children	17.6% (3)	52.9% (9)	17.6% (3)	11.8% (2)	0.0% (0)	3.76	17
Documenting children’s learning	23.5% (4)	52.9% (9)	11.8% (2)	11.8% (2)	0.0% (0)	3.88	17
Observations	23.5% (4)	41.2% (7)	23.5% (4)	11.8% (2)	0.0% (0)	3.76	17
Children’s development	17.6% (3)	52.9% (9)	17.6% (3)	11.8% (2)	0.0% (0)	3.76	17
Cultural diversity	17.6% (3)	58.8% (10)	11.8% (2)	11.8% (2)	0.0% (0)	3.82	17
Family diversity	23.5% (4)	52.9% (9)	11.8% (2)	11.8% (2)	0.0% (0)	3.88	17
Aboriginal perspectives	23.5% (4)	29.4% (5)	35.3% (6)	11.8% (2)	0.0% (0)	3.65	17
Language and literacy	23.5% (4)	52.9% (9)	17.6% (3)	5.9% (1)	0.0% (0)	3.94	17
Disabilities	5.9% (1)	58.8% (10)	23.5% (4)	11.8% (2)	0.0% (0)	3.59	17
Consulting with children	23.5% (4)	41.2% (7)	29.4% (5)	5.9% (1)	0.0% (0)	3.82	17
Building community capacity	17.6% (3)	52.9% (9)	29.4% (5)	0.0% (0)	0.0% (0)	3.88	17
Gender equity	5.9% (1)	47.1% (8)	35.3% (6)	11.8% (2)	0.0% (0)	3.47	17
Religious and spiritual diversity	5.9% (1)	47.1% (8)	35.3% (6)	11.8% (2)	0.0% (0)	3.47	17
Enhancing relationships with and amongst children	11.8% (2)	58.8% (10)	23.5% (4)	5.9% (1)	0.0% (0)	3.76	17
Infant and toddler curriculum	17.6% (3)	47.1% (8)	23.5% (4)	11.8% (2)	0.0% (0)	3.71	17
Transition to school programs	11.8% (2)	52.9% (9)	23.5% (4)	11.8% (2)	0.0% (0)	3.65	17
Children’s behaviour	23.5% (4)	47.1% (8)	17.6% (3)	11.8% (2)	0.0% (0)	3.82	17
Working with parents	23.5% (4)	41.2% (7)	23.5% (4)	11.8% (2)	0.0% (0)	3.76	17
Environmental sustainability	17.6% (3)	47.1% (8)	29.4% (5)	5.9% (1)	0.0% (0)	3.76	17
Different approaches to curriculum	29.4% (5)	41.2% (7)	23.5% (4)	5.9% (1)	0.0% (0)	3.94	17
Play based learning	23.5% (4)	47.1% (8)	17.6% (3)	11.8% (2)	0.0% (0)	3.82	17

Health and safety	17.6% (3)	58.8% (10)	11.8% (2)	11.8% (2)	0.0% (0)	3.82	17
Regulations and compliance	29.4% (5)	47.1% (8)	11.8% (2)	11.8% (2)	0.0% (0)	3.94	17
Creating learning environments	29.4% (5)	47.1% (8)	11.8% (2)	11.8% (2)	0.0% (0)	3.94	17
Outdoor environments	29.4% (5)	41.2% (7)	23.5% (4)	5.9% (1)	0.0% (0)	3.94	17
Working with staff	11.8% (2)	58.8% (10)	23.5% (4)	5.9% (1)	0.0% (0)	3.76	17
Team building	23.5% (4)	52.9% (9)	11.8% (2)	11.8% (2)	0.0% (0)	3.88	17
Leadership	23.5% (4)	52.9% (9)	11.8% (2)	11.8% (2)	0.0% (0)	3.88	17
Communication in the workplace	23.5% (4)	52.9% (9)	17.6% (3)	5.9% (1)	0.0% (0)	3.94	17
Children and technology	17.6% (3)	47.1% (8)	35.3% (6)	0.0% (0)	0.0% (0)	3.82	17
Creative arts	17.6% (3)	47.1% (8)	23.5% (4)	11.8% (2)	0.0% (0)	3.71	17
Assessing children's learning	23.5% (4)	52.9% (9)	11.8% (2)	11.8% (2)	0.0% (0)	3.88	17
Project work with children	23.5% (4)	35.3% (6)	29.4% (5)	11.8% (2)	0.0% (0)	3.71	17
Children's well-being	23.5% (4)	47.1% (8)	17.6% (3)	11.8% (2)	0.0% (0)	3.82	17
Attachment theory	11.8% (2)	41.2% (7)	35.3% (6)	11.8% (2)	0.0% (0)	3.53	17
Music and movement	29.4% (5)	41.2% (7)	17.6% (3)	11.8% (2)	0.0% (0)	3.88	17
						answered question	17
						skipped question	11

20. Do you need new or additional knowledge in a content area not identified above? If yes, please identify the content area(s)		
		Response Count
		0
	answered question	0
	skipped question	28

21. What are the main barriers you experience in accessing professional development through the Professional Support Coordinator?

	Very insignificant	Insignificant	Neither insignificant or significant	Significant	Very significant	Rating Average
It is difficult to find time to attend	11.8% (2)	11.8% (2)	5.9% (1)	47.1% (8)	23.5% (4)	3.59
The time is not suitable	5.9% (1)	17.6% (3)	11.8% (2)	29.4% (5)	35.3% (6)	3.71
The location is difficult to get to	0.0% (0)	11.8% (2)	29.4% (5)	29.4% (5)	29.4% (5)	3.76
Replacement of staff is difficult	11.8% (2)	11.8% (2)	17.6% (3)	17.6% (3)	41.2% (7)	3.65
Staff are not motivated	5.9% (1)	29.4% (5)	35.3% (6)	23.5% (4)	5.9% (1)	2.94
The program is too short	11.8% (2)	29.4% (5)	52.9% (9)	5.9% (1)	0.0% (0)	2.53
The program is too long	11.8% (2)	29.4% (5)	52.9% (9)	5.9% (1)	0.0% (0)	2.53
The topic(s) are not relevant	23.5% (4)	29.4% (5)	29.4% (5)	11.8% (2)	5.9% (1)	2.47
I/we were unaware this service was provided by the Professional Support Coordinator at the time	47.1% (8)	17.6% (3)	29.4% (5)	0.0% (0)	5.9% (1)	2.00
Other (please specify)						
	<i>answered question</i>					
	<i>skipped question</i>					

22. In thinking about the format of professional development programs, please tick your preference in each of the options below.

	I like this format	I don't have a preference	I don't like this format	Rating Average	Response Count
Information seminar	70.6% (12)	29.4% (5)	0.0% (0)	2.71	17
Interactive workshop	82.4% (14)	17.6% (3)	0.0% (0)	2.82	17
Action research projects (concurrent sessions on a similar topic)	35.3% (6)	47.1% (8)	17.6% (3)	2.18	17
Conference format	41.2% (7)	52.9% (9)	5.9% (1)	2.35	17
Online learning/discussion forums	35.3% (6)	41.2% (7)	23.5% (4)	2.12	17
Mentoring	41.2% (7)	52.9% (9)	5.9% (1)	2.35	17
	<i>answered question</i>				17
	<i>skipped question</i>				11

23. PSCWA publishes two training calendars each year. One covers the period January – June and the other July – December. We have noticed that enrolments are generally small in January and December. To assist us to prepare the calendar please advise if your service/centre would attend calendar training sessions scheduled in:

	YES	NO	Response Count
January	25.0% (4)	75.0% (12)	16
December	31.3% (5)	68.8% (11)	16
	<i>answered question</i>		16
	<i>skipped question</i>		12


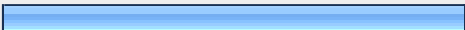
24. As a result of accessing professional development through the PSC how much change have you noticed in your centre/service in the following areas....						
	A great deal	A fair amount	Not much	None at all	Rating Average	Response Count
Approaches to teaching and learning	40.0% (6)	33.3% (5)	20.0% (3)	6.7% (1)	3.07	15
Policies and procedures	20.0% (3)	46.7% (7)	6.7% (1)	26.7% (4)	2.60	15
Beliefs and attitudes of staff	26.7% (4)	60.0% (9)	0.0% (0)	13.3% (2)	3.00	15
Relationships with children and their families	26.7% (4)	53.3% (8)	6.7% (1)	13.3% (2)	2.93	15
Leadership and communication skills within the team	40.0% (6)	40.0% (6)	6.7% (1)	13.3% (2)	3.07	15
	<i>answered question</i>					15
	<i>skipped question</i>					13

25. Using the following scale, how would your centre/service rate the effectiveness of professional development accessed through the PSC to create changes in the following							
	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Improved outcomes for children and their families	40.0% (6)	40.0% (6)	6.7% (1)	0.0% (0)	13.3% (2)	3.93	15
More inclusive care and education e.g increase in a number of children from diverse backgrounds	13.3% (2)	40.0% (6)	26.7% (4)	6.7% (1)	13.3% (2)	3.33	15
Reflect diversity and difference more authentically	20.0% (3)	40.0% (6)	26.7% (4)	0.0% (0)	13.3% (2)	3.53	15
Increased level of staff moral and satisfaction	13.3% (2)	53.3% (8)	20.0% (3)	0.0% (0)	13.3% (2)	3.53	15
Increased staff motivation	13.3% (2)	53.3% (8)	13.3% (2)	6.7% (1)	13.3% (2)	3.47	15
More unified team	20.0% (3)	46.7% (7)	20.0% (3)	0.0% (0)	13.3% (2)	3.60	15
Compliance with legislation and regulations	26.7% (4)	46.7% (7)	13.3% (2)	0.0% (0)	13.3% (2)	3.73	15
Greater confidence in participating in accreditation	20.0% (3)	53.3% (8)	13.3% (2)	0.0% (0)	13.3% (2)	3.67	15
Increased connection with colleagues through networking at events	13.3% (2)	60.0% (9)	13.3% (2)	0.0% (0)	13.3% (2)	3.60	15
	answered question						15
	skipped question						15

26. Thinking broadly about professional development you have accessed through the PSC, rate the effectiveness of the following in creating positive changes in your centre/service.

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Telephone support	26.7% (4)	33.3% (5)	26.7% (4)	0.0% (0)	13.3% (2)	3.60	15
Website	33.3% (5)	26.7% (4)	33.3% (5)	0.0% (0)	6.7% (1)	3.80	15
Training calendar	46.7% (7)	26.7% (4)	26.7% (4)	0.0% (0)	0.0% (0)	4.20	15
Accreditation support	33.3% (5)	40.0% (6)	13.3% (2)	0.0% (0)	13.3% (2)	3.80	15
EYLF support	26.7% (4)	46.7% (7)	13.3% (2)	6.7% (1)	6.7% (1)	3.80	15
Face to face support	26.7% (4)	33.3% (5)	26.7% (4)	6.7% (1)	6.7% (1)	3.67	15
Resource centre	26.7% (4)	40.0% (6)	26.7% (4)	6.7% (1)	0.0% (0)	3.87	15
Publications & resources	26.7% (4)	40.0% (6)	26.7% (4)	6.7% (1)	0.0% (0)	3.87	15
Specialist Equipment	20.0% (3)	40.0% (6)	40.0% (6)	0.0% (0)	0.0% (0)	3.80	15
Customised training	60.0% (9)	13.3% (2)	26.7% (4)	0.0% (0)	0.0% (0)	4.33	15
Bicultural support	6.7% (1)	26.7% (4)	53.3% (8)	13.3% (2)	0.0% (0)	3.27	15
Regional meetings	6.7% (1)	20.0% (3)	60.0% (9)	13.3% (2)	0.0% (0)	3.20	15
Special Events:Conferences	6.7% (1)	33.3% (5)	46.7% (7)	13.3% (2)	0.0% (0)	3.33	15
Children's Services Awards	6.7% (1)	13.3% (2)	60.0% (9)	20.0% (3)	0.0% (0)	3.07	15
	answered question						15

	<i>skipped question</i>	1
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27. Are you willing to participate in a telephone interview?			Response Percent	Response Count
Yes			26.7%	4
No			73.3%	11
	<i>answered question</i>			15
	<i>skipped question</i>			13

28. If you said yes to Q27, please provide your contact details. Include your email address, preferred telephone contact number and preferred time for telephone contact.			Response Count
			3
	<i>answered question</i>		3
	<i>skipped question</i>		25



Lee Jeffery
HR and Management Solutions

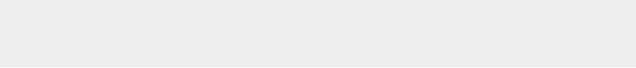
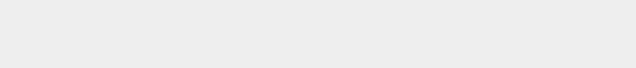
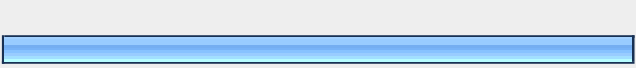
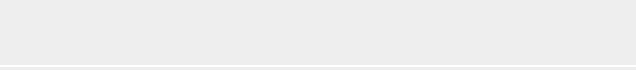
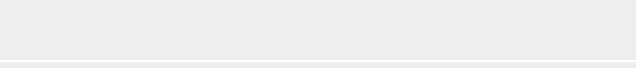
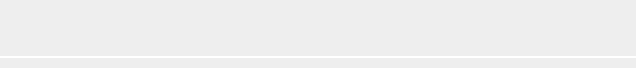
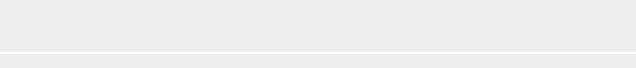
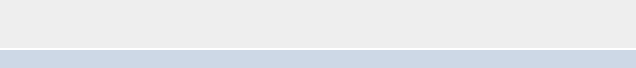
**PROFESSIONAL DEVELOPMENT AND SUPPORT
NEEDS ANALYSIS 2010**

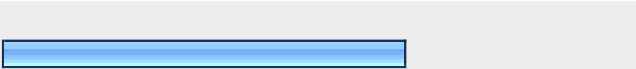
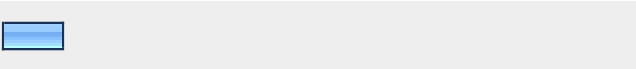
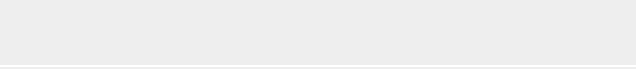
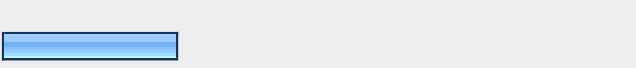
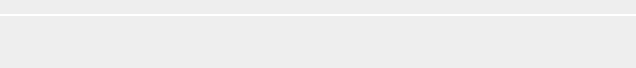

CHILDREN'S SERVICES (AGACCS) WESTERN AUSTRALIA

**SUMMARY FEEDBACK
EAST METRO AND MIDLANDS**

2010 TNA PSCWA

1. Please identify your service type. (This survey will use some drop down menus. Please click on the arrow below to see the available responses)			
		Response Percent	Response Count
Long Day Care	<input type="text"/>	27.3%	3
Family Day Care	<input type="text"/>	18.2%	2
Outside of School Hour Care (including Vacation Care)	<input type="text"/>	27.3%	3
Occasional Care	<input type="text"/>	9.1%	1
In-Home Care		0.0%	0
Other (please specify in box below)	<input type="text"/>	18.2%	2
		answered question	11
		skipped question	0

2. My service/program is located in the following West Australian region			
		Response Percent	Response Count
Region 1 – South Metro Perth		0.0%	0
Region 2 – North Metro Perth/Islands		0.0%	0
Region 3 – East Metro Perth/Midlands		100.0%	11
Region 4 – South West WA		0.0%	0
Region 5 – Lower Great South WA		0.0%	0
Region 6 – Central WA		0.0%	0
Region 7 – Kimberley		0.0%	0
Region 8 – Pilbara		0.0%	0
		answered question	11
		skipped question	0

3. Who in the service/centre completed this survey?			
		Response Percent	Response Count
Centre/service Director/Coordinator		63.6%	7
Centre/Service Owner		9.1%	1
Children's services professional		0.0%	0
Non direct staff (Management Personnel)		27.3%	3
Home based carer e.g Family Day Care, In-home carer		0.0%	0
Other (please specify in box below)		0.0%	0
		answered question	11
		skipped question	0

4. Please identify your management type.				
			Response Percent	Response Count
Private	<input type="text" value=""/>		18.2%	2
Corporate child care			0.0%	0
Community based organisation	<input type="text" value=""/>		36.4%	4
Community based stand alone	<input type="text" value=""/>		36.4%	4
Other (please specify)	<input type="text" value=""/>		9.1%	1
<i>answered question</i>				11
<i>skipped question</i>				0

5. For how many children is your service licensed?			Response Count
			7
<i>answered question</i>			7
<i>skipped question</i>			4

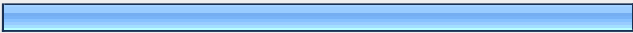
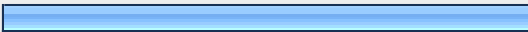



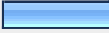

6. What is your average utilisation rate across a typical week for each age group? (Express this as a percentage and but don't use the % symbol in the box)				
		Response Average	Response Total	Response Count
Under 2	<input type="text" value=""/>	25.00	125	5
2 – 3 years of age	<input type="text" value=""/>	45.80	229	5
3 – 5 years of age	<input type="text" value=""/>	41.80	209	5
5 – 12 years of age	<input type="text" value=""/>	57.57	403	7
<i>answered question</i>			7	
<i>skipped question</i>			4	

7. How many children are currently attending your service/centre from the following priority groups?				
			Response Percent	Response Count
Children from an Aboriginal or Torres Strait Islander background		100.0%	7	
Children from culturally and linguistically diverse backgrounds		85.7%	6	
Children with disabilities		100.0%	7	
Children with a refugee status		85.7%	6	
			<i>answered question</i>	7
			<i>skipped question</i>	4

8. Please describe the staff in your service. Include both full and part time employees.				
		Response Average	Response Total	Response Count
Total number of staff employed		11.57	81	7
Number from an Aboriginal or Torres Strait Islander background		0.33	2	6
Number from a culturally or linguistically diverse background		0.67	4	6
			<i>answered question</i>	7
			<i>skipped question</i>	4

9. How many staff members hold the following qualifications? (count only their highest qualification). Home-based carers should record their highest qualification.				
		Response Average	Response Total	Response Count
No formal qualifications in children's services		4.00	24	6
Certificate 3 in children's services or equivalent		2.86	20	7
Certificate 4 in Out of School Aged Care		1.67	5	3
Diploma (e.g. TAFE qualification in children's services or equivalent)		3.40	17	5
University undergraduate (in early childhood or primary education)		2.33	7	3
University post graduate degree		0.00	0	1
Other (Please specify)		0.00	0	1
TOTAL NUMBER OF STAFF (should be the same as Q8)		11.25	45	4
<i>answered question</i>				7
<i>skipped question</i>				4

10. How important is it for your centre/service to access professional development opportunities?				
		Response Percent	Response Count	
Very important		83.3%	5	
Important		16.7%	1	
Not important		0.0%	0	
<i>answered question</i>				6
<i>skipped question</i>				5

11. Please select as many statements from the list below which most closely match your centres/services position on professional development			
		Response Percent	Response Count
Attending PD has meant that we have delivered better outcomes for children and their families		100.0%	6
Attending PD has increased our skill level and confidence in working with children and their families		83.3%	5
PD is of little or no relevance to my role working in child care		0.0%	0
PD is something that we do to meet legislative requirements such as regulations and accreditation		50.0%	3
PD is useful in networking with others working in child care		66.7%	4
PD is useful in making sure we stay in tune with trends and current practice in child care		66.7%	4
PD is something we participate in because we believe it is an expectation that we attend		16.7%	1
PD is useful because we get to hear about what other child care centres are doing		66.7%	4
		answered question	6
		skipped question	5

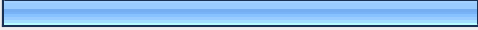
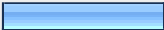
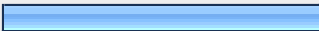
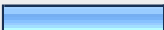
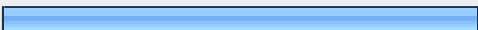
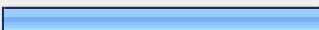
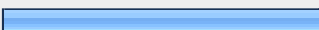
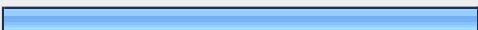
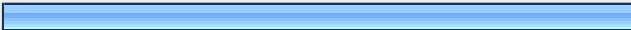
12. How much knowledge does your service/centre have on the following supports available through the Professional Support Coordinator						
	No knowledge	A little knowledge	Some Knowledge	Comprehensive knowledge	Rating Average	Response Count
Telephone support	16.7% (1)	16.7% (1)	66.7% (4)	0.0% (0)	2.50	6
Website	0.0% (0)	16.7% (1)	66.7% (4)	16.7% (1)	3.00	6
Training calendar	0.0% (0)	16.7% (1)	33.3% (2)	50.0% (3)	3.33	6
Accreditation support	33.3% (2)	0.0% (0)	33.3% (2)	33.3% (2)	2.67	6
Face to face support	33.3% (2)	0.0% (0)	50.0% (3)	16.7% (1)	2.50	6
Resource centre	0.0% (0)	50.0% (3)	33.3% (2)	16.7% (1)	2.67	6
Publications & resources	16.7% (1)	16.7% (1)	50.0% (3)	16.7% (1)	2.67	6
Specialist Equipment	16.7% (1)	33.3% (2)	50.0% (3)	0.0% (0)	2.33	6
Customised training	0.0% (0)	33.3% (2)	33.3% (2)	33.3% (2)	3.00	6
Bicultural support	0.0% (0)	33.3% (2)	50.0% (3)	16.7% (1)	2.83	6
Regional meetings	16.7% (1)	16.7% (1)	66.7% (4)	0.0% (0)	2.50	6
Special Events/Conferences	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	2.67	6
Children's Services Awards	33.3% (2)	0.0% (0)	66.7% (4)	0.0% (0)	2.33	6
EYLF information and support	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	2.67	6
	<i>answered question</i>					6
	<i>skipped question</i>					5

13. Please comment on the extent to which you have accessed resources from the resource centre in relation to the following content areas.						
	A great deal	A fair amount	Not much	Not at all	Rating Average	Response Count
Programming, planning and curriculum development	0.0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	2.25	4
Inclusion and diversity	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	3.25	4
Accreditation	25.0% (1)	25.0% (1)	25.0% (1)	25.0% (1)	2.50	4
Relationships with children	0.0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	2.25	4
Relationships with adults	0.0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	2.25	4
Workplace and staffing issues	0.0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	2.25	4
Compliance and regulations	0.0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	2.25	4
Leadership and management	0.0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	2.25	4
Early Years Learning Framework	0.0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	2.25	4
Other (please specify below)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (4)	1.00	4
List "other" content area						0
answered question						4
skipped question						7

14. Please give your opinion on the following descriptions of the Resource Centre.							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
A useful service which I have found to be of assistance.	0.0% (0)	0.0% (0)	75.0% (3)	25.0% (1)	0.0% (0)	3.25	4
Conveniently located and/or resources are easy to access	25.0% (1)	0.0% (0)	50.0% (2)	25.0% (1)	0.0% (0)	2.75	4
Responds quickly to my requests	0.0% (0)	0.0% (0)	75.0% (3)	25.0% (1)	0.0% (0)	3.25	4
	<i>answered question</i>						4
	<i>skipped question</i>						7

15. In thinking about the resource centre please rank from 1 to 8 the resources that you have found most useful with the most useful and 8 being the least useful.

