

**Harrison, Amanda & Maddern, Christine (1999): Banyule City council Customer Satisfaction Survey 1998, Child Care Services, Market Solutions (Australia) Pty. Ltd., Moonee Ponds, Vic. - Questionnaires**

*APPENDIX 1*

*The Questionnaire*

Q.1 SAMPLE DETAILS

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (10-99)

Q.2 DUM: READ IN SURNAME

\_\_\_\_\_  
\_\_\_\_\_ (30-79)

Q.3 INTRO: Good (...) my name is (...) from Market Solutions, a market research company calling on behalf of Banyule City Council. According to our records the (&&) household has used one of Banyule's Child Care Services during the last 12 months. Can we talk to the person who has had the most contact with Banyule's Child Care Services. Is that you? REINTRODUCE IF NECESSARY. IF NECESSARY SAY: The survey will only take 15 minutes and your views will be used in the continuous improvement of services offered by the Council. All of your answers will be held in the strictest confidence. IF FOREIGN SPEAKING: Establish the language required and fill our foreign language sheet and code as an 8.

- (150-151)
- CONTINUE..... 01
- Schedule Callback..... 02
- Refusal..... 03
- Non Qualifying..... 04
- Government/Business..... 05
- Terminated Early..... 06
- Non working number..... 07
- Foreign/Deaf..... 08
- No contact on 3 attempts. 09
- Duplicate/Over quota..... 10

[IF THE ANSWER IS 2-10, THEN SKIP TO QUESTION 1000]

Q.4 TIME START (eg. 0730 = 7.30)

ENTER START TIME \_\_\_\_\_ (152-155)

Q.5 TIME START: AM or PM?

- (156)
- AM. 1
- PM. 2

[IF THE ANSWER IS 1-2, THEN SKIP TO QUESTION 7]

Q.6 DUM: READ IN SAMPLE TYPE

(23)

Q.7 DEM: Please code this number (&&) below.

(157)

Child Care..... 1  
 Family Day Care..... 2  
 Preschool registration. 3

Q.8 A. Are you from a Non English Speaking Background?

(158)

Yes. 1  
 No...2

Q.9 B. RECORD GENDER (AUTOMATICALLY)

(159)

Male..... 1  
 Female. 2

Q.10 C. Which age group do you belong to? Are you...? (READ OUT)

(160)

Under 18 years. 1  
 18 - 24 years..... 2  
 25 - 34 years..... 3  
 35 - 44 years..... 4  
 45 - 54 years..... 5  
 55 - 64 years..... 6  
 65 + years..... 7  
 (Refused)..... 8

Q.11 D. Taking everything into account, are you satisfied or dissatisfied with the services offered by the Council in general? WAIT FOR RESPONSE: Is that totally, very or somewhat?

(161)

Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Don't know)..... 7

Q.12 Q1A Now thinking about Banyule Council's Child Care Services. It includes Family Day Care for young children in the home of a registered Care Provider, Child Care Centres and a Preschool registration service. How important is it to YOU that the Council is involved in providing these types of services. Use the scale from 0 to 10 where a 0 means not at all important and a 10 means extremely important.

ENTER IMPORTANCE SCORE \_\_\_\_ (162-163)

Q.13 Q1B Overall are you satisfied or dissatisfied with the Council's Child Care Services? WAIT FOR RESPONSE: Is that totally, very or somewhat?

- (164)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

Q.14 INTRO: Now we'd like to talk more specifically about Banyule's Child Care Services and how they have been performing. (PRESS ENTER)

— (100)

Q.15 Q2A In the last 12 months have you USED ANY form of private or council operated Child Care Services, on a full time or occasional basis? This could include family or occasional care.

- (165)
- Yes..... 1
- No..... 2
- (Don't know). 3

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 170]

Q.16 Q2B Now thinking about the different types of Child Care Services available in the City of Banyule. (PRESS ENTER)

— (101)

Q.17 Q2B Are you AWARE of Child Care Centres in the City of Banyule?

- (348)
- Yes..... 1
- No..... 2
- (Don't know). 3

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 24]

Q.18 Q2B1 Have you USED a Child Care Centres during the last 12 months?

- (166)
- Yes..... 1
- No..... 2
- (Don't know). 3

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 22]

[IF THE ANSWER IS 3, THEN SKIP TO QUESTION 24]

Q.19 Q2C Which Child Care Centre do you mainly use? (READ OUT) (ONE ONLY) (IF MORE THAN ONE ASK FOR MAIN CENTRE USED)

- (167)
- Morobe Street Children's Centre..... 1
- St Hellier Street Children's Centre..... 2
- Joyce Avenue Children's Centre..... 3
- Another Centre in Banyule (SPECIFY)..... 4
- Another Centre NOT in Banyule (SPECIFY). 5
- (Don't know)..... 6

[IF THE ANSWER IS 4, THEN SKIP TO QUESTION 20]

[IF THE ANSWER IS 5, THEN SKIP TO QUESTION 21]

[IF THE ANSWER IS 1-3 OR 6, THEN SKIP TO QUESTION 24]

Q.20 Q2C1 SPECIFY OTHER CENTRE IN BANYULE

\_\_\_\_\_ (102-151)

\_\_\_\_\_

Q.21 Q2C2 SPECIFY OTHER CENTRE NOT IN BANYULE

\_\_\_\_\_ (152-201)

\_\_\_\_\_

Q.22 Q2G What are the reasons you choose NOT to use Child Care Centres? in the last 12 months? (DO NOT READ OUT) (PROBE FULLY) (ACCEPT MULTIPLES)

(604-608)

Stay at home to care for child/children. 1  
 Too expensive..... 2  
 Location inconvenient..... 3  
 Hours of operation inconvenient..... 4  
 Other (SPECIFY)..... 5  
 (Don't know)..... 6

[IF THE ANSWER IS 5, THEN SKIP TO QUESTION 23]  
 [IF THE ANSWER IS 1-4 OR 6, THEN SKIP TO QUESTION 24]

Q.23 SPECIFY OTHER REASONS FOR NOT CHOOSING TO USE CHILD CARE CENTRES.

