

3rd June 2022

Dear Families

With winter now upon us, I hope you are all managing to stay healthy, happy and warm.

CUSTOMER EXPERIENCE AND SATISFACTION SURVEY

In December and January, Lady Gowrie Tasmania (LGT) engaged the services of a specialist firm in customer experience, brand and innovation, to conduct a survey of families utilising LGT education and care services. At the same time, a smaller cohort of families not utilising LGT education and care services was surveyed to provide information about our brand and reputation. I would like to thank our families for participating in this survey and for providing such valuable feedback.

I am pleased to be able to share with you the survey results and a summary of the results is attached to this communication.

Firstly, using the customer experience methodology employed by this company, our LGT education and care services achieved an overall customer experience and satisfaction rating of 92% which is a fantastic result. These scores are among the highest ever seen in this category by the firm we worked with. This result is reflective of the dedication and hard work of all our people working in our education and care services.

Secondly, our brand health has us rated as higher in brand awareness, consideration and preference than all of our competitors in this sector. This is also testament to the commitment we have to high quality services and children.

Importantly, families also highlighted a few areas for improvement in our service delivery. We noted that the biggest barrier was simply lack of facilities in the areas that potential customers wanted them. We have a plan about this with some exciting new developments in the wind. We also noted that investment in some of our sites was needed, and again, since I commenced at LGT we have been taking a strategic approach to investing in all our services to strengthen their quality in the built environment and services. We plan to continue this program of investment across our services.

LGT places great value on receiving feedback from families, through more formal processes including surveys but also through more informal processes including day-to-day interactions and conversations between children, families and educators. I encourage you to always reach out to the educators in your child/ren's room to provide feedback about your child/ren's daily education and care needs. Other ways for providing feedback include contacting your Service Manager or completing a Feedback Form located in each service reception area.

CELEBRATING OUR PEOPLE

I am delighted to share that LGT's Program Leader of Pedagogy and Practice, Shannon Allocca, has been selected to present a workshop at the Early Childhood Australia (ECA) National Conference 2022 in Canberra. Shannon will be showcasing her work in establishing LGT's Community of Practice (an interactive platform using the Storypark program) designed to share the exemplary work of our educators, to establish and strengthen professional relationships and to drive innovation. This sharing of quality practices and documentation ultimately improves the education and care outcomes for all children attending our services.

One of the welcome benefits since this platform's inception is the bringing together of LGT's educators across all our education and care services throughout Tasmania to share their experiences and insights with each other. Thank you to Shannon for leading this project and we will all be very proud to see you present this LGT initiative on the national education and care stage in October. Thank you also to Shannon's colleagues for providing input and support in making this valuable platform a reality.

SUPPORTING OUR FAMILIES

I would like to remind families that LGT's Child and Family Wellbeing Program provides free confidential, practical and emotional support to families who might be experiencing some of life's challenges or who may benefit from support in the day-to-day raising of their children. Some examples of the types of support available include managing challenging behaviours, support for changes in family circumstances, grief and loss or any other matter that is causing concern. Our people working in this program are highly professional and compassionate and are available to assist you and your family via email familysupport@gowrie-tas.com.au or phone [03 6230 6860](tel:0362306860).

NATIONAL RECONCILIATION WEEK 2022

What I have observed from my time in getting to know our people and what drives LGT services and programs, is the genuine commitment to building our children, families and client awareness of important celebrations and events within the community – Harmony Day, National Families Week, World Autism Day, Children's Week and National Child Protection Week, Book Week to name just a few.

What strikes me most is that these are not tokenistic celebrations just in that defined week of celebrations but are part of conversations, learning and experiences embedded in our services and programs. I see this when I walk past the Macquarie Room at the Integrated Centre every day and see the children participating in their Acknowledgement to Country or when I am challenged by Gowrie Training & Consultancy's Facebook post to think about and reflect upon the Stolen Generations. Evidence of this is also when I visit services and when I read our Storypark posts, Facebook posts and newsletters.

The theme for National Reconciliation Week 2022 is to 'Be Brave. Make Change'. I am very proud that at LGT we have been 'brave' enough to have embarked on this journey and that every learning experience or conversation or we have with children and each other will help to make 'change' for this future generation. I know there have been many exciting experiences happening across our services this week for National Reconciliation Week and I thank our people for their continued commitment to this learning journey.

COVID-19 & INFLUENZA REMINDERS

The onset of winter is a timely reminder to ensure you and your family have had your COVID-19 booster and the influenza vaccine. Jeremy Rockliff announced this week that from Monday June 6, 2022, until Wednesday 6 July, 2022, all Tasmanians over 6 months of age will be able to get their influenza vaccinations at a local GP or Pharmacy for free. Having the influenza vaccine every year gives you, your family, your colleagues and the community protection against becoming severely unwell from influenza. This is especially important this year with COVID-19 cases still so prevalent within our community.

For further information about how to book in for a COVID-19 booster and the free influenza vaccine please follow the links below:

<https://www.coronavirus.tas.gov.au/vaccination-information/covid-19-vaccination/where-to-get-a-vaccine>

<https://www.health.tas.gov.au/health-topics/flu-influenza/flu-vaccinations>

Stay safe and well,

Mat

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