	1	2	3	4	5	6	7	8	Rating Average	R
Reference books	0.0% (0)	0.0% (0)	25.0% (1)	25.0% (1)	0.0% (0)	0.0% (0)	25.0% (1)	25.0% (1)	3.50	
Journals and articles	25.0% (1)	0.0% (0)	25.0% (1)	0.0% (0)	0.0% (0)	25.0% (1)	25.0% (1)	0.0% (0)	4.75	
Children's books	0.0% (0)	0.0% (0)	0.0% (0)	25.0% (1)	25.0% (1)	50.0% (2)	0.0% (0)	0.0% (0)	3.75	
Equipment for learning such as toys	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	75.0% (3)	0.0% (0)	0.0% (0)	25.0% (1)	3.25	
Videos, DVD's and CD's	0.0% (0)	50.0% (2)	0.0% (0)	25.0% (1)	0.0% (0)	0.0% (0)	25.0% (1)	0.0% (0)	5.25	
Posters	25.0% (1)	0.0% (0)	25.0% (1)	0.0% (0)	0.0% (0)	25.0% (1)	0.0% (0)	25.0% (1)	4.50	
Culturally specific equipment	50.0% (2)	25.0% (1)	0.0% (0)	25.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	7.00	
Disability specific equipment	0.0% (0)	25.0% (1)	25.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	25.0% (1)	25.0% (1)	4.00	
	<i>answered question</i>									
	<i>skipped question</i>									

16. Take some time to reflect on current issues you are facing in your centre/service. Which professional development content areas would most effectively address these issues?			
		Response Percent	Response Count
Programming, planning and curriculum development (e.g. outdoor environments, observation and documentation, curriculum)		75.0%	3
Inclusion and diversity (e.g. Aboriginal issues, cultural awareness, disabilities)		25.0%	1
Relationships with children (e.g. guiding children's behaviour, protective behaviours)		50.0%	2
Relationship with families (e.g. effective communication, dealing with conflict)		25.0%	1
Legislation and regulations (e.g. accreditation, OH&S, regulations, child protection)		75.0%	3
Leadership and management (e.g. financial management, coaching, survival skills for new directors)		50.0%	2
Workplace and staffing issues (e.g. team work, policy development, time management)		50.0%	2
Early Years Learning Framework		75.0%	3
National Quality Framework		100.0%	4
Other (please specify)		0.0%	0
		answered question	4
		skipped question	7

17. We would like to know more about your professional development needs now and in the future. Select the option that best describes your level of agreement with the following statement. “Our staff would attend training provided by the PSC on the following content areas....”

	Strongly agree	Agree	Neither agree of disagree	Disagree	Strongly disagree	Rating Average	Response Count
Programming, planning and curriculum development	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	4
Inclusion and diversity	25.0% (1)	25.0% (1)	50.0% (2)	0.0% (0)	0.0% (0)	3.75	4
Accreditation	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	4
Relationships with children	50.0% (2)	25.0% (1)	25.0% (1)	0.0% (0)	0.0% (0)	4.25	4
Relationship with adults	50.0% (2)	25.0% (1)	25.0% (1)	0.0% (0)	0.0% (0)	4.25	4
Workplace and staffing issues	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Compliance and regulations	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.75	4
Leadership and management	75.0% (3)	0.0% (0)	25.0% (1)	0.0% (0)	0.0% (0)	4.50	4
Early Years Learning Framework	50.0% (2)	25.0% (1)	25.0% (1)	0.0% (0)	0.0% (0)	4.25	4
	<i>answered question</i>						4
	<i>skipped question</i>						7

18. Would you attend training on a content area not listed in Q17? If yes, please identify the relevant training topic (s).

	Response Count
	1
	<i>answered question</i>
	1
	<i>skipped question</i>
	10

19. We would like to know more about which areas of knowledge would help strengthen your work with children. Please tick the option that best describes your level of agreement with the following statement: “If I/we had more knowledge in the following area, it would improve my work with children...”

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Rating Average	Response Count
Writing programs for children	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Documenting children’s learning	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Observations	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Children’s development	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Cultural diversity	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Family diversity	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Aboriginal perspectives	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Language and literacy	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Disabilities	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Consulting with children	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Building community capacity	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Gender equity	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Religious and spiritual diversity	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Enhancing relationships with and amongst children	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Infant and toddler curriculum	25.0% (1)	25.0% (1)	0.0% (0)	25.0% (1)	25.0% (1)	3.00	4
Transition to school programs	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Children’s behaviour	75.0% (3)	0.0% (0)	25.0% (1)	0.0% (0)	0.0% (0)	4.50	4
Working with parents	50.0% (2)	25.0% (1)	25.0% (1)	0.0% (0)	0.0% (0)	4.25	4
Environmental sustainability	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	4
Different approaches to curriculum	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Play based learning	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	4
Health and safety	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.75	4

Regulations and compliance	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.75	4
Creating learning environments	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.75	4
Outdoor environments	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	4
Working with staff	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Team building	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Leadership	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	4
Communication in the workplace	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	4
Children and technology	50.0% (2)	25.0% (1)	25.0% (1)	0.0% (0)	0.0% (0)	4.25	4
Creative arts	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	4
Assessing children's learning	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Project work with children	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	4
Children's well-being	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4
Attachment theory	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
Music and movement	50.0% (2)	25.0% (1)	25.0% (1)	0.0% (0)	0.0% (0)	4.25	4
	answered question						4
	skipped question						7

20. Do you need new or additional knowledge in a content area not identified above? If yes, please identify the content area(s)	
	Response Count
	0
	answered question
	0
	skipped question
	11

21. What are the main barriers you experience in accessing professional development through the Professional Support Coordinator?

	Very insignificant	Insignificant	Neither insignificant or significant	Significant	Very significant	Rating Average
It is difficult to find time to attend	0.0% (0)	25.0% (1)	0.0% (0)	25.0% (1)	50.0% (2)	4.00
The time is not suitable	0.0% (0)	0.0% (0)	0.0% (0)	75.0% (3)	25.0% (1)	4.25
The location is difficult to get to	0.0% (0)	25.0% (1)	0.0% (0)	50.0% (2)	25.0% (1)	3.75
Replacement of staff is difficult	0.0% (0)	0.0% (0)	25.0% (1)	0.0% (0)	75.0% (3)	4.50
Staff are not motivated	0.0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	0.0% (0)	2.75
The program is too short	0.0% (0)	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	2.25
The program is too long	0.0% (0)	50.0% (2)	25.0% (1)	25.0% (1)	0.0% (0)	2.75
The topic(s) are not relevant	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	2.50
I/we were unaware this service was provided by the Professional Support Coordinator at the time	25.0% (1)	25.0% (1)	50.0% (2)	0.0% (0)	0.0% (0)	2.25
Other (please specify)						
<i>answered question</i>						
<i>skipped question</i>						

22. In thinking about the format of professional development programs, please tick your preference in each of the options below.

	I like this format	I don't have a preference	I don't like this format	Rating Average	Response Count
Information seminar	0.0% (0)	100.0% (4)	0.0% (0)	2.00	4
Interactive workshop	75.0% (3)	25.0% (1)	0.0% (0)	2.75	4
Action research projects (concurrent sessions on a similar topic)	25.0% (1)	50.0% (2)	25.0% (1)	2.00	4
Conference format	25.0% (1)	25.0% (1)	50.0% (2)	1.75	4
Online learning/discussion forums	25.0% (1)	75.0% (3)	0.0% (0)	2.25	4
Mentoring	75.0% (3)	25.0% (1)	0.0% (0)	2.75	4
	<i>answered question</i>				4
	<i>skipped question</i>				7

23. PSCWA publishes two training calendars each year. One covers the period January – June and the other July – December. We have noticed that enrolments are generally small in January and December. To assist us to prepare the calendar please advise if your service/centre would attend calendar training sessions scheduled in:

	YES	NO	Response Count
January	25.0% (1)	75.0% (3)	4
December	25.0% (1)	75.0% (3)	4
	<i>answered question</i>		4
	<i>skipped question</i>		7

24. As a result of accessing professional development through the PSC how much change have you noticed in your centre/service in the following areas....						
	A great deal	A fair amount	Not much	None at all	Rating Average	Response Count
Approaches to teaching and learning	0.0% (0)	75.0% (3)	25.0% (1)	0.0% (0)	2.75	4
Policies and procedures	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	2.50	4
Beliefs and attitudes of staff	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	2.50	4
Relationships with children and their families	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	2.50	4
Leadership and communication skills within the team	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	2.50	4
	<i>answered question</i>					4
	<i>skipped question</i>					7


25. Using the following scale, how would your centre/service rate the effectiveness of professional development accessed through the PSC to create changes in the following

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Improved outcomes for children and their families	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	
More inclusive care and education e.g increase in a number of children from diverse backgrounds	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	
Reflect diversity and difference more authentically	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	
Increased level of staff moral and satisfaction	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	
Increased staff motivation	50.0% (2)	25.0% (1)	25.0% (1)	0.0% (0)	0.0% (0)	4.25	
More unified team	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	
Compliance with legislation and regulations	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	
Greater confidence in participating in accreditation	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	
Increased connection with colleagues through networking at events	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	
	answered question						
	skipped question						

26. Thinking broadly about professional development you have accessed through the PSC, rate the effectiveness of the following in creating positive changes in your centre/service.

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count	
Telephone support	25.0% (1)	0.0% (0)	75.0% (3)	0.0% (0)	0.0% (0)	3.50	4	
Website	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	3.50	4	
Training calendar	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.25	4	
Accreditation support	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	3.50	4	
EYLF support	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	3.50	4	
Face to face support	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	3.50	4	
Resource centre	0.0% (0)	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	3.75	4	
Publications & resources	0.0% (0)	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	3.75	4	
Specialist Equipment	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	3.50	4	
Customised training	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4	
Bicultural support	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	3.50	4	
Regional meetings	0.0% (0)	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	3.50	4	
Special Events:Conferences	0.0% (0)	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	3.75	4	
Children's Services Awards	0.0% (0)	75.0% (3)	25.0% (1)	0.0% (0)	0.0% (0)	3.75	4	
	answered question							4

	<i>skipped question</i>
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27. Are you willing to participate in a telephone interview?			
		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	4
	<i>answered question</i>		4
	<i>skipped question</i>		7

28. If you said yes to Q27, please provide your contact details. Include your email address, preferred telephone contact number and preferred time for telephone contact.			
		Response Count	
		0	
	<i>answered question</i>		0
	<i>skipped question</i>		11








Lee Jeffery
HR and Management Solutions


**PROFESSIONAL DEVELOPMENT AND SUPPORT
NEEDS ANALYSIS 2010**

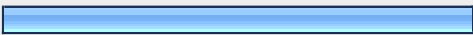



CHILDREN'S SERVICES (AGACCS) WESTERN AUSTRALIA

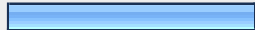

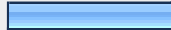
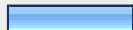

**SUMMARY FEEDBACK
SOUTH METRO**

2010 TNA PSCWA

1. Please identify your service type. (This survey will use some drop down menus. Please click on the arrow below to see the available responses)			
		Response Percent	Response Count
Long Day Care		74.2%	23
Family Day Care		12.9%	4
Outside of School Hour Care (including Vacation Care)		6.5%	2
Occasional Care		3.2%	1
In-Home Care		0.0%	0
Other (please specify in box below)		3.2%	1
		answered question	31
		skipped question	0


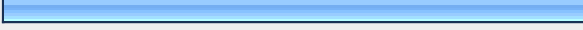
2. My service/program is located in the following West Australian region			
		Response Percent	Response Count
Region 1 – South Metro Perth		100.0%	31
Region 2 – North Metro Perth/Islands		0.0%	0
Region 3 – East Metro Perth/Midlands		0.0%	0
Region 4 – South West WA		0.0%	0
Region 5 – Lower Great South WA		0.0%	0
Region 6 – Central WA		0.0%	0
Region 7 – Kimberley		0.0%	0
Region 8 – Pilbara		0.0%	0
		answered question	31
		skipped question	0

3. Who in the service/centre completed this survey?			
		Response Percent	Response Count
Centre/service Director/Coordinator		74.2%	23
Centre/Service Owner		12.9%	4
Children's services professional		6.5%	2
Non direct staff (Management Personnel)		6.5%	2
Home based carer e.g Family Day Care, In-home carer		0.0%	0
Other (please specify in box below)		0.0%	0
		answered question	31
		skipped question	0

4. Please identify your management type.				
			Response Percent	Response Count
Private			38.7%	12
Corporate child care			3.2%	1
Community based organisation			25.8%	8
Community based stand alone			19.4%	6
Other (please specify)			12.9%	4
			answered question	31
			skipped question	0

5. For how many children is your service licensed?		
		Response Count
		26
		answered question
		26
		skipped question
		5


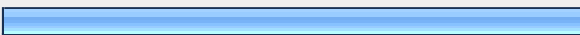

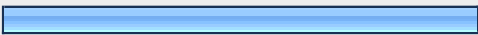
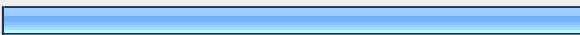

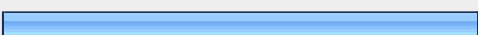
6. What is your average utilisation rate across a typical week for each age group? (Express this as a percentage and but don't use the % symbol in the box)				
		Response Average	Response Total	Response Count
Under 2		58.65	1,349	23
2 – 3 years of age		54.68	1,367	25
3 – 5 years of age		58.92	1,473	25
5 – 12 years of age		31.30	626	20
			answered question	26
			skipped question	5

7. How many children are currently attending your service/centre from the following priority groups?				
			Response Percent	Response Count
Children from an Aboriginal or Torres Strait Islander background		100.0%	26	
Children from culturally and linguistically diverse backgrounds		96.2%	25	
Children with disabilities		100.0%	26	
Children with a refugee status		92.3%	24	
			<i>answered question</i>	26
			<i>skipped question</i>	5

8. Please describe the staff in your service. Include both full and part time employees.				
		Response Average	Response Total	Response Count
Total number of staff employed		12.28	307	25
Number from an Aboriginal or Torres Strait Islander background		0.83	20	24
Number from a culturally or linguistically diverse background		2.29	55	24
			<i>answered question</i>	25
			<i>skipped question</i>	6

9. How many staff members hold the following qualifications? (count only their highest qualification). Home-based carers should record their highest qualification.				
		Response Average	Response Total	Response Count
No formal qualifications in children's services		3.58	86	24
Certificate 3 in children's services or equivalent		3.52	88	25
Certificate 4 in Out of School Aged Care		0.64	9	14
Diploma (e.g. TAFE qualification in children's services or equivalent)		4.75	114	24
University undergraduate (in early childhood or primary education)		0.92	11	12
University post graduate degree		0.50	4	8
Other (Please specify)		0.50	6	12
TOTAL NUMBER OF STAFF (should be the same as Q8)		12.44	199	16
<i>answered question</i>				25
<i>skipped question</i>				6

10. How important is it for your centre/service to access professional development opportunities?				
		Response Percent	Response Count	
Very important		88.0%	22	
Important		12.0%	3	
Not important		0.0%	0	
<i>answered question</i>				25
<i>skipped question</i>				6

11. Please select as many statements from the list below which most closely match your centres/services position on professional development			
		Response Percent	Response Count
Attending PD has meant that we have delivered better outcomes for children and their families		91.7%	22
Attending PD has increased our skill level and confidence in working with children and their families		91.7%	22
PD is of little or no relevance to my role working in child care		0.0%	0
PD is something that we do to meet legislative requirements such as regulations and accreditation		58.3%	14
PD is useful in networking with others working in child care		75.0%	18
PD is useful in making sure we stay in tune with trends and current practice in child care		91.7%	22
PD is something we participate in because we believe it is an expectation that we attend		29.2%	7
PD is useful because we get to hear about what other child care centres are doing		75.0%	18
		answered question	24
		skipped question	7

12. How much knowledge does your service/centre have on the following supports available through the Professional Support Coordinator						
	No knowledge	A little knowledge	Some Knowledge	Comprehensive knowledge	Rating Average	Response Count
Telephone support	12.0% (3)	24.0% (6)	40.0% (10)	24.0% (6)	2.76	25
Website	8.0% (2)	8.0% (2)	40.0% (10)	44.0% (11)	3.20	25
Training calendar	8.0% (2)	4.0% (1)	12.0% (3)	76.0% (19)	3.56	25
Accreditation support	8.0% (2)	16.0% (4)	48.0% (12)	28.0% (7)	2.96	25
Face to face support	12.0% (3)	36.0% (9)	32.0% (8)	20.0% (5)	2.60	25
Resource centre	16.0% (4)	16.0% (4)	36.0% (9)	32.0% (8)	2.84	25
Publications & resources	8.0% (2)	16.0% (4)	32.0% (8)	44.0% (11)	3.12	25
Specialist Equipment	20.0% (5)	36.0% (9)	24.0% (6)	20.0% (5)	2.44	25
Customised training	12.0% (3)	16.0% (4)	28.0% (7)	44.0% (11)	3.04	25
Bicultural support	16.0% (4)	12.0% (3)	40.0% (10)	32.0% (8)	2.88	25
Regional meetings	28.0% (7)	32.0% (8)	28.0% (7)	12.0% (3)	2.24	25
Special Events/Conferences	12.0% (3)	20.0% (5)	44.0% (11)	24.0% (6)	2.80	25
Children's Services Awards	16.0% (4)	24.0% (6)	40.0% (10)	20.0% (5)	2.64	25
EYLF information and support	12.0% (3)	16.0% (4)	48.0% (12)	24.0% (6)	2.84	25
	<i>answered question</i>					25
	<i>skipped question</i>					6

13. Please comment on the extent to which you have accessed resources from the resource centre in relation to the following content areas.

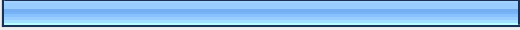
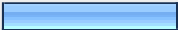


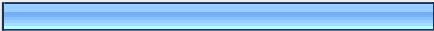
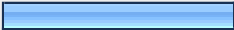
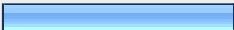
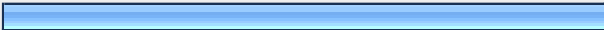
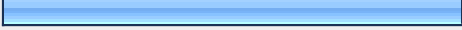
	A great deal	A fair amount	Not much	Not at all	Rating Average	Response Count
Programming, planning and curriculum development	4.5% (1)	36.4% (8)	36.4% (8)	22.7% (5)	2.23	22
Inclusion and diversity	18.2% (4)	50.0% (11)	9.1% (2)	22.7% (5)	2.64	22
Accreditation	13.6% (3)	31.8% (7)	31.8% (7)	22.7% (5)	2.36	22
Relationships with children	18.2% (4)	22.7% (5)	31.8% (7)	27.3% (6)	2.32	22
Relationships with adults	13.6% (3)	22.7% (5)	36.4% (8)	27.3% (6)	2.23	22
Workplace and staffing issues	13.6% (3)	18.2% (4)	31.8% (7)	36.4% (8)	2.09	22
Compliance and regulations	9.1% (2)	18.2% (4)	40.9% (9)	31.8% (7)	2.05	22
Leadership and management	18.2% (4)	4.5% (1)	50.0% (11)	27.3% (6)	2.14	22
Early Years Learning Framework	13.6% (3)	36.4% (8)	27.3% (6)	22.7% (5)	2.41	22
Other (please specify below)	9.1% (2)	9.1% (2)	4.5% (1)	77.3% (17)	1.50	22
List "other" content area						4
answered question						22
skipped question						9

14. Please give your opinion on the following descriptions of the Resource Centre.							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
A useful service which I have found to be of assistance.	9.1% (2)	4.5% (1)	45.5% (10)	31.8% (7)	9.1% (2)	3.27	22
Conveniently located and/or resources are easy to access	13.6% (3)	22.7% (5)	27.3% (6)	31.8% (7)	4.5% (1)	2.91	22
Responds quickly to my requests	9.1% (2)	13.6% (3)	31.8% (7)	40.9% (9)	4.5% (1)	3.18	22
	<i>answered question</i>						22
	<i>skipped question</i>						9

15. In thinking about the resource centre please rank from 1 to 8 the resources that you have found most useful with the most useful and 8 being the least useful.