(4156-4205)

\_\_\_\_\_

\_\_\_\_\_

Q.24 Q2D Are you AWARE of Family Day Care?

(349)

Yes..... 1  
 No..... 2  
 (Don't know). 3

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 26]

Q.25 Q2D Have you USED Family Day Care during the last 12 months?

(168)

Yes..... 1  
 No..... 2  
 (Don't know). 3

Q.26 Q2D Are you AWARE of Occasional Child Care Centres?

(350)

Yes..... 1  
 No..... 2  
 (Don't know). 3

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 28]

Q.27 Q2D2 Have you USED an Occasional Child Care Centre in the last 12 months? (eg. at a Leisure Centre)

(169)  
Yes..... 1  
No..... 2  
(Don't know). 3

Q.28 Q2D3 Have you USED a relative or a friend for CHILD CARE during the last 12 months? (IF NECESSARY SAY: THIS IS NOT BABY SITTING -IT IN ONGOING REGULAR CARE)

(170)  
Yes..... 1  
No..... 2  
(Don't know). 3

Q.29 Q2D4 Or have you USED some other type of Child Care not mentioned?

(171)  
Yes..... 1  
No..... 2  
(Don't know). 3

[IF THE ANSWER IS 1, THEN SKIP TO QUESTION 30]  
[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 31]

Q.30 SPECIFY OTHER CHILD CARE USED IN LAST 12 MONTHS

\_\_\_\_\_ (202-251)  
\_\_\_\_\_

[IF THE ANSWER TO QUESTION 17 IS 2-3, AND...]  
[IF THE ANSWER TO QUESTION 24 IS 2-3, AND...]  
[IF THE ANSWER TO QUESTION 26 IS 2-3, AND...]  
[IF THE ANSWER TO QUESTION 28 IS 2-3, AND...]  
[IF THE ANSWER TO QUESTION 29 IS 2-3, THEN SKIP TO QUESTION 33]



Q.31 Q2E What would you say is the MAIN reason you use Child Care Services? (DO NOT READ OUT)  
(PROBE FULLY) (ONE ONLY)

- (172)
- Work commitments..... 1
- Study commitments..... 2
- Socialisation for child..... 3
- Respite for myself..... 4
- Other (SPECIFY)..... 5
- Do not use ANY Child Care at all. 6

[IF THE ANSWER IS 5, THEN SKIP TO QUESTION 32]  
 [IF THE ANSWER IS 1-4, THEN SKIP TO QUESTION 33]  
 [IF THE ANSWER IS 6, THEN SKIP TO QUESTION 170]

Q.32 SPECIFY OTHER MAIN REASON FOR USING CHILD CARE SERVICES

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(252-301)

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Q.33 CHECK: Just to check you have used? (READ OUT)

(609)

- Child Care Centre ONLY..... 1
- Family Day Care ONLY..... 2
- Occasional Care Centres ONLY..... 3
- Relative or Friend ONLY..... 4
- Mixture of services centres/Other..... 5
- NONE - NO CHILD CARE SERVICES. 6

[IF THE ANSWER IS 1, THEN SKIP TO QUESTION 34]

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 35]

[IF THE ANSWER IS 3, THEN SKIP TO QUESTION 36]

[IF THE ANSWER IS 4, THEN SKIP TO QUESTION 37]

[IF THE ANSWER IS 5, THEN SKIP TO QUESTION 38]

[AN ANSWER OF 1 IS INCONSISTENT WITH AN ANSWER OF 2-3 TO QUESTION 18]

[AN ANSWER OF 1 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 25]

[AN ANSWER OF 1 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 27]

[AN ANSWER OF 1 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 28]

[AN ANSWER OF 1 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 29]

[AN ANSWER OF 2 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 18]

[AN ANSWER OF 2 IS INCONSISTENT WITH AN ANSWER OF 2-3 TO QUESTION 25]

[AN ANSWER OF 2 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 27]

[AN ANSWER OF 2 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 28]

[AN ANSWER OF 2 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 29]

[AN ANSWER OF 3 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 18]

[AN ANSWER OF 3 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 25]

[AN ANSWER OF 3 IS INCONSISTENT WITH AN ANSWER OF 2-3 TO QUESTION 27]

[AN ANSWER OF 3 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 28]

[AN ANSWER OF 3 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 29]

[AN ANSWER OF 4 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 18]

[AN ANSWER OF 4 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 25]

[AN ANSWER OF 4 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 27]

[AN ANSWER OF 4 IS INCONSISTENT WITH AN ANSWER OF 2-3 TO QUESTION 28]

[AN ANSWER OF 4 IS INCONSISTENT WITH AN ANSWER OF 1 TO QUESTION 29]

[IF THE ANSWER IS 6, THEN SKIP TO QUESTION 170]

Q.34 Q2F1 Why do you choose to use A CHILD CARE CENTRE over other forms of Child Care? (PROBE FULLY)

(302-401)

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[IF THE ANSWER TO QUESTION 33 IS 1, THEN SKIP TO QUESTION 38]

Q.35 Q2F2 Why do you choose to use FAMILY DAY CARE over other forms of Child Care? (PROBE FULLY)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (402-501)

[IF THE ANSWER TO QUESTION 33 IS 2, THEN SKIP TO QUESTION 38]

Q.36 Q2F3 Why do you choose to use AN OCCASIONAL CHILD CARE CENTRE over other forms of Child Care? (PROBE FULLY)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (502-601)

[IF THE ANSWER TO QUESTION 33 IS 3, THEN SKIP TO QUESTION 38]

Q.37 Q2F4 Why do you choose to use A RELATIVE OR A FRIEND over other forms of Child Care? (PROBE FULLY)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (602-701)

Q.38 Q3A (CCARE) Thinking about Child Care Centres in Banyule. These are places where day care is provided for preschool children aged 0-6 years. How important is it to YOU that the Council is involved in providing Child Care Centres. Use the scale from 0 to 10 where 0 means not at all important and a 10 means extremely important.

ENTER IMPORTANCE SCORE \_\_\_\_ (178-179)

[IF THE ANSWER TO QUESTION 17 IS 2-3, THEN SKIP TO QUESTION 97]

[IF THE ANSWER TO QUESTION 18 IS 2-3, THEN SKIP TO QUESTION 97]  
[IF THE ANSWER TO QUESTION 19 IS 4-6, THEN SKIP TO QUESTION 97]

Q.39 Q3B How many of your children attended (&&) in the last 12 months?

(180)  
One child only..... 1  
2 children..... 2  
3 children or more. 3

[IF THE ANSWER IS 1, THEN SKIP TO QUESTION 42]

Q.40 Q3C Do they usually ALL attend the (&&) at the same time?

(181)  
Yes. 1  
No... 2

Q.41 (FIRST CHILD) I'd now like to ask some questions in relation to the ELDEST CHILD attending the (&&).  
(PRESS ENTER)

(752)

Q.42 Q3D(1ST) Does your child (children) attend the (&&) every week on a regular basis?

(182)  
Yes. 1  
No... 2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 44]

Q.43 Q3E(1ST) How many days per week does this child attend the (&&)? IF LESS THAN A WHOLE DAY ROUND DOWN. IF LESS THAN HALF A A DAY ENTER "0".

NUMBER OF DAYS PER WEEK \_\_\_\_ (183-184)

[IF THE ANSWER TO QUESTION 42 IS 1, THEN SKIP TO QUESTION 45]

Q.44 Q3F(1ST) How often does this child attend the (&&)? Is it...? (READ OUT)

(185)  
Fortnightly..... 1  
Monthly, or..... 2  
Just when needed, no pattern. 3

Q.45 Q3G(1ST) And on these days does this child attend this Child Care Centre for? (READ OUT)

(186)

Mainly whole days..... 1  
 Mainly half days..... 2  
 Mainly less than half a day. 3

[IF THE ANSWER TO QUESTION 39 IS 1, THEN SKIP TO QUESTION 57]

[IF THE ANSWER TO QUESTION 40 IS 1, THEN SKIP TO QUESTION 56]

Q.46 (2ND CHILD) Now I'd like to ask some questions relating to your SECOND ELDEST child attending the (&&). (&&). (PRESS ENTER)

(753)

Q.47 Q4A(2ND) Does this child (your second eldest child) attend the (&&) every week on a regular basis?

(187)

Yes. 1  
 No... 2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 49]

Q.48 Q4B(2ND) How many days per week does this child attend the (&&)? (IF LESS THAN A WHOLE DAY ROUND DOWN. IF LESS THAN HALF A DAY ENTER "0").

NUMBER OF DAYS PER WEEK \_\_\_\_ (188-189)

[IF THE ANSWER TO QUESTION 47 IS 1, THEN SKIP TO QUESTION 50]

Q.49 Q4C(2ND) How often does this child attend the (&&)? Is it ...? (READ OUT)

(190)

Fortnightly..... 1  
 Monthly, or..... 2  
 Just when needed, no pattern. 3

Q.50 Q4D(2ND) And on these days does this child attend this Child Care Centre for? (READ OUT)

(191)

Mainly whole days..... 1  
 Mainly half days..... 2  
 Mainly less than half a day. 3

[IF THE ANSWER TO QUESTION 39 IS 1, THEN SKIP TO QUESTION 57]

[IF THE ANSWER TO QUESTION 39 IS 2, THEN SKIP TO QUESTION 56]

[IF THE ANSWER TO QUESTION 40 IS 1, THEN SKIP TO QUESTION 56]

Q.51 (3RD CHILD) Now I'd like to ask some questions relating to the THIRD ELDEST child attending the (&&).  
(PRESS ENTER)

—

(754)

Q.52 Q5A(3RD) Does this child (your third eldest child) attend the (&&) every week on a regular basis?

(192)  
Yes. 1  
No... 2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 54]

Q.53 Q5B(3RD) How many days per week does this child attend the (&&)? (IF LESS THAN A WHOLE DAY ROUND DOWN. IF LESS THAN HALF A DAY ENTER "0").

NUMBER OF DAYS PER WEEK \_\_\_\_ (193-194)

[IF THE ANSWER TO QUESTION 52 IS 1, THEN SKIP TO QUESTION 55]

Q.54 Q5C(3RD) How often does this child attend the (&&)? Is it...? (READ OUT)

(195)  
Fortnightly..... 1  
Monthly, or..... 2  
Just when needed, no pattern. 3

Q.55 Q5D(3RD) And on these days does this child attend for? (READ OUT)

(197)  
Mainly whole days..... 1  
Mainly half days, or..... 2  
Mainly less than half a day. 3

Q.56 (CCARE) Now I'd like to ask some questions relating to the service you have received for ALL of your children.  
(PRESS ENTER)

—

(755)

Q.57 Q6A (CCARE) Thinking about the (&&). I'd like you to rate your level of satisfaction. Are you satisfied or dissatisfied with...? (PRESS ENTER)

—

(756)

Q.58 Q6A1 The child care centre service OVERALL? Are you satisfied or dissatisfied? WAIT FOR  
RESPONSE: Is that totally, very, or somewhat?

(198)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7

[IF THE ANSWER IS 1 OR 7, THEN SKIP TO QUESTION 60]  
[IF THE ANSWER IS 2-6, THEN SKIP TO QUESTION 59]

Q.59 Q6C Why are you less than TOTALLY SATISFIED with the Child Care Centre OVERALL?

(1557-1656)

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[ASK QUESTIONS 60 TO 69 IN RANDOM ORDER]

Q.60 Q6A2 The LEVEL of KNOWLEDGE of the staff? Are you satisfied or dissatisfied? WAIT FOR  
RESPONSE: Is that totally, very, or somewhat?