	1	2	3	4	5	6	7	8	Rating Average	R
Reference books	31.8% (7)	0.0% (0)	4.5% (1)	18.2% (4)	4.5% (1)	4.5% (1)	9.1% (2)	27.3% (6)	4.50	
Journals and articles	9.1% (2)	36.4% (8)	13.6% (3)	9.1% (2)	4.5% (1)	9.1% (2)	13.6% (3)	4.5% (1)	5.32	
Children's books	4.5% (1)	9.1% (2)	27.3% (6)	9.1% (2)	9.1% (2)	13.6% (3)	18.2% (4)	9.1% (2)	4.32	
Equipment for learning such as toys	0.0% (0)	4.5% (1)	13.6% (3)	27.3% (6)	36.4% (8)	9.1% (2)	0.0% (0)	9.1% (2)	4.32	
Videos, DVD's and CD's	0.0% (0)	18.2% (4)	4.5% (1)	13.6% (3)	18.2% (4)	27.3% (6)	9.1% (2)	9.1% (2)	4.05	
Posters	0.0% (0)	9.1% (2)	18.2% (4)	9.1% (2)	18.2% (4)	27.3% (6)	13.6% (3)	4.5% (1)	4.05	
Culturally specific equipment	27.3% (6)	18.2% (4)	13.6% (3)	4.5% (1)	0.0% (0)	4.5% (1)	27.3% (6)	4.5% (1)	5.23	
Disability specific equipment	27.3% (6)	4.5% (1)	4.5% (1)	9.1% (2)	9.1% (2)	4.5% (1)	9.1% (2)	31.8% (7)	4.23	
	<i>answered question</i>									
	<i>skipped question</i>									

16. Take some time to reflect on current issues you are facing in your centre/service. Which professional development content areas would most effectively address these issues?

		Response Percent	Response Count
Programming, planning and curriculum development (e.g. outdoor environments, observation and documentation, curriculum)		81.8%	18
Inclusion and diversity (e.g. Aboriginal issues, cultural awareness, disabilities)		27.3%	6
Relationships with children (e.g. guiding children's behaviour, protective behaviours)		59.1%	13
Relationship with families (e.g. effective communication, dealing with conflict)		36.4%	8
Legislation and regulations (e.g. accreditation, OH&S, regulations, child protection)		68.2%	15
Leadership and management (e.g. financial management, coaching, survival skills for new directors)		36.4%	8
Workplace and staffing issues (e.g. team work, policy development, time management)		36.4%	8
Early Years Learning Framework		95.5%	21
National Quality Framework		72.7%	16
Other (please specify)		0.0%	0
		answered question	22
		skipped question	9

17. We would like to know more about your professional development needs now and in the future. Select the option that best describes your level of agreement with the following statement. “Our staff would attend training provided by the PSC on the following content areas....”

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Rating Average	Response Count
Programming, planning and curriculum development	50.0% (11)	40.9% (9)	0.0% (0)	0.0% (0)	9.1% (2)	4.23	22
Inclusion and diversity	18.2% (4)	59.1% (13)	13.6% (3)	0.0% (0)	9.1% (2)	3.77	22
Accreditation	31.8% (7)	36.4% (8)	22.7% (5)	0.0% (0)	9.1% (2)	3.82	22
Relationships with children	36.4% (8)	27.3% (6)	22.7% (5)	0.0% (0)	13.6% (3)	3.73	22
Relationship with adults	18.2% (4)	22.7% (5)	36.4% (8)	13.6% (3)	9.1% (2)	3.27	22
Workplace and staffing issues	18.2% (4)	31.8% (7)	31.8% (7)	9.1% (2)	9.1% (2)	3.41	22
Compliance and regulations	36.4% (8)	36.4% (8)	13.6% (3)	4.5% (1)	9.1% (2)	3.86	22
Leadership and management	13.6% (3)	36.4% (8)	36.4% (8)	4.5% (1)	9.1% (2)	3.41	22
Early Years Learning Framework	68.2% (15)	18.2% (4)	0.0% (0)	4.5% (1)	9.1% (2)	4.32	22
	<i>answered question</i>						22
	<i>skipped question</i>						9

18. Would you attend training on a content area not listed in Q17? If yes, please identify the relevant training topic (s).

	Response Count
	7
	<i>answered question</i>
	7
	<i>skipped question</i>
	24

19. We would like to know more about which areas of knowledge would help strengthen your work with children. Please tick the option that best describes your level of agreement with the following statement: “If I/we had more knowledge in the following area, it would improve my work with children...”

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Rating Average	Response Count
Writing programs for children	50.0% (11)	31.8% (7)	13.6% (3)	4.5% (1)	0.0% (0)	4.27	22
Documenting children’s learning	50.0% (11)	36.4% (8)	9.1% (2)	4.5% (1)	0.0% (0)	4.32	22
Observations	50.0% (11)	27.3% (6)	18.2% (4)	4.5% (1)	0.0% (0)	4.23	22
Children’s development	31.8% (7)	50.0% (11)	13.6% (3)	4.5% (1)	0.0% (0)	4.09	22
Cultural diversity	22.7% (5)	40.9% (9)	31.8% (7)	4.5% (1)	0.0% (0)	3.82	22
Family diversity	27.3% (6)	36.4% (8)	27.3% (6)	4.5% (1)	4.5% (1)	3.77	22
Aboriginal perspectives	31.8% (7)	18.2% (4)	40.9% (9)	4.5% (1)	4.5% (1)	3.68	22
Language and literacy	36.4% (8)	45.5% (10)	18.2% (4)	0.0% (0)	0.0% (0)	4.18	22
Disabilities	27.3% (6)	27.3% (6)	36.4% (8)	4.5% (1)	4.5% (1)	3.68	22
Consulting with children	31.8% (7)	36.4% (8)	31.8% (7)	0.0% (0)	0.0% (0)	4.00	22
Building community capacity	22.7% (5)	31.8% (7)	36.4% (8)	9.1% (2)	0.0% (0)	3.68	22
Gender equity	13.6% (3)	31.8% (7)	40.9% (9)	9.1% (2)	4.5% (1)	3.41	22
Religious and spiritual diversity	9.1% (2)	27.3% (6)	50.0% (11)	4.5% (1)	9.1% (2)	3.23	22
Enhancing relationships with and amongst children	27.3% (6)	45.5% (10)	22.7% (5)	4.5% (1)	0.0% (0)	3.95	22
Infant and toddler curriculum	45.5% (10)	36.4% (8)	18.2% (4)	0.0% (0)	0.0% (0)	4.27	22
Transition to school programs	31.8% (7)	27.3% (6)	31.8% (7)	4.5% (1)	4.5% (1)	3.77	22
Children’s behaviour	45.5% (10)	45.5% (10)	9.1% (2)	0.0% (0)	0.0% (0)	4.36	22
Working with parents	36.4% (8)	36.4% (8)	18.2% (4)	9.1% (2)	0.0% (0)	4.00	22

Environmental sustainability	22.7% (5)	27.3% (6)	31.8% (7)	13.6% (3)	4.5% (1)	3.50	22
Different approaches to curriculum	31.8% (7)	50.0% (11)	18.2% (4)	0.0% (0)	0.0% (0)	4.14	22
Play based learning	36.4% (8)	36.4% (8)	27.3% (6)	0.0% (0)	0.0% (0)	4.09	22
Health and safety	22.7% (5)	50.0% (11)	22.7% (5)	4.5% (1)	0.0% (0)	3.91	22
Regulations and compliance	36.4% (8)	40.9% (9)	22.7% (5)	0.0% (0)	0.0% (0)	4.14	22
Creating learning environments	50.0% (11)	36.4% (8)	13.6% (3)	0.0% (0)	0.0% (0)	4.36	22
Outdoor environments	45.5% (10)	40.9% (9)	13.6% (3)	0.0% (0)	0.0% (0)	4.32	22
Working with staff	27.3% (6)	50.0% (11)	18.2% (4)	0.0% (0)	4.5% (1)	3.95	22
Team building	27.3% (6)	45.5% (10)	22.7% (5)	0.0% (0)	4.5% (1)	3.91	22
Leadership	27.3% (6)	45.5% (10)	18.2% (4)	4.5% (1)	4.5% (1)	3.86	22
Communication in the workplace	31.8% (7)	40.9% (9)	27.3% (6)	0.0% (0)	0.0% (0)	4.05	22
Children and technology	36.4% (8)	36.4% (8)	27.3% (6)	0.0% (0)	0.0% (0)	4.09	22
Creative arts	27.3% (6)	59.1% (13)	13.6% (3)	0.0% (0)	0.0% (0)	4.14	22
Assessing children's learning	45.5% (10)	40.9% (9)	13.6% (3)	0.0% (0)	0.0% (0)	4.32	22
Project work with children	36.4% (8)	40.9% (9)	22.7% (5)	0.0% (0)	0.0% (0)	4.14	22
Children's well-being	40.9% (9)	40.9% (9)	18.2% (4)	0.0% (0)	0.0% (0)	4.23	22
Attachment theory	13.6% (3)	50.0% (11)	31.8% (7)	4.5% (1)	0.0% (0)	3.73	22
Music and movement	40.9% (9)	36.4% (8)	22.7% (5)	0.0% (0)	0.0% (0)	4.18	22
	answered question						22
	skipped question						9

20. Do you need new or additional knowledge in a content area not identified above? If yes, please identify the content area(s)		
		Response Count
		2
	answered question	2
	skipped question	29

21. What are the main barriers you experience in accessing professional development through the Professional Support Coordinator?						
	Very insignificant	Insignificant	Neither insignificant or significant	Significant	Very significant	Rating Average
It is difficult to find time to attend	4.8% (1)	14.3% (3)	19.0% (4)	42.9% (9)	19.0% (4)	3.57
The time is not suitable	4.8% (1)	4.8% (1)	23.8% (5)	52.4% (11)	14.3% (3)	3.67
The location is difficult to get to	9.5% (2)	4.8% (1)	4.8% (1)	33.3% (7)	47.6% (10)	4.05
Replacement of staff is difficult	0.0% (0)	19.0% (4)	23.8% (5)	28.6% (6)	28.6% (6)	3.67
Staff are not motivated	23.8% (5)	19.0% (4)	28.6% (6)	19.0% (4)	9.5% (2)	2.71
The program is too short	9.5% (2)	28.6% (6)	57.1% (12)	0.0% (0)	4.8% (1)	2.62
The program is too long	4.8% (1)	28.6% (6)	52.4% (11)	14.3% (3)	0.0% (0)	2.76
The topic(s) are not relevant	4.8% (1)	28.6% (6)	57.1% (12)	9.5% (2)	0.0% (0)	2.71
I/we were unaware this service was provided by the Professional Support Coordinator at the time	28.6% (6)	33.3% (7)	38.1% (8)	0.0% (0)	0.0% (0)	2.10
Other (please specify)						
	answered question					
	skipped question					

22. In thinking about the format of professional development programs, please tick your preference in each of the options below.

	I like this format	I don't have a preference	I don't like this format	Rating Average	Response Count
Information seminar	76.2% (16)	23.8% (5)	0.0% (0)	2.76	21
Interactive workshop	61.9% (13)	33.3% (7)	4.8% (1)	2.57	21
Action research projects (concurrent sessions on a similar topic)	28.6% (6)	52.4% (11)	19.0% (4)	2.10	21
Conference format	38.1% (8)	42.9% (9)	19.0% (4)	2.19	21
Online learning/discussion forums	33.3% (7)	42.9% (9)	23.8% (5)	2.10	21
Mentoring	23.8% (5)	61.9% (13)	14.3% (3)	2.10	21
	<i>answered question</i>				21
	<i>skipped question</i>				10

23. PSCWA publishes two training calendars each year. One covers the period January – June and the other July – December. We have noticed that enrolments are generally small in January and December. To assist us to prepare the calendar please advise if your service/centre would attend calendar training sessions scheduled in:

	YES	NO	Response Count
January	52.4% (11)	47.6% (10)	21
December	28.6% (6)	71.4% (15)	21
	<i>answered question</i>		21
	<i>skipped question</i>		10


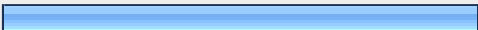
24. As a result of accessing professional development through the PSC how much change have you noticed in your centre/service in the following areas....						
	A great deal	A fair amount	Not much	None at all	Rating Average	Response Count
Approaches to teaching and learning	30.0% (6)	45.0% (9)	20.0% (4)	5.0% (1)	3.00	20
Policies and procedures	10.0% (2)	45.0% (9)	40.0% (8)	5.0% (1)	2.60	20
Beliefs and attitudes of staff	20.0% (4)	35.0% (7)	35.0% (7)	10.0% (2)	2.65	20
Relationships with children and their families	20.0% (4)	60.0% (12)	15.0% (3)	5.0% (1)	2.95	20
Leadership and communication skills within the team	25.0% (5)	35.0% (7)	35.0% (7)	5.0% (1)	2.80	20
	<i>answered question</i>					20
	<i>skipped question</i>					11

25. Using the following scale, how would your centre/service rate the effectiveness of professional development accessed through the PSC to create changes in the following							
	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Improved outcomes for children and their families	15.0% (3)	50.0% (10)	25.0% (5)	5.0% (1)	5.0% (1)	3.65	20
More inclusive care and education e.g increase in a number of children from diverse backgrounds	5.0% (1)	30.0% (6)	50.0% (10)	10.0% (2)	5.0% (1)	3.20	20
Reflect diversity and difference more authentically	10.0% (2)	30.0% (6)	45.0% (9)	10.0% (2)	5.0% (1)	3.30	20
Increased level of staff moral and satisfaction	15.0% (3)	45.0% (9)	30.0% (6)	5.0% (1)	5.0% (1)	3.60	20
Increased staff motivation	15.0% (3)	35.0% (7)	35.0% (7)	10.0% (2)	5.0% (1)	3.45	20
More unified team	15.0% (3)	25.0% (5)	55.0% (11)	0.0% (0)	5.0% (1)	3.45	20
Compliance with legislation and regulations	20.0% (4)	50.0% (10)	25.0% (5)	0.0% (0)	5.0% (1)	3.80	20
Greater confidence in participating in accreditation	15.0% (3)	20.0% (4)	50.0% (10)	10.0% (2)	5.0% (1)	3.30	20
Increased connection with colleagues through networking at events	15.0% (3)	35.0% (7)	40.0% (8)	5.0% (1)	5.0% (1)	3.50	20
	answered question						20
	skipped question						1

26. Thinking broadly about professional development you have accessed through the PSC, rate the effectiveness of the following in creating positive changes in your centre/service.

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Telephone support	5.0% (1)	40.0% (8)	40.0% (8)	10.0% (2)	5.0% (1)	3.30	20
Website	20.0% (4)	45.0% (9)	30.0% (6)	0.0% (0)	5.0% (1)	3.75	20
Training calendar	35.0% (7)	60.0% (12)	0.0% (0)	0.0% (0)	5.0% (1)	4.20	20
Accreditation support	20.0% (4)	25.0% (5)	45.0% (9)	5.0% (1)	5.0% (1)	3.50	20
EYLF support	20.0% (4)	35.0% (7)	15.0% (3)	20.0% (4)	10.0% (2)	3.35	20
Face to face support	5.0% (1)	40.0% (8)	45.0% (9)	5.0% (1)	5.0% (1)	3.35	20
Resource centre	10.0% (2)	40.0% (8)	35.0% (7)	10.0% (2)	5.0% (1)	3.40	20
Publications & resources	10.0% (2)	75.0% (15)	10.0% (2)	0.0% (0)	5.0% (1)	3.85	20
Specialist Equipment	10.0% (2)	25.0% (5)	45.0% (9)	15.0% (3)	5.0% (1)	3.20	20
Customised training	40.0% (8)	25.0% (5)	25.0% (5)	5.0% (1)	5.0% (1)	3.90	20
Bicultural support	5.0% (1)	10.0% (2)	75.0% (15)	5.0% (1)	5.0% (1)	3.05	20
Regional meetings	5.0% (1)	10.0% (2)	60.0% (12)	10.0% (2)	15.0% (3)	2.80	20
Special Events:Conferences	15.0% (3)	10.0% (2)	55.0% (11)	5.0% (1)	15.0% (3)	3.05	20
Children's Services Awards	5.0% (1)	10.0% (2)	65.0% (13)	10.0% (2)	10.0% (2)	2.90	20
	answered question						20

	<i>skipped question</i>	1
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27. Are you willing to participate in a telephone interview?			Response Percent	Response Count
Yes			25.0%	5
No			75.0%	15
			<i>answered question</i>	20
			<i>skipped question</i>	11

28. If you said yes to Q27, please provide your contact details. Include your email address, preferred telephone contact number and preferred time for telephone contact.		Response Count
		5
		<i>answered question</i>
		5
		<i>skipped question</i>
		26




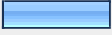




Lee Jeffery
HR and Management Solutions


**PROFESSIONAL DEVELOPMENT AND SUPPORT
NEEDS ANALYSIS 2010**



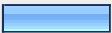


CHILDREN'S SERVICES (AGACCS) WESTERN AUSTRALIA

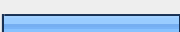

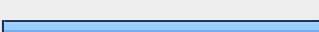


**SUMMARY FEEDBACK
SOUTH WEST**

2010 TNA PSCWA

1. Please identify your service type. (This survey will use some drop down menus. Please click on the arrow below to see the available responses)			
		Response Percent	Response Count
Long Day Care		55.6%	10
Family Day Care		16.7%	3
Outside of School Hour Care (including Vacation Care)		11.1%	2
Occasional Care		5.6%	1
In-Home Care		5.6%	1
Other (please specify in box below)		5.6%	1
		<i>answered question</i>	18
		<i>skipped question</i>	0

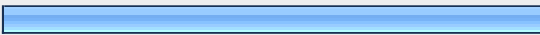
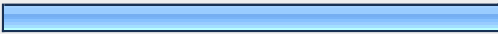
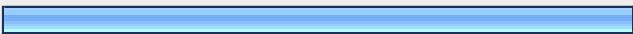
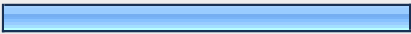
2. My service/program is located in the following West Australian region			
		Response Percent	Response Count
Region 1 – South Metro Perth		0.0%	0
Region 2 – North Metro Perth/Islands		0.0%	0
Region 3 – East Metro Perth/Midlands		0.0%	0
Region 4 – South West WA		100.0%	18
Region 5 – Lower Great South WA		0.0%	0
Region 6 – Central WA		0.0%	0
Region 7 – Kimberley		0.0%	0
Region 8 – Pilbara		0.0%	0
		<i>answered question</i>	18
		<i>skipped question</i>	0

3. Who in the service/centre completed this survey?			
		Response Percent	Response Count
Centre/service Director/Coordinator		66.7%	12
Centre/Service Owner		5.6%	1
Children's services professional		16.7%	3
Non direct staff (Management Personnel)		5.6%	1
Home based carer e.g Family Day Care, In-home carer		0.0%	0
Other (please specify in box below)		5.6%	1
		answered question	18
		skipped question	0

4. Please identify your management type.			
		Response Percent	Response Count
Private		27.8%	5
Corporate child care		11.1%	2
Community based organisation		50.0%	9
Community based stand alone		5.6%	1
Other (please specify)		5.6%	1
		answered question	18
		skipped question	0

5. For how many children is your service licensed?			
			Response Count
			14
<i>answered question</i>			14
<i>skipped question</i>			4

6. What is your average utilisation rate across a typical week for each age group? (Express this as a percentage and but don't use the % symbol in the box)			
	Response Average	Response Total	Response Count
Under 2	58.92	707	12
2 – 3 years of age	63.67	764	12
3 – 5 years of age	60.83	730	12
5 – 12 years of age	26.00	286	11
<i>answered question</i>			14
<i>skipped question</i>			4


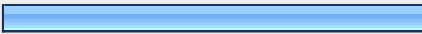
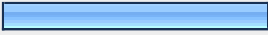
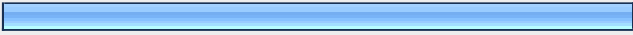

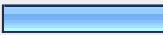
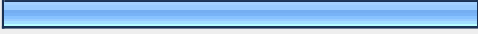
7. How many children are currently attending your service/centre from the following priority groups?			
		Response Percent	Response Count
Children from an Aboriginal or Torres Strait Islander background		85.7%	12
Children from culturally and linguistically diverse backgrounds		78.6%	11
Children with disabilities		100.0%	14
Children with a refugee status		64.3%	9
<i>answered question</i>			14
<i>skipped question</i>			4