(324)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7

Q.61 Q6A3 The CONVENIENCE of the LOCATION of the centre? Are you satisfied or dissatisfied? WAIT  
FOR RESPONSE: Is that totally, very, or somewhat?

(325)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6

(Don't know)..... 7

Q.62 Q6A4 How AFFORDABLE the service is? Are you satisfied or dissatisfied? WAIT FOR RESPONSE:  
Is that totally, very, or somewhat?

(326)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7

Q.63 Q6A5 The HOURS of OPENING? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that  
totally, very, or somewhat?

(327)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7

Q.64 Q6A6 How RESPONSIVE they are to people's CULTURAL needs? Are you satisfied or dissatisfied?  
WAIT FOR RESPONSE: Is that totally, very, or somewhat?

(328)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7

Q.65 Q6A7 The CLEANLINESS of the CENTRE? Are you satisfied or dissatisfied? WAIT FOR  
RESPONSE: Is that totally, very, or somewhat?

(329)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7



Q.66 Q6A8 The VALUE for MONEY you receive for the fees you pay?  
 WAIT FOR RESPONSE: Is that totally, very, or somewhat? Are you satisfied or dissatisfied?

- (330)
- Totally satisfied..... 1
  - Very satisfied..... 2
  - Somewhat satisfied..... 3
  - Somewhat dissatisfied. 4
  - Very dissatisfied..... 5
  - Totally dissatisfied..... 6
  - (Don't know)..... 7

Q.67 Q6A9 The STANDARD of RESOURCES or EQUIPMENT?  
 FOR RESPONSE: Is that totally, very, or somewhat? Are you satisfied or dissatisfied? WAIT

- (331)
- Totally satisfied..... 1
  - Very satisfied..... 2
  - Somewhat satisfied..... 3
  - Somewhat dissatisfied. 4
  - Very dissatisfied..... 5
  - Totally dissatisfied..... 6
  - (Don't know)..... 7

Q.68 Q6A10 The STANDARD of BUILDINGS and GROUNDS?  
 FOR RESPONSE: Is that totally, very, or somewhat? Are you satisfied or dissatisfied? WAIT

- (332)
- Totally satisfied..... 1
  - Very satisfied..... 2
  - Somewhat satisfied..... 3
  - Somewhat dissatisfied. 4
  - Very dissatisfied..... 5
  - Totally dissatisfied..... 6
  - (Don't know)..... 7

Q.69 Q6A11 The FREQUENCY of INFORMATION you receive?  
 FOR RESPONSE: Is that totally, very, or somewhat? Are you satisfied or dissatisfied? WAIT

- (333)
- Totally satisfied..... 1
  - Very satisfied..... 2
  - Somewhat satisfied..... 3
  - Somewhat dissatisfied. 4
  - Very dissatisfied..... 5
  - Totally dissatisfied..... 6
  - (Don't know)..... 7

Q.70 Q6A12 The COURTESY of the staff?  
that totally, very, or somewhat?

Are you satisfied or dissatisfied?

WAIT FOR RESPONSE: Is

- (199)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 72]  
 [IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 71]

Q.71 Q6B1 Why are you DISSATISFIED with the COURTESY of the staff? (PROBE FULLY)

(757-856)

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Q.72 Q6A13 How RESPONSIVE the staff were to your needs?  
RESPONSE: Is that totally, very, or somewhat?

Are you satisfied or dissatisfied?

WAIT FOR

- (200)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 74]  
 [IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 73]

Q.73 Q6B2 Why are you DISSATISFIED with how RESPONSIVENE staff were to your needs? (PROBE FULLY)

(857-956)

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Q.74 Q6A14 The PERSONAL SUPPORT you received? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

- (202)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 76]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 75]

Q.75 Q6B3 Why are you DISSATISFIED with the PERSONAL SUPPORT you received? (PROBE FULLY) (957-1056)

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Q.76 Q6A15 The STANDARD of EDUCATIONAL PROGRAMS provided? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

- (207)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 78]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 77]

Q.77 Q6B4 Why are you DISSATISFIED with the STANDARD of EDUCATIONAL PROGRAMS provided? (PROBE FULLY) (1057-1156)

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Q.78 Q6A16 The STANDARD of FOOD provided? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

- (208)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 80]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 79]

Q.79 Q6B5 Why are you DISSATISFIED with the STANDARD of FOOD provided? (PROBE FULLY)

\_\_\_\_\_ (1157-1256)

\_\_\_\_\_

\_\_\_\_\_

Q.80 Q6A17 The SAFETY of children while in care? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

- (210)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 82]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 81]

Q.81 Q6B6 Why are you DISSATISFIED with the SAFETY of children while in care? (PROBE FULLY)

\_\_\_\_\_ (1257-1356)

\_\_\_\_\_

\_\_\_\_\_

Q.82 Q6A18 The STANDARD of STAFF INTERACTION with your child? Are you satisfied or dissatisfied?  
WAIT FOR RESPONSE: Is that totally, very, or somewhat?

- (214)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 84]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 83]

Q.83 Q6B7 Why are you DISSATISFIED with the STANDARD of STAFF INTERATION with your child?  
(PROBE FULLY)

\_\_\_\_\_ (1357-1456)

\_\_\_\_\_

\_\_\_\_\_

Q.84 Q6A19 The QUALITY of INFORMATION you receive? Are you satisfied or dissatisfied? WAIT FOR  
RESPONSE: Is that totally, very, or somewhat?

- (215)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 86]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 85]

Q.85 Q6B8 Why are you DISSATISFIED with the QUALITY of INFORMATION you receive? (PROBE FULLY)

(1457-1556)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q.86 Q6A20 The AVAILABILY of Council OPERATED Child Care in Banyule? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

(217)

- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

Q.87 Q6D And now thinking about Child Care Fees in general. What would you do if your Child Care fees increased by 10% (for example an increase of approximately \$3.00 per day)? (DO NOT READ OUT) (ACCEPT MULTIPLES)

(600-602)

- Take child out of care..... 1
- Move to different service/centre. 2
- Stop work..... 3
- Use private/informal day care..... 4
- Work fewer hours..... 5
- Do nothing..... 6
- Other (SPECIFY)..... 7
- (Don't know)..... 8

[IF THE ANSWER IS 7, THEN SKIP TO QUESTION 88]  
[IF THE ANSWER IS 1-6 OR 8, THEN SKIP TO QUESTION 89]

Q.88 SPECIFY OTHER ACTION IF CHILD CARE FEES INCREASED BY 10%

(1657-1756)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q.89 Q7A Are you AWARE of the preschool or kindergarten program available at (&)?

(219)

- Yes..... 1
- No..... 2
- (Don't know). 3

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 96]

Q.90 Q7B Has your child PARTICIPATED in a preschool or kindergarten program during the last 12 months at (&)?

(220)

- Yes..... 1
- No..... 2
- (Don't know). 3

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 96]

Q.91 Q7C (PRESCHOOL) Now thinking about this preschool or kindergarten program are you satisfied or dissatisfied with ...? (PRESS ENTER)

—

(1757)

Q.92 Q7C1 The preschool or kindergarten program OVERALL? Are you satisfied or dissatisfied? WAIT  
FOR RESPONSE: Is that totally, very, or somewhat?

(221)

- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[ASK QUESTIONS 93 TO 95 IN RANDOM ORDER]

Q.93 Q7C2 The QUALITY of the program? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

(222)

- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

Q.94 Q7C3 The LEVEL of KNOWLEDGE of the staff? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

(223)

- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

Q.95 Q7C4 The QUALITY of information provided about your child's progress? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

(224)

- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7



Q.96 Q8A Do you have any suggestions about how BANYULE'S CHILD CARE CENTRES could improve their services? (PROBE FULLY)

\_\_\_\_\_ (1758-1957)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q.97 Q9A (FAMILY) Now thinking about FAMILY DAY CARE available in Banyule. This is child care provided by Care Providers in their own homes. Council provides training and support for care providers in the Family Day Care program. How important is it to YOU that the Council is involved in providing Family Day Care. Use the scale from 0 to 10 where 0 means not at all important and a 10 means extremely important.

ENTER IMPORTANCE SCORE \_\_\_\_ (225-226)

[IF THE ANSWER TO QUESTION 24 IS 2-3, THEN SKIP TO QUESTION 170]  
[IF THE ANSWER TO QUESTION 25 IS 2-3, THEN SKIP TO QUESTION 170]

Q.98 Q9B How many of your children have attended Family Day Care in the last 12 months?

- (227)  
One child only..... 1  
2 children..... 2  
3 children or more. 3

[IF THE ANSWER IS 1, THEN SKIP TO QUESTION 101]

Q.99 Q9C Do they usually ALL attend FAMILY DAY CARE at the same time?

- (228)  
Yes. 1  
No... 2

[IF THE ANSWER IS 1, THEN SKIP TO QUESTION 101]

Q.100 (FIRST CHILD) I'd now like to ask some questions in relation to the ELDEST CHILD attending Family Day Care. (PRESS ENTER)

\_\_\_\_\_ (1958)

Q.101 Q9D(1ST) Does this child (children) attend Family Day Care every week on a regular basis?

(229)  
Yes. 1  
No... 2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 103]

Q.102 Q9E(1ST) How many days per week does this child attend Family Day Care? (IF LESS THAN A WHOLE DAY ROUND DOWN. IF LESS THAN HALF A DAY ENTER "0").

NUMBER OF DAYS PER WEEK \_\_\_\_ (230-231)

[IF THE ANSWER TO QUESTION 101 IS 1, THEN SKIP TO QUESTION 104]

Q.103 Q9F(1ST) How often does this child attend Family Day Care? Is it...? (READ OUT)

(232)  
Fortnightly..... 1  
Monthly, or..... 2  
Just when needed, no pattern. 3

Q.104 Q9G(1ST) And on these days does your child attend this Family Day Care for? (READ OUT)

(233)  
Mainly whole days..... 1  
Mainly half days..... 2  
Mainly less than half a day. 3

Q.105 Q9H1(1ST) Has your child used BEFORE SCHOOL HOURS CARE in the last 12 months?

(234)  
Yes. 1  
No... 2

Q.106 Q9H2(1ST) Has your child used AFTER SCHOOL HOURS CARE during the last 12 months?

(235)  
Yes. 1  
No... 2

Q.107 Q9H3(1ST) Has your child used AFTER HOURS CARE during the last 12 months?

(236)  
Yes. 1  
No... 2

Q.108 Q9H4(1ST) Has your child used WEEKEND CARE during the last 12 months?

(237)  
Yes. 1  
No...2

Q.109 Q9H5(1ST) And has your child used SCHOOL HOLIDAY CARE during the last 12 months?

(238)  
Yes. 1  
No...2

[IF THE ANSWER TO QUESTION 98 IS 1, THEN SKIP TO QUESTION 131]  
[IF THE ANSWER TO QUESTION 99 IS 1, THEN SKIP TO QUESTION 130]

Q.110 (2ND CHILD) Now I'd like to ask some questions relating to your SECOND ELDEST child attending Family Day Care. (PRESS ENTER)

—

(1959)

Q.111 Q10A(2ND) Does this child (your second eldest child) attend Family Day Care every week on a regular basis?

(239)  
Yes. 1  
No...2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 113]

Q.112 Q10B(2ND) How many days per week does your child attend Family Day Care? (IF LESS THAN A WHOLE DAY ROUND DOWN. IF LESS THAN HALF A DAY ENTER "0").