8. Please describe the staff in your service. Include both full and part time employees.				
		Response Average	Response Total	Response Count
Total number of staff employed		8.50	119	14
Number from an Aboriginal or Torres Strait Islander background		0.27	3	11
Number from a culturally or linguistically diverse background		0.36	4	11
<i>answered question</i>				14
<i>skipped question</i>				4

9. How many staff members hold the following qualifications? (count only their highest qualification). Home-based carers should record their highest qualification.				
		Response Average	Response Total	Response Count
No formal qualifications in children's services		2.83	34	12
Certificate 3 in children's services or equivalent		2.67	32	12
Certificate 4 in Out of School Aged Care		0.67	2	3
Diploma (e.g. TAFE qualification in children's services or equivalent)		3.45	38	11
University undergraduate (in early childhood or primary education)		1.80	9	5
University post graduate degree		0.75	3	4
Other (Please specify)		0.67	2	3
TOTAL NUMBER OF STAFF (should be the same as Q8)		7.70	77	10
<i>answered question</i>				14
<i>skipped question</i>				4

10. How important is it for your centre/service to access professional development opportunities?			
		Response Percent	Response Count
Very important		92.3%	12
Important		7.7%	1
Not important		0.0%	0
		<i>answered question</i>	13
		<i>skipped question</i>	5

11. Please select as many statements from the list below which most closely match your centres/services position on professional development

		Response Percent	Response Count
Attending PD has meant that we have delivered better outcomes for children and their families		91.7%	11
Attending PD has increased our skill level and confidence in working with children and their families		66.7%	8
PD is of little or no relevance to my role working in child care		0.0%	0
PD is something that we do to meet legislative requirements such as regulations and accreditation		41.7%	5
PD is useful in networking with others working in child care		100.0%	12
PD is useful in making sure we stay in tune with trends and current practice in child care		100.0%	12
PD is something we participate in because we believe it is an expectation that we attend		25.0%	3
PD is useful because we get to hear about what other child care centres are doing		75.0%	9
		<i>answered question</i>	12
		<i>skipped question</i>	6

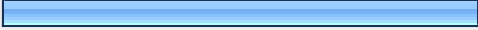
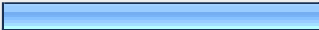


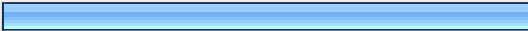
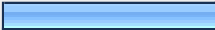
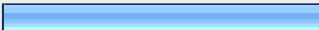
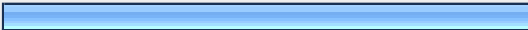
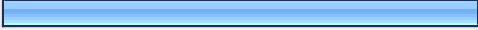

12. How much knowledge does your service/centre have on the following supports available through the Professional Support Coordinator						
	No knowledge	A little knowledge	Some Knowledge	Comprehensive knowledge	Rating Average	Response Count
Telephone support	0.0% (0)	30.8% (4)	46.2% (6)	23.1% (3)	2.92	13
Website	0.0% (0)	7.7% (1)	46.2% (6)	46.2% (6)	3.38	13
Training calendar	7.7% (1)	0.0% (0)	30.8% (4)	61.5% (8)	3.46	13
Accreditation support	0.0% (0)	30.8% (4)	38.5% (5)	30.8% (4)	3.00	13
Face to face support	0.0% (0)	30.8% (4)	46.2% (6)	23.1% (3)	2.92	13
Resource centre	0.0% (0)	46.2% (6)	30.8% (4)	23.1% (3)	2.77	13
Publications & resources	7.7% (1)	15.4% (2)	46.2% (6)	30.8% (4)	3.00	13
Specialist Equipment	15.4% (2)	46.2% (6)	23.1% (3)	15.4% (2)	2.38	13
Customised training	0.0% (0)	23.1% (3)	61.5% (8)	15.4% (2)	2.92	13
Bicultural support	0.0% (0)	30.8% (4)	61.5% (8)	7.7% (1)	2.77	13
Regional meetings	30.8% (4)	46.2% (6)	15.4% (2)	7.7% (1)	2.00	13
Special Events/Conferences	0.0% (0)	15.4% (2)	69.2% (9)	15.4% (2)	3.00	13
Children's Services Awards	15.4% (2)	30.8% (4)	46.2% (6)	7.7% (1)	2.46	13
EYLF information and support	0.0% (0)	46.2% (6)	46.2% (6)	7.7% (1)	2.62	13
	<i>answered question</i>					13
	<i>skipped question</i>					5

13. Please comment on the extent to which you have accessed resources from the resource centre in relation to the following content areas.						
	A great deal	A fair amount	Not much	Not at all	Rating Average	Response Count
Programming, planning and curriculum development	0.0% (0)	30.8% (4)	38.5% (5)	30.8% (4)	2.00	13
Inclusion and diversity	0.0% (0)	53.8% (7)	23.1% (3)	23.1% (3)	2.31	13
Accreditation	7.7% (1)	15.4% (2)	46.2% (6)	30.8% (4)	2.00	13
Relationships with children	0.0% (0)	23.1% (3)	46.2% (6)	30.8% (4)	1.92	13
Relationships with adults	0.0% (0)	7.7% (1)	53.8% (7)	38.5% (5)	1.69	13
Workplace and staffing issues	0.0% (0)	15.4% (2)	53.8% (7)	30.8% (4)	1.85	13
Compliance and regulations	7.7% (1)	23.1% (3)	38.5% (5)	30.8% (4)	2.08	13
Leadership and management	0.0% (0)	23.1% (3)	46.2% (6)	30.8% (4)	1.92	13
Early Years Learning Framework	0.0% (0)	15.4% (2)	38.5% (5)	46.2% (6)	1.69	13
Other (please specify below)	15.4% (2)	15.4% (2)	23.1% (3)	46.2% (6)	2.00	13
List "other" content area						3
answered question						13
skipped question						5

14. Please give your opinion on the following descriptions of the Resource Centre.							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
A useful service which I have found to be of assistance.	0.0% (0)	7.7% (1)	61.5% (8)	30.8% (4)	0.0% (0)	3.23	13
Conveniently located and/or resources are easy to access	15.4% (2)	15.4% (2)	61.5% (8)	0.0% (0)	7.7% (1)	2.69	13
Responds quickly to my requests	0.0% (0)	7.7% (1)	61.5% (8)	23.1% (3)	7.7% (1)	3.31	13
	<i>answered question</i>						13
	<i>skipped question</i>						5

15. In thinking about the resource centre please rank from 1 to 8 the resources that you have found most useful with the most useful and 8 being the least useful.

	1	2	3	4	5	6	7	8	Rating Average	R
Reference books	38.5% (5)	23.1% (3)	7.7% (1)	0.0% (0)	15.4% (2)	7.7% (1)	0.0% (0)	7.7% (1)	6.08	
Journals and articles	15.4% (2)	30.8% (4)	0.0% (0)	15.4% (2)	23.1% (3)	7.7% (1)	7.7% (1)	0.0% (0)	5.46	
Children's books	0.0% (0)	0.0% (0)	15.4% (2)	23.1% (3)	7.7% (1)	23.1% (3)	23.1% (3)	7.7% (1)	3.62	
Equipment for learning such as toys	0.0% (0)	15.4% (2)	15.4% (2)	23.1% (3)	15.4% (2)	15.4% (2)	0.0% (0)	15.4% (2)	4.38	
Videos, DVD's and CD's	0.0% (0)	7.7% (1)	7.7% (1)	23.1% (3)	15.4% (2)	7.7% (1)	15.4% (2)	23.1% (3)	3.54	
Posters	15.4% (2)	0.0% (0)	15.4% (2)	0.0% (0)	7.7% (1)	30.8% (4)	23.1% (3)	7.7% (1)	3.92	
Culturally specific equipment	15.4% (2)	23.1% (3)	7.7% (1)	7.7% (1)	15.4% (2)	7.7% (1)	23.1% (3)	0.0% (0)	5.00	
Disability specific equipment	15.4% (2)	0.0% (0)	30.8% (4)	7.7% (1)	0.0% (0)	0.0% (0)	7.7% (1)	38.5% (5)	4.00	
	<i>answered question</i>									
	<i>skipped question</i>									

16. Take some time to reflect on current issues you are facing in your centre/service. Which professional development content areas would most effectively address these issues?			
		Response Percent	Response Count
Programming, planning and curriculum development (e.g. outdoor environments, observation and documentation, curriculum)		75.0%	9
Inclusion and diversity (e.g. Aboriginal issues, cultural awareness, disabilities)		50.0%	6
Relationships with children (e.g. guiding children's behaviour, protective behaviours)		41.7%	5
Relationship with families (e.g. effective communication, dealing with conflict)		41.7%	5
Legislation and regulations (e.g. accreditation, OH&S, regulations, child protection)		83.3%	10
Leadership and management (e.g. financial management, coaching, survival skills for new directors)		33.3%	4
Workplace and staffing issues (e.g. team work, policy development, time management)		50.0%	6
Early Years Learning Framework		83.3%	10
National Quality Framework		75.0%	9
Other (please specify)		8.3%	1
		answered question	12
		skipped question	6

17. We would like to know more about your professional development needs now and in the future. Select the option that best describes your level of agreement with the following statement. “Our staff would attend training provided by the PSC on the following content areas....”

	Strongly agree	Agree	Neither agree of disagree	Disagree	Strongly disagree	Rating Average	Response Count
Programming, planning and curriculum development	66.7% (8)	25.0% (3)	8.3% (1)	0.0% (0)	0.0% (0)	4.58	12
Inclusion and diversity	33.3% (4)	50.0% (6)	16.7% (2)	0.0% (0)	0.0% (0)	4.17	12
Accreditation	66.7% (8)	25.0% (3)	8.3% (1)	0.0% (0)	0.0% (0)	4.58	12
Relationships with children	33.3% (4)	25.0% (3)	33.3% (4)	8.3% (1)	0.0% (0)	3.83	12
Relationship with adults	25.0% (3)	25.0% (3)	41.7% (5)	8.3% (1)	0.0% (0)	3.67	12
Workplace and staffing issues	25.0% (3)	33.3% (4)	33.3% (4)	8.3% (1)	0.0% (0)	3.75	12
Compliance and regulations	41.7% (5)	58.3% (7)	0.0% (0)	0.0% (0)	0.0% (0)	4.42	12
Leadership and management	41.7% (5)	50.0% (6)	8.3% (1)	0.0% (0)	0.0% (0)	4.33	12
Early Years Learning Framework	83.3% (10)	16.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.83	12
	<i>answered question</i>						12
	<i>skipped question</i>						6

18. Would you attend training on a content area not listed in Q17? If yes, please identify the relevant training topic (s).

	Response Count
	2
	<i>answered question</i>
	<i>skipped question</i>
	16

19. We would like to know more about which areas of knowledge would help strengthen your work with children. Please tick the option that best describes your level of agreement with the following statement: “If I/we had more knowledge in the following area, it would improve my work with children...”

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Rating Average	Response Count
Writing programs for children	58.3% (7)	41.7% (5)	0.0% (0)	0.0% (0)	0.0% (0)	4.58	12
Documenting children’s learning	66.7% (8)	25.0% (3)	8.3% (1)	0.0% (0)	0.0% (0)	4.58	12
Observations	41.7% (5)	50.0% (6)	8.3% (1)	0.0% (0)	0.0% (0)	4.33	12
Children’s development	25.0% (3)	41.7% (5)	25.0% (3)	8.3% (1)	0.0% (0)	3.83	12
Cultural diversity	33.3% (4)	41.7% (5)	16.7% (2)	8.3% (1)	0.0% (0)	4.00	12
Family diversity	25.0% (3)	50.0% (6)	16.7% (2)	8.3% (1)	0.0% (0)	3.92	12
Aboriginal perspectives	33.3% (4)	33.3% (4)	25.0% (3)	8.3% (1)	0.0% (0)	3.92	12
Language and literacy	25.0% (3)	50.0% (6)	8.3% (1)	16.7% (2)	0.0% (0)	3.83	12
Disabilities	16.7% (2)	66.7% (8)	8.3% (1)	8.3% (1)	0.0% (0)	3.92	12
Consulting with children	41.7% (5)	41.7% (5)	8.3% (1)	8.3% (1)	0.0% (0)	4.17	12
Building community capacity	16.7% (2)	58.3% (7)	25.0% (3)	0.0% (0)	0.0% (0)	3.92	12
Gender equity	8.3% (1)	58.3% (7)	25.0% (3)	8.3% (1)	0.0% (0)	3.67	12
Religious and spiritual diversity	8.3% (1)	50.0% (6)	25.0% (3)	16.7% (2)	0.0% (0)	3.50	12
Enhancing relationships with and amongst children	25.0% (3)	66.7% (8)	0.0% (0)	8.3% (1)	0.0% (0)	4.08	12
Infant and toddler curriculum	41.7% (5)	50.0% (6)	8.3% (1)	0.0% (0)	0.0% (0)	4.33	12
Transition to school programs	8.3% (1)	50.0% (6)	25.0% (3)	16.7% (2)	0.0% (0)	3.50	12
Children’s behaviour	41.7% (5)	33.3% (4)	16.7% (2)	8.3% (1)	0.0% (0)	4.08	12
Working with parents	33.3% (4)	50.0% (6)	16.7% (2)	0.0% (0)	0.0% (0)	4.17	12
Environmental sustainability	16.7% (2)	58.3% (7)	25.0% (3)	0.0% (0)	0.0% (0)	3.92	12
Different approaches to curriculum	50.0% (6)	41.7% (5)	8.3% (1)	0.0% (0)	0.0% (0)	4.42	12
Play based learning	41.7% (5)	41.7% (5)	16.7% (2)	0.0% (0)	0.0% (0)	4.25	12
Health and safety	25.0% (3)	58.3% (7)	16.7% (2)	0.0% (0)	0.0% (0)	4.08	12

Regulations and compliance	41.7% (5)	50.0% (6)	8.3% (1)	0.0% (0)	0.0% (0)	4.33	12
Creating learning environments	41.7% (5)	58.3% (7)	0.0% (0)	0.0% (0)	0.0% (0)	4.42	12
Outdoor environments	33.3% (4)	58.3% (7)	8.3% (1)	0.0% (0)	0.0% (0)	4.25	12
Working with staff	25.0% (3)	58.3% (7)	16.7% (2)	0.0% (0)	0.0% (0)	4.08	12
Team building	25.0% (3)	58.3% (7)	16.7% (2)	0.0% (0)	0.0% (0)	4.08	12
Leadership	25.0% (3)	66.7% (8)	8.3% (1)	0.0% (0)	0.0% (0)	4.17	12
Communication in the workplace	16.7% (2)	75.0% (9)	0.0% (0)	8.3% (1)	0.0% (0)	4.00	12
Children and technology	0.0% (0)	91.7% (11)	8.3% (1)	0.0% (0)	0.0% (0)	3.92	12
Creative arts	25.0% (3)	66.7% (8)	8.3% (1)	0.0% (0)	0.0% (0)	4.17	12
Assessing children's learning	41.7% (5)	50.0% (6)	8.3% (1)	0.0% (0)	0.0% (0)	4.33	12
Project work with children	25.0% (3)	58.3% (7)	16.7% (2)	0.0% (0)	0.0% (0)	4.08	12
Children's well-being	16.7% (2)	66.7% (8)	16.7% (2)	0.0% (0)	0.0% (0)	4.00	12
Attachment theory	8.3% (1)	75.0% (9)	16.7% (2)	0.0% (0)	0.0% (0)	3.92	12
Music and movement	25.0% (3)	58.3% (7)	16.7% (2)	0.0% (0)	0.0% (0)	4.08	12
	answered question						12
	skipped question						6

20. Do you need new or additional knowledge in a content area not identified above? If yes, please identify the content area(s)		Response Count
		2
	answered question	2
	skipped question	16

21. What are the main barriers you experience in accessing professional development through the Professional Support Coordinator?

	Very insignificant	Insignificant	Neither insignificant or significant	Significant	Very significant	Rating Average
It is difficult to find time to attend	8.3% (1)	25.0% (3)	25.0% (3)	16.7% (2)	25.0% (3)	3.25
The time is not suitable	8.3% (1)	25.0% (3)	33.3% (4)	16.7% (2)	16.7% (2)	3.08
The location is difficult to get to	8.3% (1)	8.3% (1)	16.7% (2)	16.7% (2)	50.0% (6)	3.92
Replacement of staff is difficult	16.7% (2)	8.3% (1)	8.3% (1)	25.0% (3)	41.7% (5)	3.67
Staff are not motivated	25.0% (3)	8.3% (1)	33.3% (4)	25.0% (3)	8.3% (1)	2.83
The program is too short	16.7% (2)	25.0% (3)	33.3% (4)	16.7% (2)	8.3% (1)	2.75
The program is too long	8.3% (1)	33.3% (4)	33.3% (4)	16.7% (2)	8.3% (1)	2.83
The topic(s) are not relevant	8.3% (1)	25.0% (3)	41.7% (5)	16.7% (2)	8.3% (1)	2.92
I/we were unaware this service was provided by the Professional Support Coordinator at the time	33.3% (4)	16.7% (2)	25.0% (3)	16.7% (2)	8.3% (1)	2.50
Other (please specify)						
<i>answered question</i>						
<i>skipped question</i>						

22. In thinking about the format of professional development programs, please tick your preference in each of the options below.

	I like this format	I don't have a preference	I don't like this format	Rating Average	Response Count
Information seminar	83.3% (10)	16.7% (2)	0.0% (0)	2.83	12
Interactive workshop	75.0% (9)	8.3% (1)	16.7% (2)	2.58	12
Action research projects (concurrent sessions on a similar topic)	41.7% (5)	50.0% (6)	8.3% (1)	2.33	12
Conference format	33.3% (4)	50.0% (6)	16.7% (2)	2.17	12
Online learning/discussion forums	41.7% (5)	33.3% (4)	25.0% (3)	2.17	12
Mentoring	25.0% (3)	66.7% (8)	8.3% (1)	2.17	12
	<i>answered question</i>				12
	<i>skipped question</i>				6

23. PSCWA publishes two training calendars each year. One covers the period January – June and the other July – December. We have noticed that enrolments are generally small in January and December. To assist us to prepare the calendar please advise if your service/centre would attend calendar training sessions scheduled in:



	YES	NO	Response Count
January	50.0% (6)	50.0% (6)	12
December	50.0% (6)	50.0% (6)	12
	<i>answered question</i>		12
	<i>skipped question</i>		6

24. As a result of accessing professional development through the PSC how much change have you noticed in your centre/service in the following areas....						
	A great deal	A fair amount	Not much	None at all	Rating Average	Response Count
Approaches to teaching and learning	16.7% (2)	66.7% (8)	8.3% (1)	8.3% (1)	2.92	12
Policies and procedures	16.7% (2)	41.7% (5)	25.0% (3)	16.7% (2)	2.58	12
Beliefs and attitudes of staff	0.0% (0)	75.0% (9)	16.7% (2)	8.3% (1)	2.67	12
Relationships with children and their families	8.3% (1)	50.0% (6)	33.3% (4)	8.3% (1)	2.58	12
Leadership and communication skills within the team	8.3% (1)	58.3% (7)	25.0% (3)	8.3% (1)	2.67	12
	<i>answered question</i>					12
	<i>skipped question</i>					6

25. Using the following scale, how would your centre/service rate the effectiveness of professional development accessed through the PSC to create changes in the following							
	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Improved outcomes for children and their families	8.3% (1)	58.3% (7)	25.0% (3)	0.0% (0)	8.3% (1)	3.58	15
More inclusive care and education e.g increase in a number of children from diverse backgrounds	0.0% (0)	41.7% (5)	50.0% (6)	0.0% (0)	8.3% (1)	3.25	15
Reflect diversity and difference more authentically	8.3% (1)	50.0% (6)	33.3% (4)	0.0% (0)	8.3% (1)	3.50	15
Increased level of staff moral and satisfaction	0.0% (0)	50.0% (6)	41.7% (5)	0.0% (0)	8.3% (1)	3.33	15
Increased staff motivation	0.0% (0)	58.3% (7)	33.3% (4)	0.0% (0)	8.3% (1)	3.42	15
More unified team	0.0% (0)	25.0% (3)	66.7% (8)	8.3% (1)	0.0% (0)	3.17	15
Compliance with legislation and regulations	0.0% (0)	75.0% (9)	16.7% (2)	0.0% (0)	8.3% (1)	3.58	15
Greater confidence in participating in accreditation	0.0% (0)	75.0% (9)	8.3% (1)	8.3% (1)	8.3% (1)	3.50	15
Increased connection with colleagues through networking at events	16.7% (2)	50.0% (6)	25.0% (3)	0.0% (0)	8.3% (1)	3.67	15
	answered question						15
	skipped question						0

26. Thinking broadly about professional development you have accessed through the PSC, rate the effectiveness of the following in creating positive changes in your centre/service.