NUMBER OF DAYS PER WEEK \_\_\_\_ (240-241)

[IF THE ANSWER TO QUESTION 111 IS 1, THEN SKIP TO QUESTION 114]

Q.113 Q10C(2ND) How often does this child attend Family Day Care? Is it...? (READ OUT)

(242)  
Fortnightly..... 1  
Monthly, or..... 2  
Just when needed, no pattern. 3

Q.114 Q10D(2ND) And on these days does your child attend this Family Day Care for? (READ OUT)

- (243)
- Mainly whole days..... 1
- Mainly half days..... 2
- Mainly less than half a day. 3

Q.115 Q10E1(2ND) Has this child used BEFORE SCHOOL HOURS CARE in the last 12 months?

- (244)
- Yes. 1
- No...2

Q.116 Q10E2(2ND) Has this child used AFTER SCHOOL HOURS CARE in the last 12 months?

- (245)
- Yes. 1
- No...2

Q.117 Q10E3(2ND) Has this child used AFTER HOURS CARE in the last 12 months?

- (246)
- Yes. 1
- No...2

Q.118 Q10E4(2ND) Has this child used WEEKEND CARE in the last 12 months?

- (247)
- Yes. 1
- No...2

Q.119 Q10E5(2ND) And has this child used SCHOOL HOLIDAY CARE in the last 12 months?

- (248)
- Yes. 1
- No...2

[IF THE ANSWER TO QUESTION 98 IS 1, THEN SKIP TO QUESTION 131]  
 [IF THE ANSWER TO QUESTION 98 IS 2, THEN SKIP TO QUESTION 130]  
 [IF THE ANSWER TO QUESTION 99 IS 1, THEN SKIP TO QUESTION 130]

Q.120 (3RD CHILD) Now I'd like to ask some questions relating to the THIRD ELDEST child attending Family Day Care. (PRESS ENTER)

—

(1960)

Q.121 Q11A(3RD) Does this child (your third eldest child) attend Family Day Care every week on a regular basis?

(249)

Yes. 1

No... 2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 123]

Q.122 Q11B(3RD) How many days per week does your child attend Family Day Care? (IF LESS THAN A WHOLE DAY ROUND DOWN. IF LESS THAN HALF A DAY ENTER "0").

NUMBER OF DAYS PER WEEK \_\_\_\_ (250-251)

[IF THE ANSWER TO QUESTION 121 IS 1, THEN SKIP TO QUESTION 124]

Q.123 Q11C(3RD) How often does this child attend Family Day Care? Is it...? (READ OUT)

(252)

Fortnightly..... 1

Monthly, or..... 2

Just when needed, no pattern. 3

Q.124 Q11D(3RD) And on these days does your child attend this Family Day Care for? (READ OUT)

(253)

Mainly whole days..... 1

Mainly half days..... 2

Mainly less than half a day. 3

Q.125 Q11E1(3RD) Has this child used BEFORE SCHOOL HOURS CARE in the last 12 months?

(254)

Yes. 1

No... 2

Q.126 Q11E2(3RD) Has this child used AFTER SCHOOL HOURS CARE in the last 12 months?

(255)  
Yes. 1  
No... 2

Q.127 Q11E3(3RD) Has this child used AFTER HOURS CARE in the last 12 months?

(256)  
Yes. 1  
No... 2

Q.128 Q11E4(3RD) Has this child used WEEKEND CARE in the last 12 months?

(257)  
Yes. 1  
No... 2

Q.129 Q11E5(3RD) And has this child used SCHOOL HOLIDAY CARE in the last 12 months?

(258)  
Yes. 1  
No... 2

Q.130 (FAMILY) Now I'd like to ask some questions relating to the service you received for ALL of your children.  
(PRESS ENTER)

(1961)

Q.131 Q12A Thinking about the FAMILY DAY CARE you used in the last 12 months, I'd like you to rate your level of satisfaction with the level of service you received. Are you satisfied or dissatisfied with...? (PRESS ENTER)

(1962)

Q.132 Q12A1 The Family Day Care services OVERALL? Are you satisfied or dissatisfied? WAIT FOR  
RESPONSE: Is that totally,very, or somewhat?

(259)  
Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7

[IF THE ANSWER IS 1 OR 7, THEN SKIP TO QUESTION 134]  
[IF THE ANSWER IS 2-6, THEN SKIP TO QUESTION 133]

Q.133 Q12C Why are you less than TOTALLY SATISFIED with the Family Day Care OVERALL? (PROBE FULLY)

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(1963-2062)

[ASK QUESTIONS 134 TO 140 IN RANDOM ORDER]

Q.134 Q12A2 How AFFORDABLE the service is? Are you satisfied or dissatisfied WAIT FOR RESPONSE: Is that totally, very, or somewhat?

(335)

Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Don't know)..... 7

Q.135 Q12A3 The HOURS the service is available? Are you satisfied or dissatisfied WAIT FOR RESPONSE: Is that totally, very, or somewhat?

(336)

Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Don't know)..... 7

Q.136 Q12A4 How RESPONSIVE the care provider is to people's cultural needs? Are you satisfied or dissatisfied WAIT FOR RESPONSE: Is that totally, very, or somewhat?

(337)

Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Don't know)..... 7

- Q.137 Q12A5 The STANDARD of resources and equipment? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?
- (338)
- Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Dont' know)..... 7
- Q.138 Q12A6 The DEVELOPMENT opportunities for your child? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?
- (339)
- Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Dont' know)..... 7
- Q.139 Q12A7 The CLEANLINESS of the care provider's home? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?
- (340)
- Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Dont' know)..... 7
- Q.140 Q12A8 The AMOUNT of feed back you receive about your child on a daily basis? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?
- (341)
- Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Dont' know)..... 7



Q.141 Q12A9 The COURTESY of the care provider? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (260)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied.....5
- Totally dissatisfied.....6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 143]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 142]

Q.142 Q12B1 Why are you DISSATISFIED with the COURTESY of the care provider? (PROBE FULLY)

\_\_\_\_\_ (2063-2162)

\_\_\_\_\_

\_\_\_\_\_

Q.143 Q12A10 How RESPONSIVE the care provider was to your needs? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (261)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 145]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 144]

Q.144 Q12B2 Why are you DISSATISFIED with how RESPONSIVE the care provider was to your needs? (PROBE FULLY)

\_\_\_\_\_ (2163-2262)

\_\_\_\_\_

\_\_\_\_\_

Q.145 Q12A11 The PERSONAL SUPPORT you received? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

- (262)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 147]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 146]

Q.146 Q12B3 Why are you DISSATISFIED with the PERSONAL SUPPORT you received? (PROBE FULLY)

(2263-2362)

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Q.147 Q12A12 The QUALITY of the care provided by the care provider? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally, very, or somewhat?