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Telephone support	8.3% (1)	41.7% (5)	41.7% (5)	0.0% (0)	8.3% (1)	3.42	15
Website	25.0% (3)	58.3% (7)	8.3% (1)	0.0% (0)	8.3% (1)	3.92	15
Training calendar	16.7% (2)	66.7% (8)	8.3% (1)	0.0% (0)	8.3% (1)	3.83	15
Accreditation support	0.0% (0)	33.3% (4)	58.3% (7)	0.0% (0)	8.3% (1)	3.17	15
EYLF support	0.0% (0)	16.7% (2)	58.3% (7)	8.3% (1)	16.7% (2)	2.75	15
Face to face support	25.0% (3)	16.7% (2)	41.7% (5)	8.3% (1)	8.3% (1)	3.42	15
Resource centre	8.3% (1)	16.7% (2)	66.7% (8)	0.0% (0)	8.3% (1)	3.17	15
Publications & resources	8.3% (1)	50.0% (6)	33.3% (4)	0.0% (0)	8.3% (1)	3.50	15
Specialist Equipment	0.0% (0)	8.3% (1)	83.3% (10)	0.0% (0)	8.3% (1)	2.92	15
Customised training	8.3% (1)	25.0% (3)	58.3% (7)	0.0% (0)	8.3% (1)	3.25	15
Bicultural support	8.3% (1)	41.7% (5)	41.7% (5)	0.0% (0)	8.3% (1)	3.42	15
Regional meetings	0.0% (0)	16.7% (2)	58.3% (7)	8.3% (1)	16.7% (2)	2.75	15
Special Events:Conferences	8.3% (1)	16.7% (2)	58.3% (7)	0.0% (0)	16.7% (2)	3.00	15
Children's Services Awards	0.0% (0)	0.0% (0)	75.0% (9)	16.7% (2)	8.3% (1)	2.67	15
	answered question						15
	skipped question						0

27. Are you willing to participate in a telephone interview?				
			Response Percent	Response Count
Yes			33.3%	4
No			66.7%	8
			<i>answered question</i>	12
			<i>skipped question</i>	6

28. If you said yes to Q27, please provide your contact details. Include your email address, preferred telephone contact number and preferred time for telephone contact.				
			Response Count	
			4	
			<i>answered question</i>	4
			<i>skipped question</i>	14



Lee Jeffery
HR and Management Solutions

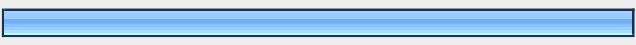
**PROFESSIONAL DEVELOPMENT AND SUPPORT
NEEDS ANALYSIS 2010**




CHILDREN'S SERVICES (AGACCS) WESTERN AUSTRALIA

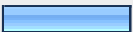

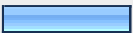
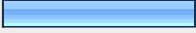
**SUMMARY FEEDBACK
LOWER GREAT SOUTHERN**

2010 TNA PSCWA

1. Please identify your service type. (This survey will use some drop down menus. Please click on the arrow below to see the available responses)			
		Response Percent	Response Count
Long Day Care	<input type="text"/>	30.0%	3
Family Day Care	<input type="text"/>	20.0%	2
Outside of School Hour Care (including Vacation Care)	<input type="text"/>	20.0%	2
Occasional Care		0.0%	0
In-Home Care		0.0%	0
Other (please specify in box below)	<input type="text"/>	30.0%	3
		<i>answered question</i>	10
		<i>skipped question</i>	0

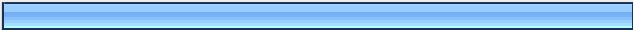

2. My service/program is located in the following West Australian region			
		Response Percent	Response Count
Region 1 – South Metro Perth		0.0%	0
Region 2 – North Metro Perth/Islands		0.0%	0
Region 3 – East Metro Perth/Midlands		0.0%	0
Region 4 – South West WA		0.0%	0
Region 5 – Lower Great South WA		100.0%	10
Region 6 – Central WA		0.0%	0
Region 7 – Kimberley		0.0%	0
Region 8 – Pilbara		0.0%	0
		<i>answered question</i>	10
		<i>skipped question</i>	0

3. Who in the service/centre completed this survey?			
		Response Percent	Response Count
Centre/service Director/Coordinator		80.0%	8
Centre/Service Owner		0.0%	0
Children's services professional		10.0%	1
Non direct staff (Management Personnel)		0.0%	0
Home based carer e.g Family Day Care, In-home carer		0.0%	0
Other (please specify in box below)		10.0%	1
answered question			10
skipped question			0

4. Please identify your management type.			
		Response Percent	Response Count
Private		20.0%	2
Corporate child care		0.0%	0
Community based organisation		30.0%	3
Community based stand alone		20.0%	2
Other (please specify)		30.0%	3
answered question			10
skipped question			0

5. For how many children is your service licensed?			
			Response Count
			7
<i>answered question</i>			7
<i>skipped question</i>			3

6. What is your average utilisation rate across a typical week for each age group? (Express this as a percentage and but don't use the % symbol in the box)				
		Response Average	Response Total	Response Count
Under 2		37.00	222	6
2 – 3 years of age		39.67	238	6
3 – 5 years of age		39.67	238	6
5 – 12 years of age		39.00	195	5
<i>answered question</i>			7	
<i>skipped question</i>			3	

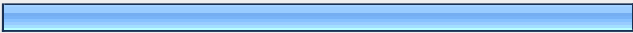
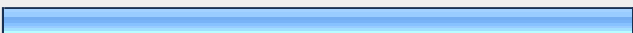
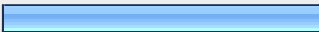
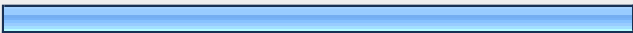
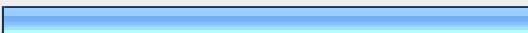
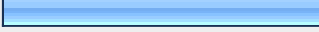
7. How many children are currently attending your service/centre from the following priority groups?			
		Response Percent	Response Count
Children from an Aboriginal or Torres Strait Islander background		100.0%	7
Children from culturally and linguistically diverse backgrounds		100.0%	7
Children with disabilities		100.0%	7
Children with a refugee status		85.7%	6
<i>answered question</i>			7
<i>skipped question</i>			3

8. Please describe the staff in your service. Include both full and part time employees.				
		Response Average	Response Total	Response Count
Total number of staff employed		8.67	52	6
Number from an Aboriginal or Torres Strait Islander background		0.00	0	5
Number from a culturally or linguistically diverse background		0.67	4	6
	<i>answered question</i>			6
	<i>skipped question</i>			4

9. How many staff members hold the following qualifications? (count only their highest qualification). Home-based carers should record their highest qualification.				
		Response Average	Response Total	Response Count
No formal qualifications in children's services		2.40	12	5
Certificate 3 in children's services or equivalent		3.00	15	5
Certificate 4 in Out of School Aged Care		1.00	5	5
Diploma (e.g. TAFE qualification in children's services or equivalent)		2.50	15	6
University undergraduate (in early childhood or primary education)		1.20	6	5
University post graduate degree		0.00	0	4
Other (Please specify)		0.00	0	3
TOTAL NUMBER OF STAFF (should be the same as Q8)		10.00	40	4
	<i>answered question</i>			6
	<i>skipped question</i>			4

10. How important is it for your centre/service to access professional development opportunities?			
		Response Percent	Response Count
Very important		100.0%	6
Important		0.0%	0
Not important		0.0%	0
		<i>answered question</i>	6
		<i>skipped question</i>	4

11. Please select as many statements from the list below which most closely match your centres/services position on professional development

		Response Percent	Response Count
Attending PD has meant that we have delivered better outcomes for children and their families		100.0%	6
Attending PD has increased our skill level and confidence in working with children and their families		100.0%	6
PD is of little or no relevance to my role working in child care		0.0%	0
PD is something that we do to meet legislative requirements such as regulations and accreditation		50.0%	3
PD is useful in networking with others working in child care		100.0%	6
PD is useful in making sure we stay in tune with trends and current practice in child care		83.3%	5
PD is something we participate in because we believe it is an expectation that we attend		0.0%	0
PD is useful because we get to hear about what other child care centres are doing		50.0%	3
	answered question		6
	skipped question		4

12. How much knowledge does your service/centre have on the following supports available through the Professional Support Coordinator						
	No knowledge	A little knowledge	Some Knowledge	Comprehensive knowledge	Rating Average	Response Count
Telephone support	0.0% (0)	66.7% (4)	0.0% (0)	33.3% (2)	2.67	6
Website	0.0% (0)	33.3% (2)	50.0% (3)	16.7% (1)	2.83	6
Training calendar	0.0% (0)	16.7% (1)	0.0% (0)	83.3% (5)	3.67	6
Accreditation support	0.0% (0)	33.3% (2)	33.3% (2)	33.3% (2)	3.00	6
Face to face support	0.0% (0)	33.3% (2)	33.3% (2)	33.3% (2)	3.00	6
Resource centre	0.0% (0)	16.7% (1)	83.3% (5)	0.0% (0)	2.83	6
Publications & resources	0.0% (0)	16.7% (1)	33.3% (2)	50.0% (3)	3.33	6
Specialist Equipment	16.7% (1)	33.3% (2)	33.3% (2)	16.7% (1)	2.50	6
Customised training	0.0% (0)	16.7% (1)	66.7% (4)	16.7% (1)	3.00	6
Bicultural support	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	2.67	6
Regional meetings	0.0% (0)	66.7% (4)	0.0% (0)	33.3% (2)	2.67	6
Special Events/Conferences	0.0% (0)	50.0% (3)	0.0% (0)	50.0% (3)	3.00	6
Children's Services Awards	0.0% (0)	33.3% (2)	50.0% (3)	16.7% (1)	2.83	6
EYLF information and support	33.3% (2)	33.3% (2)	33.3% (2)	0.0% (0)	2.00	6
	<i>answered question</i>					6
	<i>skipped question</i>					4

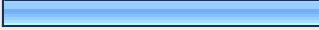
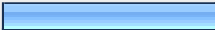
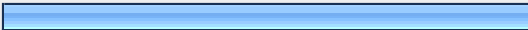
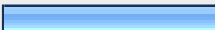
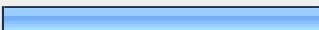
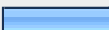
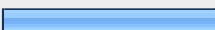
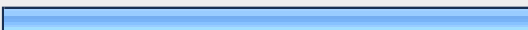
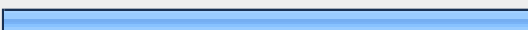
13. Please comment on the extent to which you have accessed resources from the resource centre in relation to the following content areas.						
	A great deal	A fair amount	Not much	Not at all	Rating Average	Response Count
Programming, planning and curriculum development	0.0% (0)	50.0% (3)	50.0% (3)	0.0% (0)	2.50	6
Inclusion and diversity	0.0% (0)	50.0% (3)	50.0% (3)	0.0% (0)	2.50	6
Accreditation	0.0% (0)	50.0% (3)	33.3% (2)	16.7% (1)	2.33	6
Relationships with children	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	2.33	6
Relationships with adults	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	2.33	6
Workplace and staffing issues	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	2.33	6
Compliance and regulations	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	2.33	6
Leadership and management	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	2.33	6
Early Years Learning Framework	0.0% (0)	16.7% (1)	33.3% (2)	50.0% (3)	1.67	6
Other (please specify below)	0.0% (0)	0.0% (0)	16.7% (1)	83.3% (5)	1.17	6
List "other" content area						0
answered question						6
skipped question						4

14. Please give your opinion on the following descriptions of the Resource Centre.							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
A useful service which I have found to be of assistance.	0.0% (0)	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	3.67	6
Conveniently located and/or resources are easy to access	0.0% (0)	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	3.00	6
Responds quickly to my requests	0.0% (0)	16.7% (1)	16.7% (1)	50.0% (3)	16.7% (1)	3.67	6
	<i>answered question</i>						6
	<i>skipped question</i>						4

15. In thinking about the resource centre please rank from 1 to 8 the resources that you have found most useful with the most useful and 8 being the least useful.

	1	2	3	4	5	6	7	8	Rating Average	R
Reference books	16.7% (1)	0.0% (0)	16.7% (1)	16.7% (1)	0.0% (0)	16.7% (1)	16.7% (1)	16.7% (1)	4.17	
Journals and articles	0.0% (0)	16.7% (1)	0.0% (0)	0.0% (0)	66.7% (4)	0.0% (0)	16.7% (1)	0.0% (0)	4.17	
Children's books	0.0% (0)	0.0% (0)	16.7% (1)	33.3% (2)	0.0% (0)	33.3% (2)	16.7% (1)	0.0% (0)	4.00	
Equipment for learning such as toys	0.0% (0)	0.0% (0)	0.0% (0)	16.7% (1)	16.7% (1)	16.7% (1)	0.0% (0)	50.0% (3)	2.50	
Videos, DVD's and CD's	0.0% (0)	0.0% (0)	16.7% (1)	16.7% (1)	0.0% (0)	33.3% (2)	16.7% (1)	16.7% (1)	3.33	
Posters	0.0% (0)	33.3% (2)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	0.0% (0)	16.7% (1)	5.33	
Culturally specific equipment	50.0% (3)	33.3% (2)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	16.7% (1)	0.0% (0)	6.67	
Disability specific equipment	33.3% (2)	16.7% (1)	16.7% (1)	0.0% (0)	16.7% (1)	0.0% (0)	16.7% (1)	0.0% (0)	5.83	
	<i>answered question</i>									
	<i>skipped question</i>									

16. Take some time to reflect on current issues you are facing in your centre/service. Which professional development content areas would most effectively address these issues?

		Response Percent	Response Count
Programming, planning and curriculum development (e.g. outdoor environments, observation and documentation, curriculum)		50.0%	3
Inclusion and diversity (e.g. Aboriginal issues, cultural awareness, disabilities)		33.3%	2
Relationships with children (e.g. guiding children's behaviour, protective behaviours)		83.3%	5
Relationship with families (e.g. effective communication, dealing with conflict)		33.3%	2
Legislation and regulations (e.g. accreditation, OH&S, regulations, child protection)		50.0%	3
Leadership and management (e.g. financial management, coaching, survival skills for new directors)		16.7%	1
Workplace and staffing issues (e.g. team work, policy development, time management)		33.3%	2
Early Years Learning Framework		83.3%	5
National Quality Framework		83.3%	5
Other (please specify)		0.0%	0
		answered question	6
		skipped question	4

17. We would like to know more about your professional development needs now and in the future. Select the option that best describes your level of agreement with the following statement. “Our staff would attend training provided by the PSC on the following content areas....”

	Strongly agree	Agree	Neither agree of disagree	Disagree	Strongly disagree	Rating Average	Response Count
Programming, planning and curriculum development	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	4.33	6
Inclusion and diversity	16.7% (1)	50.0% (3)	33.3% (2)	0.0% (0)	0.0% (0)	3.83	6
Accreditation	66.7% (4)	16.7% (1)	16.7% (1)	0.0% (0)	0.0% (0)	4.50	6
Relationships with children	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	4.33	6
Relationship with adults	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	4.33	6
Workplace and staffing issues	33.3% (2)	16.7% (1)	50.0% (3)	0.0% (0)	0.0% (0)	3.83	6
Compliance and regulations	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	6
Leadership and management	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	4.33	6
Early Years Learning Framework	66.7% (4)	16.7% (1)	0.0% (0)	0.0% (0)	16.7% (1)	4.17	6
	answered question						6
	skipped question						4

18. Would you attend training on a content area not listed in Q17? If yes, please identify the relevant training topic (s).

	Response Count
	0
	answered question
	0
	skipped question
	10

19. We would like to know more about which areas of knowledge would help strengthen your work with children. Please tick the option that best describes your level of agreement with the following statement: “If I/we had more knowledge in the following area, it would improve my work with children...”

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Rating Average	Response Count
Writing programs for children	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	0.0% (0)	4.00	6
Documenting children’s learning	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	0.0% (0)	4.17	6
Observations	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	0.0% (0)	4.17	6
Children’s development	16.7% (1)	33.3% (2)	50.0% (3)	0.0% (0)	0.0% (0)	3.67	6
Cultural diversity	33.3% (2)	33.3% (2)	33.3% (2)	0.0% (0)	0.0% (0)	4.00	6
Family diversity	33.3% (2)	33.3% (2)	33.3% (2)	0.0% (0)	0.0% (0)	4.00	6
Aboriginal perspectives	33.3% (2)	33.3% (2)	33.3% (2)	0.0% (0)	0.0% (0)	4.00	6
Language and literacy	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	0.0% (0)	4.17	6
Disabilities	50.0% (3)	16.7% (1)	33.3% (2)	0.0% (0)	0.0% (0)	4.17	6
Consulting with children	16.7% (1)	50.0% (3)	33.3% (2)	0.0% (0)	0.0% (0)	3.83	6
Building community capacity	50.0% (3)	16.7% (1)	33.3% (2)	0.0% (0)	0.0% (0)	4.17	6
Gender equity	16.7% (1)	50.0% (3)	16.7% (1)	16.7% (1)	0.0% (0)	3.67	6
Religious and spiritual diversity	16.7% (1)	16.7% (1)	50.0% (3)	16.7% (1)	0.0% (0)	3.33	6
Enhancing relationships with and amongst children	16.7% (1)	50.0% (3)	33.3% (2)	0.0% (0)	0.0% (0)	3.83	6
Infant and toddler curriculum	33.3% (2)	50.0% (3)	0.0% (0)	0.0% (0)	16.7% (1)	3.83	6
Transition to school programs	50.0% (3)	33.3% (2)	0.0% (0)	0.0% (0)	16.7% (1)	4.00	6
Children’s behaviour	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	4.33	6
Working with parents	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	0.0% (0)	4.17	6
Environmental sustainability	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	0.0% (0)	4.33	6
Different approaches to curriculum	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.67	6
Play based learning	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	0.0% (0)	4.33	6
Health and safety	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	4.33	6

Regulations and compliance	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.67	6
Creating learning environments	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	0.0% (0)	4.00	6
Outdoor environments	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	0.0% (0)	4.00	6
Working with staff	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	0.0% (0)	4.17	6
Team building	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	0.0% (0)	4.00	6
Leadership	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	0.0% (0)	4.00	6
Communication in the workplace	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	4.33	6
Children and technology	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	0.0% (0)	4.17	6
Creative arts	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	4.33	6
Assessing children's learning	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	0.0% (0)	4.17	6
Project work with children	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	0.0% (0)	4.00	6
Children's well-being	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	0.0% (0)	4.17	6
Attachment theory	16.7% (1)	33.3% (2)	33.3% (2)	0.0% (0)	16.7% (1)	3.33	6
Music and movement	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	0.0% (0)	4.17	6
	answered question						6
	skipped question						4

20. Do you need new or additional knowledge in a content area not identified above? If yes, please identify the content area(s)		Response Count
		0
	answered question	0
	skipped question	10

21. What are the main barriers you experience in accessing professional development through the Professional Support Coordinator?

	Very insignificant	Insignificant	Neither insignificant or significant	Significant	Very significant	Rating Average
It is difficult to find time to attend	0.0% (0)	33.3% (2)	16.7% (1)	33.3% (2)	16.7% (1)	3.33
The time is not suitable	0.0% (0)	16.7% (1)	33.3% (2)	33.3% (2)	16.7% (1)	3.50
The location is difficult to get to	0.0% (0)	16.7% (1)	0.0% (0)	50.0% (3)	33.3% (2)	4.00
Replacement of staff is difficult	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (3)	50.0% (3)	4.50
Staff are not motivated	33.3% (2)	16.7% (1)	50.0% (3)	0.0% (0)	0.0% (0)	2.17
The program is too short	16.7% (1)	33.3% (2)	33.3% (2)	16.7% (1)	0.0% (0)	2.50
The program is too long	16.7% (1)	33.3% (2)	33.3% (2)	16.7% (1)	0.0% (0)	2.50
The topic(s) are not relevant	16.7% (1)	50.0% (3)	16.7% (1)	0.0% (0)	16.7% (1)	2.50
I/we were unaware this service was provided by the Professional Support Coordinator at the time	33.3% (2)	16.7% (1)	33.3% (2)	0.0% (0)	16.7% (1)	2.50
Other (please specify)						
<i>answered question</i>						
<i>skipped question</i>						

22. In thinking about the format of professional development programs, please tick your preference in each of the options below.

	I like this format	I don't have a preference	I don't like this format	Rating Average	Response Count
Information seminar	66.7% (4)	33.3% (2)	0.0% (0)	2.67	6
Interactive workshop	33.3% (2)	66.7% (4)	0.0% (0)	2.33	6
Action research projects (concurrent sessions on a similar topic)	0.0% (0)	100.0% (6)	0.0% (0)	2.00	6
Conference format	33.3% (2)	66.7% (4)	0.0% (0)	2.33	6
Online learning/discussion forums	33.3% (2)	50.0% (3)	16.7% (1)	2.17	6
Mentoring	50.0% (3)	50.0% (3)	0.0% (0)	2.50	6
	<i>answered question</i>				6
	<i>skipped question</i>				4

23. PSCWA publishes two training calendars each year. One covers the period January – June and the other July – December. We have noticed that enrolments are generally small in January and December. To assist us to prepare the calendar please advise if your service/centre would attend calendar training sessions scheduled in:

	YES	NO	Response Count
January	33.3% (2)	66.7% (4)	6
December	16.7% (1)	83.3% (5)	6
	<i>answered question</i>		6
	<i>skipped question</i>		4


24. As a result of accessing professional development through the PSC how much change have you noticed in your centre/service in the following areas....						
	A great deal	A fair amount	Not much	None at all	Rating Average	Response Count
Approaches to teaching and learning	16.7% (1)	50.0% (3)	33.3% (2)	0.0% (0)	2.83	6
Policies and procedures	16.7% (1)	33.3% (2)	50.0% (3)	0.0% (0)	2.67	6
Beliefs and attitudes of staff	16.7% (1)	50.0% (3)	33.3% (2)	0.0% (0)	2.83	6
Relationships with children and their families	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	3.17	6
Leadership and communication skills within the team	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	3.17	6
	<i>answered question</i>					6
	<i>skipped question</i>					4

25. Using the following scale, how would your centre/service rate the effectiveness of professional development accessed through the PSC to create changes in the following								
	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count	
Improved outcomes for children and their families	16.7% (1)	50.0% (3)	16.7% (1)	0.0% (0)	16.7% (1)	3.50		
More inclusive care and education e.g increase in a number of children from diverse backgrounds	16.7% (1)	50.0% (3)	16.7% (1)	0.0% (0)	16.7% (1)	3.50		
Reflect diversity and difference more authentically	16.7% (1)	33.3% (2)	33.3% (2)	0.0% (0)	16.7% (1)	3.33		
Increased level of staff moral and satisfaction	16.7% (1)	33.3% (2)	33.3% (2)	0.0% (0)	16.7% (1)	3.33		
Increased staff motivation	16.7% (1)	50.0% (3)	0.0% (0)	16.7% (1)	16.7% (1)	3.33		
More unified team	16.7% (1)	50.0% (3)	16.7% (1)	0.0% (0)	16.7% (1)	3.50		
Compliance with legislation and regulations	16.7% (1)	50.0% (3)	16.7% (1)	0.0% (0)	16.7% (1)	3.50		
Greater confidence in participating in accreditation	33.3% (2)	50.0% (3)	0.0% (0)	0.0% (0)	16.7% (1)	3.83		
Increased connection with colleagues through networking at events	16.7% (1)	33.3% (2)	33.3% (2)	0.0% (0)	16.7% (1)	3.33		
	answered question							
	skipped question							

26. Thinking broadly about professional development you have accessed through the PSC, rate the effectiveness of the following in creating positive changes in your centre/service.

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count	
Telephone support	33.3% (2)	33.3% (2)	16.7% (1)	16.7% (1)	0.0% (0)	3.83	0	
Website	0.0% (0)	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	3.67	0	
Training calendar	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	0.0% (0)	4.33	0	
Accreditation support	16.7% (1)	50.0% (3)	33.3% (2)	0.0% (0)	0.0% (0)	3.83	0	
EYLF support	0.0% (0)	16.7% (1)	83.3% (5)	0.0% (0)	0.0% (0)	3.17	0	
Face to face support	16.7% (1)	50.0% (3)	33.3% (2)	0.0% (0)	0.0% (0)	3.83	0	
Resource centre	0.0% (0)	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	3.33	0	
Publications & resources	33.3% (2)	16.7% (1)	50.0% (3)	0.0% (0)	0.0% (0)	3.83	0	
Specialist Equipment	33.3% (2)	16.7% (1)	33.3% (2)	16.7% (1)	0.0% (0)	3.67	0	
Customised training	33.3% (2)	33.3% (2)	33.3% (2)	0.0% (0)	0.0% (0)	4.00	0	
Bicultural support	0.0% (0)	16.7% (1)	83.3% (5)	0.0% (0)	0.0% (0)	3.17	0	
Regional meetings	0.0% (0)	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	3.33	0	
Special Events:Conferences	16.7% (1)	33.3% (2)	50.0% (3)	0.0% (0)	0.0% (0)	3.67	0	
Children's Services Awards	0.0% (0)	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	3.00	0	
	<i>answered question</i>							0

	<i>skipped question</i>
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27. Are you willing to participate in a telephone interview?			
		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	6
	<i>answered question</i>		6
	<i>skipped question</i>		4

28. If you said yes to Q27, please provide your contact details. Include your email address, preferred telephone contact number and preferred time for telephone contact.			
		Response Count	
		0	
	<i>answered question</i>		0
	<i>skipped question</i>		10



Lee Jeffery
HR and Management Solutions

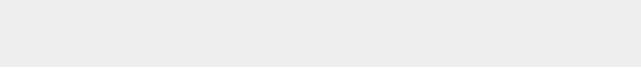
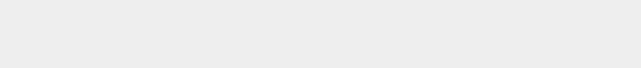

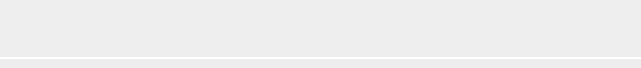
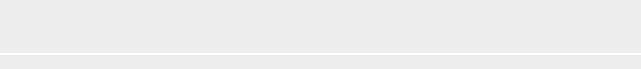
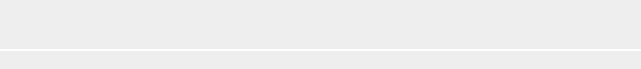
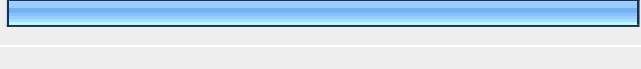

**PROFESSIONAL DEVELOPMENT AND SUPPORT
NEEDS ANALYSIS 2010**

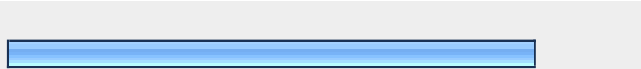


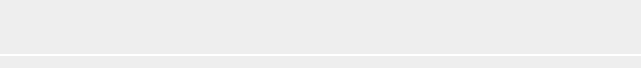
CHILDREN'S SERVICES (AGACCS) WESTERN AUSTRALIA


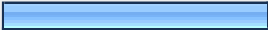
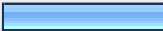
**SUMMARY FEEDBACK
CENTRAL**

2010 TNA PSCWA

1. Please identify your service type. (This survey will use some drop down menus. Please click on the arrow below to see the available responses)			
		Response Percent	Response Count
Long Day Care	<input type="text" value=""/>	75.0%	9
Family Day Care		0.0%	0
Outside of School Hour Care (including Vacation Care)		0.0%	0
Occasional Care	<input type="text" value=""/>	25.0%	3
In-Home Care		0.0%	0
Other (please specify in box below)		0.0%	0
		answered question	12
		skipped question	0


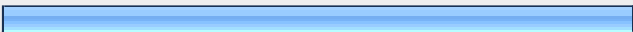
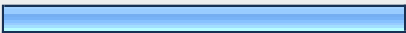

2. My service/program is located in the following West Australian region			
		Response Percent	Response Count
Region 1 – South Metro Perth		0.0%	0
Region 2 – North Metro Perth/Islands		0.0%	0
Region 3 – East Metro Perth/Midlands		0.0%	0
Region 4 – South West WA		0.0%	0
Region 5 – Lower Great South WA		0.0%	0
Region 6 – Central WA		100.0%	12
Region 7 – Kimberley		0.0%	0
Region 8 – Pilbara		0.0%	0
		answered question	12
		skipped question	0

3. Who in the service/centre completed this survey?			
		Response Percent	Response Count
Centre/service Director/Coordinator		83.3%	10
Centre/Service Owner		8.3%	1
Children's services professional		8.3%	1
Non direct staff (Management Personnel)		0.0%	0
Home based carer e.g Family Day Care, In-home carer		0.0%	0
Other (please specify in box below)		0.0%	0
		answered question	12
		skipped question	0

4. Please identify your management type.				
			Response Percent	Response Count
Private			33.3%	4
Corporate child care			0.0%	0
Community based organisation			41.7%	5
Community based stand alone			25.0%	3
Other (please specify)			0.0%	0
answered question				12
skipped question				0

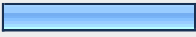
5. For how many children is your service licensed?			Response Count
			11
answered question			11
skipped question			1

6. What is your average utilisation rate across a typical week for each age group? (Express this as a percentage and but don't use the % symbol in the box)			
	Response Average	Response Total	Response Count
Under 2	44.80	448	10
2 – 3 years of age	53.36	587	11
3 – 5 years of age	58.45	643	11
5 – 12 years of age	26.29	184	7
answered question			11
skipped question			1


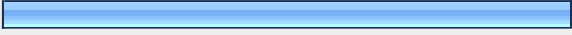


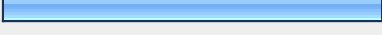
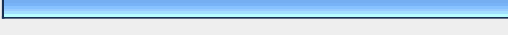
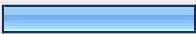
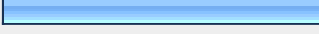
7. How many children are currently attending your service/centre from the following priority groups?			
		Response Percent	Response Count
Children from an Aboriginal or Torres Strait Islander background		90.9%	10
Children from culturally and linguistically diverse backgrounds		100.0%	11
Children with disabilities		63.6%	7
Children with a refugee status		54.5%	6
	<i>answered question</i>		11
	<i>skipped question</i>		1

8. Please describe the staff in your service. Include both full and part time employees.				
		Response Average	Response Total	Response Count
Total number of staff employed		8.50	85	10
Number from an Aboriginal or Torres Strait Islander background		0.30	3	10
Number from a culturally or linguistically diverse background		1.00	10	10
	<i>answered question</i>			10
	<i>skipped question</i>			2

9. How many staff members hold the following qualifications? (count only their highest qualification). Home-based carers should record their highest qualification.				
		Response Average	Response Total	Response Count
No formal qualifications in children's services		4.00	40	10
Certificate 3 in children's services or equivalent		1.63	13	8
Certificate 4 in Out of School Aged Care		0.00	0	5
Diploma (e.g. TAFE qualification in children's services or equivalent)		2.67	24	9
University undergraduate (in early childhood or primary education)		0.25	1	4
University post graduate degree		0.20	1	5
Other (Please specify)		1.20	6	5
TOTAL NUMBER OF STAFF (should be the same as Q8)		8.43	59	7
<i>answered question</i>				10
<i>skipped question</i>				2

10. How important is it for your centre/service to access professional development opportunities?				
		Response Percent	Response Count	
Very important		70.0%	7	
Important		30.0%	3	
Not important		0.0%	0	
<i>answered question</i>				10
<i>skipped question</i>				2

11. Please select as many statements from the list below which most closely match your centres/services position on professional development

		Response Percent	Response Count
Attending PD has meant that we have delivered better outcomes for children and their families		70.0%	7
Attending PD has increased our skill level and confidence in working with children and their families		90.0%	9
PD is of little or no relevance to my role working in child care		10.0%	1
PD is something that we do to meet legislative requirements such as regulations and accreditation		30.0%	3
PD is useful in networking with others working in child care		60.0%	6
PD is useful in making sure we stay in tune with trends and current practice in child care		80.0%	8
PD is something we participate in because we believe it is an expectation that we attend		30.0%	3
PD is useful because we get to hear about what other child care centres are doing		50.0%	5
		<i>answered question</i>	10
		<i>skipped question</i>	2

12. How much knowledge does your service/centre have on the following supports available through the Professional Support Coordinator						
	No knowledge	A little knowledge	Some Knowledge	Comprehensive knowledge	Rating Average	Response Count
Telephone support	20.0% (2)	20.0% (2)	50.0% (5)	10.0% (1)	2.50	10
Website	0.0% (0)	20.0% (2)	50.0% (5)	30.0% (3)	3.10	10
Training calendar	10.0% (1)	0.0% (0)	30.0% (3)	60.0% (6)	3.40	10
Accreditation support	10.0% (1)	30.0% (3)	50.0% (5)	10.0% (1)	2.60	10
Face to face support	10.0% (1)	30.0% (3)	40.0% (4)	20.0% (2)	2.70	10
Resource centre	10.0% (1)	20.0% (2)	60.0% (6)	10.0% (1)	2.70	10
Publications & resources	0.0% (0)	30.0% (3)	50.0% (5)	20.0% (2)	2.90	10
Specialist Equipment	20.0% (2)	40.0% (4)	30.0% (3)	10.0% (1)	2.30	10
Customised training	40.0% (4)	0.0% (0)	40.0% (4)	20.0% (2)	2.40	10
Bicultural support	20.0% (2)	10.0% (1)	60.0% (6)	10.0% (1)	2.60	10
Regional meetings	30.0% (3)	40.0% (4)	20.0% (2)	10.0% (1)	2.10	10
Special Events/Conferences	20.0% (2)	10.0% (1)	50.0% (5)	20.0% (2)	2.70	10
Children's Services Awards	30.0% (3)	40.0% (4)	30.0% (3)	0.0% (0)	2.00	10
EYLF information and support	0.0% (0)	50.0% (5)	50.0% (5)	0.0% (0)	2.50	10
	<i>answered question</i>					10
	<i>skipped question</i>					2

13. Please comment on the extent to which you have accessed resources from the resource centre in relation to the following content areas.

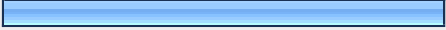
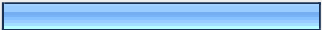


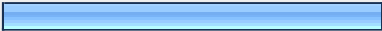
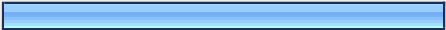
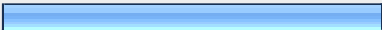
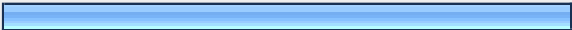
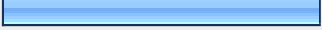
	A great deal	A fair amount	Not much	Not at all	Rating Average	Response Count
Programming, planning and curriculum development	10.0% (1)	50.0% (5)	20.0% (2)	20.0% (2)	2.50	10
Inclusion and diversity	10.0% (1)	40.0% (4)	40.0% (4)	10.0% (1)	2.50	10
Accreditation	20.0% (2)	20.0% (2)	20.0% (2)	40.0% (4)	2.20	10
Relationships with children	0.0% (0)	50.0% (5)	10.0% (1)	40.0% (4)	2.10	10
Relationships with adults	0.0% (0)	20.0% (2)	40.0% (4)	40.0% (4)	1.80	10
Workplace and staffing issues	0.0% (0)	20.0% (2)	40.0% (4)	40.0% (4)	1.80	10
Compliance and regulations	0.0% (0)	30.0% (3)	30.0% (3)	40.0% (4)	1.90	10
Leadership and management	0.0% (0)	40.0% (4)	10.0% (1)	50.0% (5)	1.90	10
Early Years Learning Framework	0.0% (0)	30.0% (3)	30.0% (3)	40.0% (4)	1.90	10
Other (please specify below)	0.0% (0)	20.0% (2)	0.0% (0)	80.0% (8)	1.40	10
				List "other" content area		1
				answered question		10
				skipped question		2

14. Please give your opinion on the following descriptions of the Resource Centre.							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
A useful service which I have found to be of assistance.	10.0% (1)	0.0% (0)	40.0% (4)	40.0% (4)	10.0% (1)	3.40	10
Conveniently located and/or resources are easy to access	10.0% (1)	0.0% (0)	70.0% (7)	20.0% (2)	0.0% (0)	3.00	10
Responds quickly to my requests	0.0% (0)	10.0% (1)	40.0% (4)	40.0% (4)	10.0% (1)	3.50	10
	answered question						10
	skipped question						2

15. In thinking about the resource centre please rank from 1 to 8 the resources that you have found most useful with the most useful and 8 being the least useful.

	1	2	3	4	5	6	7	8	Rating Average	R
Reference books	20.0% (2)	10.0% (1)	0.0% (0)	10.0% (1)	10.0% (1)	10.0% (1)	0.0% (0)	40.0% (4)	3.90	
Journals and articles	10.0% (1)	30.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	20.0% (2)	40.0% (4)	0.0% (0)	4.30	
Children's books	10.0% (1)	0.0% (0)	40.0% (4)	10.0% (1)	10.0% (1)	10.0% (1)	10.0% (1)	10.0% (1)	4.70	
Equipment for learning such as toys	0.0% (0)	20.0% (2)	0.0% (0)	20.0% (2)	30.0% (3)	0.0% (0)	10.0% (1)	20.0% (2)	4.00	
Videos, DVD's and CD's	20.0% (2)	0.0% (0)	20.0% (2)	20.0% (2)	30.0% (3)	10.0% (1)	0.0% (0)	0.0% (0)	5.30	
Posters	0.0% (0)	10.0% (1)	20.0% (2)	30.0% (3)	0.0% (0)	20.0% (2)	10.0% (1)	10.0% (1)	4.30	
Culturally specific equipment	20.0% (2)	20.0% (2)	10.0% (1)	10.0% (1)	0.0% (0)	20.0% (2)	20.0% (2)	0.0% (0)	5.10	
Disability specific equipment	20.0% (2)	10.0% (1)	10.0% (1)	0.0% (0)	20.0% (2)	10.0% (1)	10.0% (1)	20.0% (2)	4.40	
	<i>answered question</i>									
	<i>skipped question</i>									

16. Take some time to reflect on current issues you are facing in your centre/service. Which professional development content areas would most effectively address these issues?

		Response Percent	Response Count
Programming, planning and curriculum development (e.g. outdoor environments, observation and documentation, curriculum)		70.0%	7
Inclusion and diversity (e.g. Aboriginal issues, cultural awareness, disabilities)		50.0%	5
Relationships with children (e.g. guiding children's behaviour, protective behaviours)		60.0%	6
Relationship with families (e.g. effective communication, dealing with conflict)		30.0%	3
Legislation and regulations (e.g. accreditation, OH&S, regulations, child protection)		60.0%	6
Leadership and management (e.g. financial management, coaching, survival skills for new directors)		70.0%	7
Workplace and staffing issues (e.g. team work, policy development, time management)		60.0%	6
Early Years Learning Framework		90.0%	9
National Quality Framework		50.0%	5
Other (please specify)		0.0%	0
		answered question	10
		skipped question	2

17. We would like to know more about your professional development needs now and in the future. Select the option that best describes your level of agreement with the following statement. “Our staff would attend training provided by the PSC on the following content areas....”

	Strongly agree	Agree	Neither agree of disagree	Disagree	Strongly disagree	Rating Average	Response Count
Programming, planning and curriculum development	60.0% (6)	20.0% (2)	20.0% (2)	0.0% (0)	0.0% (0)	4.40	10
Inclusion and diversity	30.0% (3)	50.0% (5)	20.0% (2)	0.0% (0)	0.0% (0)	4.10	10
Accreditation	20.0% (2)	50.0% (5)	30.0% (3)	0.0% (0)	0.0% (0)	3.90	10
Relationships with children	40.0% (4)	50.0% (5)	10.0% (1)	0.0% (0)	0.0% (0)	4.30	10
Relationship with adults	30.0% (3)	50.0% (5)	10.0% (1)	10.0% (1)	0.0% (0)	4.00	10
Workplace and staffing issues	40.0% (4)	40.0% (4)	10.0% (1)	10.0% (1)	0.0% (0)	4.10	10
Compliance and regulations	40.0% (4)	20.0% (2)	40.0% (4)	0.0% (0)	0.0% (0)	4.00	10
Leadership and management	60.0% (6)	30.0% (3)	10.0% (1)	0.0% (0)	0.0% (0)	4.50	10
Early Years Learning Framework	70.0% (7)	10.0% (1)	20.0% (2)	0.0% (0)	0.0% (0)	4.50	10
	<i>answered question</i>						10
	<i>skipped question</i>						2

18. Would you attend training on a content area not listed in Q17? If yes, please identify the relevant training topic (s).

	Response Count
	4
	<i>answered question</i>
	4
	<i>skipped question</i>
	8

19. We would like to know more about which areas of knowledge would help strengthen your work with children. Please tick the option that best describes your level of agreement with the following statement: “If I/we had more knowledge in the following area, it would improve my work with children...”