- (342)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 149]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 148]

Q.148 Q12B4 Why are you DISSATISFIED with the QUALITY of the care provided by the care provider? (PROBE FULLY)

(2363-2462)

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Q.149 Q12A13 The SAFETY of children while in care? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

(268)  
 Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 151]  
 [IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 150]

Q.150 Q12B5 Why are you DISSATISFIED with the SAFETY of children while in care? (PROBE FULLY)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ (2463-2562)

Q.151 Q12A14 The STANDARD of carer's interaction with your child? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

(272)  
 Totally satisfied..... 1  
 Very satisfied..... 2  
 Somewhat satisfied..... 3  
 Somewhat dissatisfied. 4  
 Very dissatisfied..... 5  
 Totally dissatisfied..... 6  
 (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 153]  
 [IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 152]

Q.152 Q12B6 Why are you DISSATISFIED with the STANDARD of carer's interaction with your child? (PROBE FULLY)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ (2563-2662)

Q.153 Q13A (FAMILY-STAFF) Now thinking about any contact you have had with the Council's FAMILY DAY CARE OFFICE STAFF. Are you satisfied or dissatisfied with...? (PRESS ENTER)

(2663)

Q.154 Q13A1 The Council's Family Day Care Unit OVERALL? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

(273)

- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1 OR 7, THEN SKIP TO QUESTION 156]  
[IF THE ANSWER IS 2-6, THEN SKIP TO QUESTION 155]

Q.155 Q13C Why are you less than TOTALLY SATISFIED with the Family Day Care Unit OVERALL? (PROBE FULLY)

(2664-2763)

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[ASK QUESTIONS 156 TO 158 IN RANDOM ORDER]

Q.156 Q13A2 The ACCESSIBILITY of staff? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

(343)

- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

Q.157 Q13A3 The TIME TAKEN to place your child in Family Day Care? Are you satisfied or dissatisfied?  
WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (344)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied.....6
- (Don't know)..... 7

Q.158 Q13A4 The QUALITY of the INFORMATION provided in the NEWSLETTER? Are you satisfied or  
dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (345)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied.....6
- (Don't know)..... 7

Q.159 Q13A5 The COURTESY of the staff in the Family Day Care Unit? Are you satisfied or dissatisfied?  
WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (274)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied.....6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 161]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 160]

Q.160 Q12B1 Why are you DISSATISFIED with the COURTESY of the Family Day Care Unit Staff? (PROBE FULLY)

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(2764-2863)

Q.161 Q13A6 How RESPONSIVE the co-ordination staff were to your needs? Are you satisfied or dissatisfied?  
WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (275)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 163]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 162]

Q.162 Q13B2 Why are you DISSATISFIED with how RESPONSIVE the co-ordination staff were to your needs?  
(PROBE FULLY)

(2864-2963)

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Q.163 Q13A7 The PLACEMENT procedures for Family Day Care? Are you satisfied or dissatisfied? WAIT  
FOR RESPONSE: Is that totally,very, or somewhat?

- (277)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 165]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 164]

Q.164 Q13B3 Why are you DISSATISFIED with the PLACEMENT procedures for Family Day Care? (PROBE FULLY)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2964-3063)

Q.165 Q13A8 The INTERVIEW process? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (279)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 167]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 166]

Q.166 Q13B4 Why are you DISSATISFIED with the INTERVIEW process? (PROBE FULLY)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (3064-3163)

Q.167 Q13A9 The RANGE of OPTIONS provided? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (280)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 169]  
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 168]

Q.168 Q13B5 Why are you DISSATISFIED with the RANGE of options provided? (PROBE FULLY)

(3164-3263)

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Q.169 Q14A Do you have any suggestions for improving Council's FAMILY DAY CARE Service? (PROBE FULLY)

(3264-3463)

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Q.170 Q15A (PRESCHOOL REG) Council operates a centralised preschool enrolment register to help with planning of preschool services with Banyule. There are 31 preschools in the area. How important is it to YOU that the Council is involved in providing a centralised preschool enrolment register. Use the scale from 0 to 10 where a 0 means not at all important and a 10 means extremely important.

ENTER IMPORTANCE SCORE \_\_\_\_ (282-283)

Q.171 Q15B Are you AWARE of the Council's preschool enrolment register?

(284)

- Yes..... 1
No..... 2
(Don't know). 3

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 186]

Q.172 Q15C Have you USED Council's preschool enrolment register during the last 12 months?

(285)

- Yes..... 1
No..... 2
(Don't know). 3

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 186]



Q.173 Q15D How did you find out about the Council's preschool enrolment register? (DO NOT READ OUT)  
(ACCEPT MULTIPLES) (PROBE FULLY)

- (286-297)
- Maternal & Child Health Centre. 01
  - Child Care Centre..... 02
  - Family Day Care..... 03
  - Playgroups..... 04
  - Preschool..... 05
  - Local newspaper..... 06
  - Council Calender..... 07
  - Council Booklet..... 08
  - The Banner..... 09
  - Doctor..... 10
  - Word of mouth..... 11
  - Other (SPECIFY)..... 12
  - (Don't know)..... 13

[IF THE ANSWER IS 12, THEN SKIP TO QUESTION 174]  
[IF THE ANSWER IS 1-11 OR 13, THEN SKIP TO QUESTION 175]

Q.174 SPECIFY HOW ELSE FOUND OUT ABOUT PRESCHOOL REGISTER

\_\_\_\_\_ (3765-3814)  
\_\_\_\_\_

Q.175 Q16A And are you satisfied or dissatisfied with...? (PRESS ENTER)

\_\_\_\_\_ (3464)

Q.176 Q16A1 The preschool enrolment register OVERALL? Are you satisfied or dissatisfied? WAIT FOR  
RESPONSE: Is that totally,very, or somewhat?