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Rating Average	Response Count
Writing programs for children	30.0% (3)	20.0% (2)	50.0% (5)	0.0% (0)	0.0% (0)	3.80	10
Documenting children’s learning	60.0% (6)	10.0% (1)	30.0% (3)	0.0% (0)	0.0% (0)	4.30	10
Observations	30.0% (3)	20.0% (2)	50.0% (5)	0.0% (0)	0.0% (0)	3.80	10
Children’s development	20.0% (2)	50.0% (5)	30.0% (3)	0.0% (0)	0.0% (0)	3.90	10
Cultural diversity	20.0% (2)	40.0% (4)	30.0% (3)	10.0% (1)	0.0% (0)	3.70	10
Family diversity	10.0% (1)	40.0% (4)	50.0% (5)	0.0% (0)	0.0% (0)	3.60	10
Aboriginal perspectives	20.0% (2)	50.0% (5)	20.0% (2)	10.0% (1)	0.0% (0)	3.80	10
Language and literacy	20.0% (2)	50.0% (5)	30.0% (3)	0.0% (0)	0.0% (0)	3.90	10
Disabilities	30.0% (3)	20.0% (2)	40.0% (4)	10.0% (1)	0.0% (0)	3.70	10
Consulting with children	30.0% (3)	50.0% (5)	10.0% (1)	10.0% (1)	0.0% (0)	4.00	10
Building community capacity	20.0% (2)	40.0% (4)	30.0% (3)	10.0% (1)	0.0% (0)	3.70	10
Gender equity	10.0% (1)	30.0% (3)	50.0% (5)	10.0% (1)	0.0% (0)	3.40	10
Religious and spiritual diversity	10.0% (1)	20.0% (2)	60.0% (6)	10.0% (1)	0.0% (0)	3.30	10
Enhancing relationships with and amongst children	20.0% (2)	30.0% (3)	50.0% (5)	0.0% (0)	0.0% (0)	3.70	10
Infant and toddler curriculum	30.0% (3)	60.0% (6)	10.0% (1)	0.0% (0)	0.0% (0)	4.20	10
Transition to school programs	10.0% (1)	50.0% (5)	20.0% (2)	20.0% (2)	0.0% (0)	3.50	10
Children’s behaviour	30.0% (3)	70.0% (7)	0.0% (0)	0.0% (0)	0.0% (0)	4.30	10
Working with parents	20.0% (2)	30.0% (3)	50.0% (5)	0.0% (0)	0.0% (0)	3.70	10
Environmental sustainability	10.0% (1)	40.0% (4)	30.0% (3)	20.0% (2)	0.0% (0)	3.40	10
Different approaches to curriculum	10.0% (1)	60.0% (6)	20.0% (2)	10.0% (1)	0.0% (0)	3.70	10
Play based learning	30.0% (3)	30.0% (3)	40.0% (4)	0.0% (0)	0.0% (0)	3.90	10
Health and safety	20.0% (2)	20.0% (2)	60.0% (6)	0.0% (0)	0.0% (0)	3.60	10

Regulations and compliance	30.0% (3)	30.0% (3)	40.0% (4)	0.0% (0)	0.0% (0)	3.90	10
Creating learning environments	30.0% (3)	10.0% (1)	50.0% (5)	10.0% (1)	0.0% (0)	3.60	10
Outdoor environments	30.0% (3)	10.0% (1)	50.0% (5)	10.0% (1)	0.0% (0)	3.60	10
Working with staff	40.0% (4)	50.0% (5)	10.0% (1)	0.0% (0)	0.0% (0)	4.30	10
Team building	30.0% (3)	60.0% (6)	10.0% (1)	0.0% (0)	0.0% (0)	4.20	10
Leadership	30.0% (3)	50.0% (5)	20.0% (2)	0.0% (0)	0.0% (0)	4.10	10
Communication in the workplace	40.0% (4)	40.0% (4)	20.0% (2)	0.0% (0)	0.0% (0)	4.20	10
Children and technology	30.0% (3)	20.0% (2)	50.0% (5)	0.0% (0)	0.0% (0)	3.80	10
Creative arts	30.0% (3)	40.0% (4)	20.0% (2)	10.0% (1)	0.0% (0)	3.90	10
Assessing children's learning	40.0% (4)	30.0% (3)	30.0% (3)	0.0% (0)	0.0% (0)	4.10	10
Project work with children	30.0% (3)	20.0% (2)	50.0% (5)	0.0% (0)	0.0% (0)	3.80	10
Children's well-being	30.0% (3)	20.0% (2)	50.0% (5)	0.0% (0)	0.0% (0)	3.80	10
Attachment theory	30.0% (3)	20.0% (2)	50.0% (5)	0.0% (0)	0.0% (0)	3.80	10
Music and movement	40.0% (4)	40.0% (4)	10.0% (1)	10.0% (1)	0.0% (0)	4.10	10
	answered question						10
	skipped question						2

20. Do you need new or additional knowledge in a content area not identified above? If yes, please identify the content area(s)		Response Count
		2
	answered question	2
	skipped question	10

21. What are the main barriers you experience in accessing professional development through the Professional Support Coordinator?

	Very insignificant	Insignificant	Neither insignificant or significant	Significant	Very significant	Rating Average
It is difficult to find time to attend	0.0% (0)	0.0% (0)	20.0% (2)	40.0% (4)	40.0% (4)	4.20
The time is not suitable	0.0% (0)	10.0% (1)	20.0% (2)	40.0% (4)	30.0% (3)	3.90
The location is difficult to get to	0.0% (0)	40.0% (4)	0.0% (0)	20.0% (2)	40.0% (4)	3.60
Replacement of staff is difficult	0.0% (0)	0.0% (0)	10.0% (1)	50.0% (5)	40.0% (4)	4.30
Staff are not motivated	20.0% (2)	20.0% (2)	20.0% (2)	30.0% (3)	10.0% (1)	2.90
The program is too short	10.0% (1)	40.0% (4)	50.0% (5)	0.0% (0)	0.0% (0)	2.40
The program is too long	10.0% (1)	30.0% (3)	50.0% (5)	10.0% (1)	0.0% (0)	2.60
The topic(s) are not relevant	10.0% (1)	10.0% (1)	60.0% (6)	20.0% (2)	0.0% (0)	2.90
I/we were unaware this service was provided by the Professional Support Coordinator at the time	20.0% (2)	30.0% (3)	50.0% (5)	0.0% (0)	0.0% (0)	2.30
Other (please specify)						
<i>answered question</i>						
<i>skipped question</i>						

22. In thinking about the format of professional development programs, please tick your preference in each of the options below.

	I like this format	I don't have a preference	I don't like this format	Rating Average	Response Count
Information seminar	70.0% (7)	30.0% (3)	0.0% (0)	2.70	10
Interactive workshop	70.0% (7)	20.0% (2)	10.0% (1)	2.60	10
Action research projects (concurrent sessions on a similar topic)	0.0% (0)	80.0% (8)	20.0% (2)	1.80	10
Conference format	20.0% (2)	60.0% (6)	20.0% (2)	2.00	10
Online learning/discussion forums	40.0% (4)	30.0% (3)	30.0% (3)	2.10	10
Mentoring	20.0% (2)	70.0% (7)	10.0% (1)	2.10	10
	<i>answered question</i>				10
	<i>skipped question</i>				2

23. PSCWA publishes two training calendars each year. One covers the period January – June and the other July – December. We have noticed that enrolments are generally small in January and December. To assist us to prepare the calendar please advise if your service/centre would attend calendar training sessions scheduled in:

	YES	NO	Response Count
January	55.6% (5)	44.4% (4)	9
December	33.3% (3)	66.7% (6)	9
	<i>answered question</i>		9
	<i>skipped question</i>		3


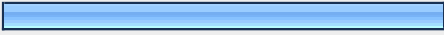
24. As a result of accessing professional development through the PSC how much change have you noticed in your centre/service in the following areas....						
	A great deal	A fair amount	Not much	None at all	Rating Average	Response Count
Approaches to teaching and learning	20.0% (2)	20.0% (2)	50.0% (5)	10.0% (1)	2.50	10
Policies and procedures	20.0% (2)	30.0% (3)	50.0% (5)	0.0% (0)	2.70	10
Beliefs and attitudes of staff	10.0% (1)	40.0% (4)	50.0% (5)	0.0% (0)	2.60	10
Relationships with children and their families	20.0% (2)	60.0% (6)	20.0% (2)	0.0% (0)	3.00	10
Leadership and communication skills within the team	10.0% (1)	50.0% (5)	40.0% (4)	0.0% (0)	2.70	10
	<i>answered question</i>					10
	<i>skipped question</i>					2

25. Using the following scale, how would your centre/service rate the effectiveness of professional development accessed through the PSC to create changes in the following							
	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Improved outcomes for children and their families	10.0% (1)	50.0% (5)	40.0% (4)	0.0% (0)	0.0% (0)	3.70	10
More inclusive care and education e.g increase in a number of children from diverse backgrounds	0.0% (0)	70.0% (7)	30.0% (3)	0.0% (0)	0.0% (0)	3.70	10
Reflect diversity and difference more authentically	10.0% (1)	40.0% (4)	50.0% (5)	0.0% (0)	0.0% (0)	3.60	10
Increased level of staff moral and satisfaction	0.0% (0)	50.0% (5)	40.0% (4)	10.0% (1)	0.0% (0)	3.40	10
Increased staff motivation	0.0% (0)	40.0% (4)	50.0% (5)	10.0% (1)	0.0% (0)	3.30	10
More unified team	10.0% (1)	20.0% (2)	60.0% (6)	10.0% (1)	0.0% (0)	3.30	10
Compliance with legislation and regulations	10.0% (1)	20.0% (2)	70.0% (7)	0.0% (0)	0.0% (0)	3.40	10
Greater confidence in participating in accreditation	20.0% (2)	40.0% (4)	40.0% (4)	0.0% (0)	0.0% (0)	3.80	10
Increased connection with colleagues through networking at events	0.0% (0)	60.0% (6)	40.0% (4)	0.0% (0)	0.0% (0)	3.60	10
	answered question						10
	skipped question						0

26. Thinking broadly about professional development you have accessed through the PSC, rate the effectiveness of the following in creating positive changes in your centre/service.

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Telephone support	10.0% (1)	50.0% (5)	30.0% (3)	10.0% (1)	0.0% (0)	3.60	10
Website	0.0% (0)	70.0% (7)	30.0% (3)	0.0% (0)	0.0% (0)	3.70	10
Training calendar	20.0% (2)	60.0% (6)	10.0% (1)	10.0% (1)	0.0% (0)	3.90	10
Accreditation support	10.0% (1)	20.0% (2)	50.0% (5)	10.0% (1)	10.0% (1)	3.10	10
EYLF support	0.0% (0)	20.0% (2)	70.0% (7)	10.0% (1)	0.0% (0)	3.10	10
Face to face support	0.0% (0)	60.0% (6)	20.0% (2)	10.0% (1)	10.0% (1)	3.30	10
Resource centre	0.0% (0)	60.0% (6)	30.0% (3)	0.0% (0)	10.0% (1)	3.40	10
Publications & resources	0.0% (0)	70.0% (7)	20.0% (2)	0.0% (0)	10.0% (1)	3.50	10
Specialist Equipment	10.0% (1)	40.0% (4)	40.0% (4)	0.0% (0)	10.0% (1)	3.40	10
Customised training	20.0% (2)	30.0% (3)	40.0% (4)	0.0% (0)	10.0% (1)	3.50	10
Bicultural support	0.0% (0)	40.0% (4)	50.0% (5)	0.0% (0)	10.0% (1)	3.20	10
Regional meetings	0.0% (0)	20.0% (2)	70.0% (7)	10.0% (1)	0.0% (0)	3.10	10
Special Events:Conferences	0.0% (0)	10.0% (1)	90.0% (9)	0.0% (0)	0.0% (0)	3.10	10
Children's Services Awards	0.0% (0)	0.0% (0)	80.0% (8)	0.0% (0)	20.0% (2)	2.60	10
	answered question						10
	skipped question						0

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27. Are you willing to participate in a telephone interview?			Response Percent	Response Count
Yes			30.0%	3
No			70.0%	7
		<i>answered question</i>		10
		<i>skipped question</i>		2

28. If you said yes to Q27, please provide your contact details. Include your email address, preferred telephone contact number and preferred time for telephone contact.			Response Count
			3
		<i>answered question</i>	3
		<i>skipped question</i>	9



Lee Jeffery
HR and Management Solutions


**PROFESSIONAL DEVELOPMENT AND SUPPORT
NEEDS ANALYSIS 2010**

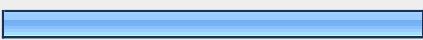
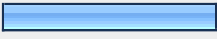
CHILDREN'S SERVICES (AGACCS) WESTERN AUSTRALIA

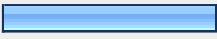
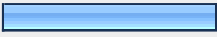
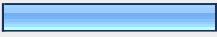
**SUMMARY FEEDBACK
PILBARA**

2010 TNA PSCWA

1. Please identify your service type. (This survey will use some drop down menus. Please click on the arrow below to see the available responses)			
		Response Percent	Response Count
Long Day Care	<input type="text"/>	33.3%	1
Family Day Care	<input type="text"/>	33.3%	1
Outside of School Hour Care (including Vacation Care)		0.0%	0
Occasional Care	<input type="text"/>	33.3%	1
In-Home Care		0.0%	0
Other (please specify in box below)		0.0%	0
		answered question	3
		skipped question	0


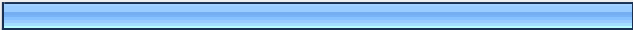
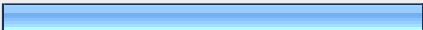
2. My service/program is located in the following West Australian region			
		Response Percent	Response Count
Region 1 – South Metro Perth		0.0%	0
Region 2 – North Metro Perth/Islands		0.0%	0
Region 3 – East Metro Perth/Midlands		0.0%	0
Region 4 – South West WA		0.0%	0
Region 5 – Lower Great South WA		0.0%	0
Region 6 – Central WA		0.0%	0
Region 7 – Kimberley		0.0%	0
Region 8 – Pilbara		100.0%	3
		<i>answered question</i>	3
		<i>skipped question</i>	0

3. Who in the service/centre completed this survey?			
		Response Percent	Response Count
Centre/service Director/Coordinator		66.7%	2
Centre/Service Owner		0.0%	0
Children's services professional		0.0%	0
Non direct staff (Management Personnel)		0.0%	0
Home based carer e.g Family Day Care, In-home carer		0.0%	0
Other (please specify in box below)		33.3%	1
<i>answered question</i>			3
<i>skipped question</i>			0

4. Please identify your management type.			
		Response Percent	Response Count
Private		0.0%	0
Corporate child care		0.0%	0
Community based organisation		33.3%	1
Community based stand alone		33.3%	1
Other (please specify)		33.3%	1
<i>answered question</i>			3
<i>skipped question</i>			0

5. For how many children is your service licensed?		
		Response Count
		3
	<i>answered question</i>	3
	<i>skipped question</i>	0

6. What is your average utilisation rate across a typical week for each age group? (Express this as a percentage and but don't use the % symbol in the box)				
		Response Average	Response Total	Response Count
Under 2		50.00	100	2
2 – 3 years of age		40.00	80	2
3 – 5 years of age		32.33	97	3
5 – 12 years of age		30.00	60	2
	<i>answered question</i>			3
	<i>skipped question</i>			0

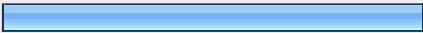
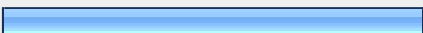
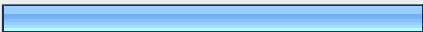
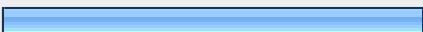
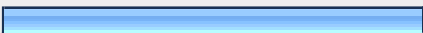
7. How many children are currently attending your service/centre from the following priority groups?			
		Response Percent	Response Count
Children from an Aboriginal or Torres Strait Islander background		100.0%	3
Children from culturally and linguistically diverse backgrounds		100.0%	3
Children with disabilities		66.7%	2
Children with a refugee status		66.7%	2
	<i>answered question</i>		3
	<i>skipped question</i>		0

8. Please describe the staff in your service. Include both full and part time employees.				
		Response Average	Response Total	Response Count
Total number of staff employed		4.33	13	3
Number from an Aboriginal or Torres Strait Islander background		0.00	0	2
Number from a culturally or linguistically diverse background		1.50	3	2
<i>answered question</i>				3
<i>skipped question</i>				0

9. How many staff members hold the following qualifications? (count only their highest qualification). Home-based carers should record their highest qualification.				
		Response Average	Response Total	Response Count
No formal qualifications in children's services		2.00	6	3
Certificate 3 in children's services or equivalent		0.00	0	1
Certificate 4 in Out of School Aged Care		0.50	1	2
Diploma (e.g. TAFE qualification in children's services or equivalent)		0.00	0	1
University undergraduate (in early childhood or primary education)		1.00	3	3
University post graduate degree		0.50	1	2
Other (Please specify)		0.00	0	1
TOTAL NUMBER OF STAFF (should be the same as Q8)		2.00	2	1
<i>answered question</i>				3
<i>skipped question</i>				0

10. How important is it for your centre/service to access professional development opportunities?			
		Response Percent	Response Count
Very important		100.0%	3
Important		0.0%	0
Not important		0.0%	0
		<i>answered question</i>	3
		<i>skipped question</i>	0

11. Please select as many statements from the list below which most closely match your centres/services position on professional development

		Response Percent	Response Count
Attending PD has meant that we have delivered better outcomes for children and their families		66.7%	2
Attending PD has increased our skill level and confidence in working with children and their families		66.7%	2
PD is of little or no relevance to my role working in child care		0.0%	0
PD is something that we do to meet legislative requirements such as regulations and accreditation		66.7%	2
PD is useful in networking with others working in child care		66.7%	2
PD is useful in making sure we stay in tune with trends and current practice in child care		66.7%	2
PD is something we participate in because we believe it is an expectation that we attend		0.0%	0
PD is useful because we get to hear about what other child care centres are doing		0.0%	0
	answered question		3
	skipped question		0

12. How much knowledge does your service/centre have on the following supports available through the Professional Support Coordinator						
	No knowledge	A little knowledge	Some Knowledge	Comprehensive knowledge	Rating Average	Response Count
Telephone support	33.3% (1)	0.0% (0)	33.3% (1)	33.3% (1)	2.67	3
Website	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	2.67	3
Training calendar	33.3% (1)	0.0% (0)	33.3% (1)	33.3% (1)	2.67	3
Accreditation support	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	2.67	3
Face to face support	66.7% (2)	0.0% (0)	0.0% (0)	33.3% (1)	2.00	3
Resource centre	33.3% (1)	0.0% (0)	33.3% (1)	33.3% (1)	2.67	3
Publications & resources	0.0% (0)	0.0% (0)	66.7% (2)	33.3% (1)	3.33	3
Specialist Equipment	66.7% (2)	0.0% (0)	0.0% (0)	33.3% (1)	2.00	3
Customised training	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	2.00	3
Bicultural support	66.7% (2)	0.0% (0)	0.0% (0)	33.3% (1)	2.00	3
Regional meetings	66.7% (2)	0.0% (0)	33.3% (1)	0.0% (0)	1.67	3
Special Events/Conferences	66.7% (2)	0.0% (0)	33.3% (1)	0.0% (0)	1.67	3
Children's Services Awards	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	1.33	3
EYLF information and support	66.7% (2)	0.0% (0)	33.3% (1)	0.0% (0)	1.67	3
	<i>answered question</i>					3
	<i>skipped question</i>					0

13. Please comment on the extent to which you have accessed resources from the resource centre in relation to the following content areas.

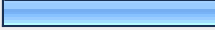
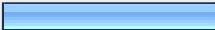
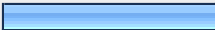
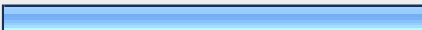
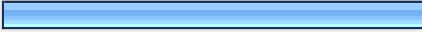
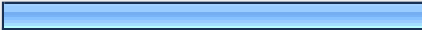
	A great deal	A fair amount	Not much	Not at all	Rating Average	Response Count
Programming, planning and curriculum development	33.3% (1)	0.0% (0)	66.7% (2)	0.0% (0)	2.67	3
Inclusion and diversity	0.0% (0)	33.3% (1)	0.0% (0)	66.7% (2)	1.67	3
Accreditation	0.0% (0)	0.0% (0)	33.3% (1)	66.7% (2)	1.33	3
Relationships with children	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (3)	1.00	3
Relationships with adults	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (3)	1.00	3
Workplace and staffing issues	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (3)	1.00	3
Compliance and regulations	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (3)	1.00	3
Leadership and management	0.0% (0)	33.3% (1)	0.0% (0)	66.7% (2)	1.67	3
Early Years Learning Framework	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (3)	1.00	3
Other (please specify below)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (3)	1.00	3
List "other" content area						0
answered question						3
skipped question						0

14. Please give your opinion on the following descriptions of the Resource Centre.							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
A useful service which I have found to be of assistance.	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	33.3% (1)	4.00	3
Conveniently located and/or resources are easy to access	0.0% (0)	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	3.00	3
Responds quickly to my requests	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	33.3% (1)	4.00	3
	<i>answered question</i>						3
	<i>skipped question</i>						0

15. In thinking about the resource centre please rank from 1 to 8 the resources that you have found most useful with the most useful and 8 being the least useful.

	1	2	3	4	5	6	7	8	Rating Average	R
Reference books	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	2.33	
Journals and articles	0.0% (0)	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	0.0% (0)	5.33	
Children's books	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	3.00	
Equipment for learning such as toys	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	
Videos, DVD's and CD's	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	0.0% (0)	5.33	
Posters	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	4.67	
Culturally specific equipment	0.0% (0)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.33	
Disability specific equipment	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	7.00	
	<i>answered question</i>									
	<i>skipped question</i>									

16. Take some time to reflect on current issues you are facing in your centre/service. Which professional development content areas would most effectively address these issues?

		Response Percent	Response Count
Programming, planning and curriculum development (e.g. outdoor environments, observation and documentation, curriculum)		33.3%	1
Inclusion and diversity (e.g. Aboriginal issues, cultural awareness, disabilities)		33.3%	1
Relationships with children (e.g. guiding children's behaviour, protective behaviours)		33.3%	1
Relationship with families (e.g. effective communication, dealing with conflict)		66.7%	2
Legislation and regulations (e.g. accreditation, OH&S, regulations, child protection)		0.0%	0
Leadership and management (e.g. financial management, coaching, survival skills for new directors)		0.0%	0
Workplace and staffing issues (e.g. team work, policy development, time management)		0.0%	0
Early Years Learning Framework		66.7%	2
National Quality Framework		66.7%	2
Other (please specify)		0.0%	0
		answered question	3
		skipped question	0

17. We would like to know more about your professional development needs now and in the future. Select the option that best describes your level of agreement with the following statement. "Our staff would attend training provided by the PSC on the following content areas...."

	Strongly agree	Agree	Neither agree of disagree	Disagree	Strongly disagree	Rating Average	Response Count
Programming, planning and curriculum development	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Inclusion and diversity	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Accreditation	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Relationships with children	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.33	3
Relationship with adults	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Workplace and staffing issues	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	3
Compliance and regulations	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	3
Leadership and management	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	3
Early Years Learning Framework	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	5.00	3
	<i>answered question</i>						3
	<i>skipped question</i>						0

18. Would you attend training on a content area not listed in Q17? If yes, please identify the relevant training topic (s).

	Response Count
	0
	<i>answered question</i>
	0
	<i>skipped question</i>
	3

19. We would like to know more about which areas of knowledge would help strengthen your work with children. Please tick the option that best describes your level of agreement with the following statement: “If I/we had more knowledge in the following area, it would improve my work with children...”