- (298)
- Totally satisfied..... 1
  - Very satisfied..... 2
  - Somewhat satisfied..... 3
  - Somewhat dissatisfied. 4
  - Very dissatisfied..... 5
  - Totally dissatisfied..... 6
  - (Don't know)..... 7

[IF THE ANSWER IS 1 OR 7, THEN SKIP TO QUESTION 178]  
[IF THE ANSWER IS 2-6, THEN SKIP TO QUESTION 177]

Q.177 Q16C Why are you less than TOTALLY SATISFIED with the preschool enrolment register? (PROBE FULLY)

(3465-3564)

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[ASK QUESTIONS 178 TO 180 IN RANDOM ORDER]

Q.178 Q16A2 The COURTESY of Council staff? Are you satisfied or dissatisfied? WAIT FOR RESPONSE:  
Is that totally, very, or somewhat?

(299)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7

Q.179 Q16A3 The AVAILABILITY of INFORMATION about registration? Are you satisfied or dissatisfied?  
WAIT FOR RESPONSE: Is that totally, very, or somewhat?

(346)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7

Q.180 Q16A4 The LEAD TIME required for registration? Are you satisfied or dissatisfied? WAIT FOR  
RESPONSE: Is that totally, very, or somewhat?

(347)

Totally satisfied..... 1  
Very satisfied..... 2  
Somewhat satisfied..... 3  
Somewhat dissatisfied. 4  
Very dissatisfied..... 5  
Totally dissatisfied..... 6  
(Don't know)..... 7

Q.181 Q16A5 The COST of registration? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (300)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 183]
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 182]

Q.182 Q16B1 Why are you DISSATISFIED with the COST of registration? (PROBE FULLY)

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(3565-3664)

Q.183 Q16A6 The REGISTRATION procedure? Are you satisfied or dissatisfied? WAIT FOR RESPONSE: Is that totally,very, or somewhat?

- (301)
- Totally satisfied..... 1
- Very satisfied..... 2
- Somewhat satisfied..... 3
- Somewhat dissatisfied. 4
- Very dissatisfied..... 5
- Totally dissatisfied..... 6
- (Don't know)..... 7

[IF THE ANSWER IS 1-3 OR 7, THEN SKIP TO QUESTION 185]
[IF THE ANSWER IS 4-6, THEN SKIP TO QUESTION 184]

Q.184 Q16B2 Why are you DISSATISFIED with the REGISTRATION procedure? (PROBE FULLY)

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(3665-3764)

Q.185 Q17A Do you have any suggestions for improving Council's PRESCHOOL ENROLMENT REGISTER?  
(PROBE FULLY)

(3815-4014)

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Q.186 Q18A Finally, just a couple of questions to help us analyse your answers. Which of the following groups best describes you? (READ OUT)

(304)

- Young single..... 1
- Young couple - no children..... 2
- Young family-younges t child under 6 yrs.... 3
- Middle family-younges t child 6-15 yrs..... 4
- Mature family-younges t child at home 15+. 5
- Older couple - no child at home..... 6
- Mature single..... 7
- Other (SPECIFY)..... 8
- (Refused)..... 9

[IF THE ANSWER IS 8, THEN SKIP TO QUESTION 187]  
[IF THE ANSWER IS 1-7 OR 9, THEN SKIP TO QUESTION 188]

Q.187 SPECIFY OTHER LIFECYCLE

(4015-4064)

\_\_\_\_\_

\_\_\_\_\_

Q.188 Q18B Can I have your name? (FOR RANDOM CHECK BY SUPERVISORS)

(4065-4104)

\_\_\_\_\_

\_\_\_\_\_

Q.189 Q18C And your street name?

\_\_\_\_\_ (4105-4154)  
 \_\_\_\_\_

Q.190 Q18D And your postcode?

ENTER POSTCODE \_\_\_\_\_ (305-308)

Q.191 Thank you for your time. Just to remind you my name is (...) from Market Solutions. If you have any questions about this research you can call our office on 9372 8400 during business hours 9.00am to 5.30pm. (CLOSE) (BANYULE CITY COUNCIL CUSTOMER SERVICE NUMBER IS 9490 4222). Is this interview correct?

(309)  
 Yes - COMPLETE. 1  
 Non qualifying.....2

Q.192 FINISH TIME (eg. 1230 = 12.30)

ENTER FINISH TIME \_\_\_\_\_ (310-313)

Q.193 TIME FINISH : AM or PM?

(314)  
 AM. 1  
 PM. 2

Q.194 ENTER ID

ENTER INTERVIEWER ID \_\_\_\_\_ (315-317)

[IF THE ANSWER TO QUESTION 191 IS 1-2, THEN SKIP TO QUESTION 1000]

Q.195 AUD: WAS THE DATE AND TIME OF THE INTERVIEW CORRECT?

(318)  
 Yes. 1  
 No... 2

Q.196 AUD: WAS THE INTERVIEW RECORDED CORRECTLY?

(319)  
 Yes. 1  
 No... 2

1.197 AUD: WAS THE INTERVIEWER COURTEOUS?

(320)  
Yes. 1  
No... 2

2.198 AUD: ENTER ID OF AUDITOR?

AUDITOR ID \_\_\_\_\_ (321-323)

Vertical text on the right edge of the page, possibly a page number or reference code.