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Rating Average	Response Count
Writing programs for children	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.33	3
Documenting children’s learning	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.33	3
Observations	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.33	3
Children’s development	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.33	3
Cultural diversity	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Family diversity	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Aboriginal perspectives	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Language and literacy	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Disabilities	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Consulting with children	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Building community capacity	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	3
Gender equity	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Religious and spiritual diversity	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Enhancing relationships with and amongst children	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Infant and toddler curriculum	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Transition to school programs	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	3
Children’s behaviour	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Working with parents	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.67	3
Environmental sustainability	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	3
Different approaches to curriculum	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3

Play based learning	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Health and safety	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.67	3
Regulations and compliance	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	3
Creating learning environments	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Outdoor environments	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Working with staff	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Team building	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Leadership	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	3
Communication in the workplace	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	3
Children and technology	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Creative arts	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Assessing children's learning	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Project work with children	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Children's well-being	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	3
Attachment theory	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Music and movement	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.33	3
	answered question						3
	skipped question						0

20. Do you need new or additional knowledge in a content area not identified above? If yes, please identify the content area(s)		
		Response Count
		1
	<i>answered question</i>	1
	<i>skipped question</i>	2

21. What are the main barriers you experience in accessing professional development through the Professional Support Coordinator?						
	Very insignificant	Insignificant	Neither insignificant or significant	Significant	Very significant	Rating Average
It is difficult to find time to attend	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	33.3% (1)	4.00
The time is not suitable	0.0% (0)	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	3.33
The location is difficult to get to	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (3)	5.00
Replacement of staff is difficult	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	2.33
Staff are not motivated	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	2.33
The program is too short	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	2.33
The program is too long	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	2.33
The topic(s) are not relevant	0.0% (0)	66.7% (2)	0.0% (0)	33.3% (1)	0.0% (0)	2.67
I/we were unaware this service was provided by the Professional Support Coordinator at the time	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	33.3% (1)	4.00
Other (please specify)						
	<i>answered question</i>					
	<i>skipped question</i>					

22. In thinking about the format of professional development programs, please tick your preference in each of the options below.

	I like this format	I don't have a preference	I don't like this format	Rating Average	Response Count
Information seminar	66.7% (2)	33.3% (1)	0.0% (0)	2.67	3
Interactive workshop	100.0% (3)	0.0% (0)	0.0% (0)	3.00	3
Action research projects (concurrent sessions on a similar topic)	33.3% (1)	66.7% (2)	0.0% (0)	2.33	3
Conference format	0.0% (0)	100.0% (3)	0.0% (0)	2.00	3
Online learning/discussion forums	66.7% (2)	0.0% (0)	33.3% (1)	2.33	3
Mentoring	66.7% (2)	33.3% (1)	0.0% (0)	2.67	3
	<i>answered question</i>				3
	<i>skipped question</i>				0

23. PSCWA publishes two training calendars each year. One covers the period January – June and the other July – December. We have noticed that enrolments are generally small in January and December. To assist us to prepare the calendar please advise if your service/centre would attend calendar training sessions scheduled in:

	YES	NO	Response Count
January	33.3% (1)	66.7% (2)	3
December	33.3% (1)	66.7% (2)	3
	<i>answered question</i>		3
	<i>skipped question</i>		0

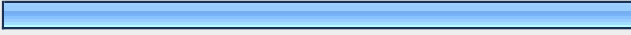
24. As a result of accessing professional development through the PSC how much change have you noticed in your centre/service in the following areas....						
	A great deal	A fair amount	Not much	None at all	Rating Average	Response Count
Approaches to teaching and learning	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	2.67	3
Policies and procedures	0.0% (0)	0.0% (0)	100.0% (3)	0.0% (0)	2.00	3
Beliefs and attitudes of staff	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	2.33	3
Relationships with children and their families	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	2.67	3
Leadership and communication skills within the team	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	2.67	3
	<i>answered question</i>					3
	<i>skipped question</i>					0

25. Using the following scale, how would your centre/service rate the effectiveness of professional development accessed through the PSC to create changes in the following

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Improved outcomes for children and their families	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	4.00	
More inclusive care and education e.g increase in a number of children from diverse backgrounds	33.3% (1)	0.0% (0)	66.7% (2)	0.0% (0)	0.0% (0)	3.67	
Reflect diversity and difference more authentically	33.3% (1)	0.0% (0)	66.7% (2)	0.0% (0)	0.0% (0)	3.67	
Increased level of staff moral and satisfaction	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	
Increased staff motivation	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	
More unified team	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	
Compliance with legislation and regulations	0.0% (0)	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	3.00	
Greater confidence in participating in accreditation	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	
Increased connection with colleagues through networking at events	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	
	answered question						
	skipped question						

26. Thinking broadly about professional development you have accessed through the PSC, rate the effectiveness of the following in creating positive changes in your centre/service.

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count
Telephone support	33.3% (1)	0.0% (0)	33.3% (1)	33.3% (1)	0.0% (0)	3.33	4
Website	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Training calendar	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Accreditation support	0.0% (0)	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	2.67	3
EYLF support	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Face to face support	66.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	3.67	3
Resource centre	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	3.00	3
Publications & resources	33.3% (1)	0.0% (0)	66.7% (2)	0.0% (0)	0.0% (0)	3.67	3
Specialist Equipment	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	3.00	3
Customised training	0.0% (0)	33.3% (1)	33.3% (1)	0.0% (0)	33.3% (1)	2.67	3
Bicultural support	0.0% (0)	33.3% (1)	33.3% (1)	0.0% (0)	33.3% (1)	2.67	3
Regional meetings	0.0% (0)	0.0% (0)	66.7% (2)	0.0% (0)	33.3% (1)	2.33	3
Special Events:Conferences	0.0% (0)	33.3% (1)	33.3% (1)	0.0% (0)	33.3% (1)	2.67	3
Children's Services Awards	0.0% (0)	0.0% (0)	66.7% (2)	0.0% (0)	33.3% (1)	2.33	3
	answered question						4
	skipped question						0

27. Are you willing to participate in a telephone interview?			
		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	3
		<i>answered question</i>	3
		<i>skipped question</i>	0

28. If you said yes to Q27, please provide your contact details. Include your email address, preferred telephone contact number and preferred time for telephone contact.		
		Response Count
		0
		<i>answered question</i>
		<i>skipped question</i>
		0
		3



Lee Jeffery
HR and Management Solutions

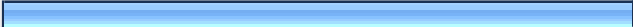
**PROFESSIONAL DEVELOPMENT AND SUPPORT
NEEDS ANALYSIS 2010**

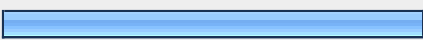
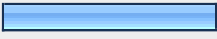
CHILDREN'S SERVICES (AGACCS) WESTERN AUSTRALIA

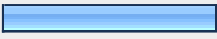
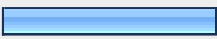
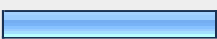
**SUMMARY FEEDBACK
KIMBERLEY**

2010 TNA PSCWA

1. Please identify your service type. (This survey will use some drop down menus. Please click on the arrow below to see the available responses)			
		Response Percent	Response Count
Long Day Care	<input type="text"/>	33.3%	1
Family Day Care		0.0%	0
Outside of School Hour Care (including Vacation Care)		0.0%	0
Occasional Care		0.0%	0
In-Home Care		0.0%	0
Other (please specify in box below)	<input type="text"/>	66.7%	2
		<i>answered question</i>	3
		<i>skipped question</i>	0


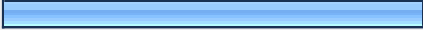

2. My service/program is located in the following West Australian region			
		Response Percent	Response Count
Region 1 – South Metro Perth		0.0%	0
Region 2 – North Metro Perth/Islands		0.0%	0
Region 3 – East Metro Perth/Midlands		0.0%	0
Region 4 – South West WA		0.0%	0
Region 5 – Lower Great South WA		0.0%	0
Region 6 – Central WA		0.0%	0
Region 7 – Kimberley		100.0%	3
Region 8 – Pilbara		0.0%	0
	answered question		3
	skipped question		0

3. Who in the service/centre completed this survey?			
		Response Percent	Response Count
Centre/service Director/Coordinator		66.7%	2
Centre/Service Owner		0.0%	0
Children's services professional		0.0%	0
Non direct staff (Management Personnel)		0.0%	0
Home based carer e.g Family Day Care, In-home carer		0.0%	0
Other (please specify in box below)		33.3%	1
answered question			3
skipped question			0

4. Please identify your management type.			
		Response Percent	Response Count
Private		0.0%	0
Corporate child care		0.0%	0
Community based organisation		33.3%	1
Community based stand alone		33.3%	1
Other (please specify)		33.3%	1
answered question			3
skipped question			0


5. For how many children is your service licensed?			
			Response Count
			3
<i>answered question</i>			3
<i>skipped question</i>			0

6. What is your average utilisation rate across a typical week for each age group? (Express this as a percentage and but don't use the % symbol in the box)				
		Response Average	Response Total	Response Count
Under 2		22.50	45	2
2 – 3 years of age		32.50	65	2
3 – 5 years of age		45.00	135	3
5 – 12 years of age		7.50	15	2
<i>answered question</i>			3	
<i>skipped question</i>			0	

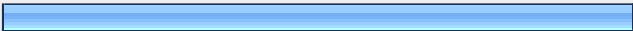
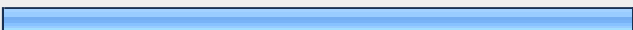
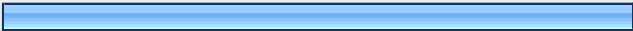
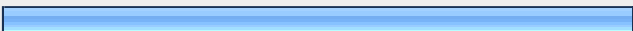
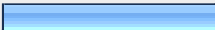
7. How many children are currently attending your service/centre from the following priority groups?			
		Response Percent	Response Count
Children from an Aboriginal or Torres Strait Islander background		100.0%	3
Children from culturally and linguistically diverse backgrounds		66.7%	2
Children with disabilities		33.3%	1
Children with a refugee status		0.0%	0
<i>answered question</i>			3
<i>skipped question</i>			0

8. Please describe the staff in your service. Include both full and part time employees.				
		Response Average	Response Total	Response Count
Total number of staff employed		4.33	13	3
Number from an Aboriginal or Torres Strait Islander background		1.33	4	3
Number from a culturally or linguistically diverse background		0.00	0	1
	<i>answered question</i>			3
	<i>skipped question</i>			0

9. How many staff members hold the following qualifications? (count only their highest qualification). Home-based carers should record their highest qualification.				
		Response Average	Response Total	Response Count
No formal qualifications in children's services		2.00	4	2
Certificate 3 in children's services or equivalent		1.33	4	3
Certificate 4 in Out of School Aged Care		0.00	0	1
Diploma (e.g. TAFE qualification in children's services or equivalent)		1.50	3	2
University undergraduate (in early childhood or primary education)		0.50	1	2
University post graduate degree		0.00	0	1
Other (Please specify)		0.00	0	1
TOTAL NUMBER OF STAFF (should be the same as Q8)		3.00	6	2
	<i>answered question</i>			3
	<i>skipped question</i>			0

10. How important is it for your centre/service to access professional development opportunities?			
		Response Percent	Response Count
Very important		66.7%	2
Important		33.3%	1
Not important		0.0%	0
		answered question	3
		skipped question	0

11. Please select as many statements from the list below which most closely match your centres/services position on professional development

		Response Percent	Response Count
Attending PD has meant that we have delivered better outcomes for children and their families		100.0%	3
Attending PD has increased our skill level and confidence in working with children and their families		100.0%	3
PD is of little or no relevance to my role working in child care		0.0%	0
PD is something that we do to meet legislative requirements such as regulations and accreditation		0.0%	0
PD is useful in networking with others working in child care		100.0%	3
PD is useful in making sure we stay in tune with trends and current practice in child care		100.0%	3
PD is something we participate in because we believe it is an expectation that we attend		0.0%	0
PD is useful because we get to hear about what other child care centres are doing		33.3%	1
	answered question		3
	skipped question		0

12. How much knowledge does your service/centre have on the following supports available through the Professional Support Coordinator						
	No knowledge	A little knowledge	Some Knowledge	Comprehensive knowledge	Rating Average	Response Count
Telephone support	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	2.00	3
Website	0.0% (0)	0.0% (0)	66.7% (2)	33.3% (1)	3.33	3
Training calendar	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (3)	4.00	3
Accreditation support	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	2.00	3
Face to face support	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	2.00	3
Resource centre	0.0% (0)	66.7% (2)	33.3% (1)	0.0% (0)	2.33	3
Publications & resources	0.0% (0)	0.0% (0)	100.0% (3)	0.0% (0)	3.00	3
Specialist Equipment	0.0% (0)	100.0% (3)	0.0% (0)	0.0% (0)	2.00	3
Customised training	0.0% (0)	0.0% (0)	100.0% (3)	0.0% (0)	3.00	3
Bicultural support	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	2.67	3
Regional meetings	33.3% (1)	0.0% (0)	33.3% (1)	33.3% (1)	2.67	3
Special Events/Conferences	0.0% (0)	0.0% (0)	66.7% (2)	33.3% (1)	3.33	3
Children's Services Awards	0.0% (0)	33.3% (1)	66.7% (2)	0.0% (0)	2.67	3
EYLF information and support	0.0% (0)	0.0% (0)	66.7% (2)	33.3% (1)	3.33	3
	<i>answered question</i>					3
	<i>skipped question</i>					0

13. Please comment on the extent to which you have accessed resources from the resource centre in relation to the following content areas.

	A great deal	A fair amount	Not much	Not at all	Rating Average	Response Count
Programming, planning and curriculum development	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	2.00	2
Inclusion and diversity	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	2.00	2
Accreditation	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (2)	1.00	2
Relationships with children	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	1.50	2
Relationships with adults	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	1.50	2
Workplace and staffing issues	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	1.50	2
Compliance and regulations	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	1.50	2
Leadership and management	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	1.50	2
Early Years Learning Framework	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	1.50	2
Other (please specify below)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (2)	1.00	2
List "other" content area						0
answered question						2
skipped question						1

14. Please give your opinion on the following descriptions of the Resource Centre.							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
A useful service which I have found to be of assistance.	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Conveniently located and/or resources are easy to access	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	2.00	2
Responds quickly to my requests	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
	<i>answered question</i>						2
	<i>skipped question</i>						1

15. In thinking about the resource centre please rank from 1 to 8 the resources that you have found most useful with the most useful and 8 being the least useful.

	1	2	3	4	5	6	7	8	Rating Average	R
Reference books	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	3.50	
Journals and articles	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	5.00	
Children's books	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	
Equipment for learning such as toys	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	
Videos, DVD's and CD's	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	3.50	
Posters	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	6.50	
Culturally specific equipment	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	5.00	
Disability specific equipment	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	4.50	
	<i>answered question</i>									
	<i>skipped question</i>									

16. Take some time to reflect on current issues you are facing in your centre/service. Which professional development content areas would most effectively address these issues?			
		Response Percent	Response Count
Programming, planning and curriculum development (e.g. outdoor environments, observation and documentation, curriculum)	<input type="checkbox"/>	50.0%	1
Inclusion and diversity (e.g. Aboriginal issues, cultural awareness, disabilities)	<input type="checkbox"/>	50.0%	1
Relationships with children (e.g. guiding children's behaviour, protective behaviours)	<input type="checkbox"/>	50.0%	1
Relationship with families (e.g. effective communication, dealing with conflict)	<input type="checkbox"/>	50.0%	1
Legislation and regulations (e.g. accreditation, OH&S, regulations, child protection)	<input type="checkbox"/>	50.0%	1
Leadership and management (e.g. financial management, coaching, survival skills for new directors)		0.0%	0
Workplace and staffing issues (e.g. team work, policy development, time management)	<input type="checkbox"/>	50.0%	1
Early Years Learning Framework		0.0%	0
National Quality Framework	<input type="checkbox"/>	50.0%	1
Other (please specify)		0.0%	0
		answered question	2
		skipped question	1

17. We would like to know more about your professional development needs now and in the future. Select the option that best describes your level of agreement with the following statement. “Our staff would attend training provided by the PSC on the following content areas....”

	Strongly agree	Agree	Neither agree of disagree	Disagree	Strongly disagree	Rating Average	Response Count
Programming, planning and curriculum development	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	4.00	2
Inclusion and diversity	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Accreditation	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	3.50	2
Relationships with children	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Relationship with adults	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Workplace and staffing issues	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Compliance and regulations	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	4.00	2
Leadership and management	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Early Years Learning Framework	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	4.00	2
	<i>answered question</i>						2
	<i>skipped question</i>						1

18. Would you attend training on a content area not listed in Q17? If yes, please identify the relevant training topic (s).

	Response Count
	0
	<i>answered question</i>
	0
	<i>skipped question</i>
	3

19. We would like to know more about which areas of knowledge would help strengthen your work with children. Please tick the option that best describes your level of agreement with the following statement: “If I/we had more knowledge in the following area, it would improve my work with children...”

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Rating Average	Response Count
Writing programs for children	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Documenting children’s learning	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Observations	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Children’s development	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	3.00	2
Cultural diversity	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	3.00	2
Family diversity	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	3.00	2
Aboriginal perspectives	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Language and literacy	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Disabilities	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Consulting with children	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Building community capacity	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2
Gender equity	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Religious and spiritual diversity	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Enhancing relationships with and amongst children	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Infant and toddler curriculum	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Transition to school programs	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Children’s behaviour	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Working with parents	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Environmental sustainability	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Different approaches to curriculum	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Play based learning	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2

Health and safety	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2
Regulations and compliance	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Creating learning environments	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Outdoor environments	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Working with staff	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Team building	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Leadership	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2
Communication in the workplace	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Children and technology	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2
Creative arts	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Assessing children's learning	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Project work with children	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Children's well-being	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Attachment theory	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Music and movement	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
	answered question						2
	skipped question						1

20. Do you need new or additional knowledge in a content area not identified above? If yes, please identify the content area(s)		Response Count
		0
	answered question	0
	skipped question	3

21. What are the main barriers you experience in accessing professional development through the Professional Support Coordinator?

	Very insignificant	Insignificant	Neither insignificant or significant	Significant	Very significant	Rating Average
It is difficult to find time to attend	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	3.50
The time is not suitable	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	3.50
The location is difficult to get to	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	4.00
Replacement of staff is difficult	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	4.50
Staff are not motivated	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	2.00
The program is too short	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00
The program is too long	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00
The topic(s) are not relevant	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00
I/we were unaware this service was provided by the Professional Support Coordinator at the time	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1.00
Other (please specify)						
<i>answered question</i>						
<i>skipped question</i>						

22. In thinking about the format of professional development programs, please tick your preference in each of the options below.

	I like this format	I don't have a preference	I don't like this format	Rating Average	Response Count
Information seminar	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Interactive workshop	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Action research projects (concurrent sessions on a similar topic)	0.0% (0)	50.0% (1)	50.0% (1)	1.50	2
Conference format	50.0% (1)	50.0% (1)	0.0% (0)	2.50	2
Online learning/discussion forums	50.0% (1)	50.0% (1)	0.0% (0)	2.50	2
Mentoring	50.0% (1)	50.0% (1)	0.0% (0)	2.50	2
	<i>answered question</i>				2
	<i>skipped question</i>				1

23. PSCWA publishes two training calendars each year. One covers the period January – June and the other July – December. We have noticed that enrolments are generally small in January and December. To assist us to prepare the calendar please advise if your service/centre would attend calendar training sessions scheduled in:


	YES	NO	Response Count
January	0.0% (0)	100.0% (2)	2
December	0.0% (0)	100.0% (2)	2
	<i>answered question</i>		2
	<i>skipped question</i>		1

24. As a result of accessing professional development through the PSC how much change have you noticed in your centre/service in the following areas....						
	A great deal	A fair amount	Not much	None at all	Rating Average	Response Count
Approaches to teaching and learning	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Policies and procedures	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2
Beliefs and attitudes of staff	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	2.50	2
Relationships with children and their families	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Leadership and communication skills within the team	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
	<i>answered question</i>					2
	<i>skipped question</i>					1

25. Using the following scale, how would your centre/service rate the effectiveness of professional development accessed through the PSC to create changes in the following								
	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count	
Improved outcomes for children and their families	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
More inclusive care and education e.g increase in a number of children from diverse backgrounds	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Reflect diversity and difference more authentically	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Increased level of staff moral and satisfaction	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Increased staff motivation	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
More unified team	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Compliance with legislation and regulations	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Greater confidence in participating in accreditation	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	3.00	2	
Increased connection with colleagues through networking at events	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2	
	answered question							2
	skipped question							0

26. Thinking broadly about professional development you have accessed through the PSC, rate the effectiveness of the following in creating positive changes in your centre/service.

	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Rating Average	Response Count	
Telephone support	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2	
Website	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Training calendar	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2	
Accreditation support	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	2.00	2	
EYLF support	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Face to face support	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Resource centre	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	2.00	2	
Publications & resources	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Specialist Equipment	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	2.00	2	
Customised training	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2	
Bicultural support	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	2.00	2	
Regional meetings	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	2.50	2	
Special Events:Conferences	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2	
Children's Services Awards	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	50.0% (1)	2.00	2	
	<i>answered question</i>							
	<i>skipped question</i>							

27. Are you willing to participate in a telephone interview?			
		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	2
		<i>answered question</i>	2
		<i>skipped question</i>	1

28. If you said yes to Q27, please provide your contact details. Include your email address, preferred telephone contact number and preferred time for telephone contact.		
		Response Count
		0
		<i>answered question</i>
		<i>skipped question</i>
		0
		3

