



# **Review of early education and childcare service delivery in the City of Kalgoorlie-Boulder**

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## Background

The City of Kalgoorlie-Boulder recognises there are many reasons why families in Kalgoorlie-Boulder seek access to childcare, and the overall wellbeing of those families necessitates access to a range of flexible and affordable options.

Additionally the City recognises that care arrangements:

- Promote inclusion and early education for children during key developmental years;
- Support diversity and skills maximisation in the workplace;
- Provide access to current and future labour supply; and
- Alleviate poverty and increasing economic flow-on impacts in the community.

In early 2017/18 Council officers undertook a review of early education and childcare service delivery in the City of Kalgoorlie-Boulder.

The review was undertaken to assist Council to respond to community priorities and develop strategies to support current and future demand for care in the City through an evidence-based approach to planning.

Findings from the review may inform:

- Council processes for assessment and approvals of development applications related to childcare services;
- Maintenance programs for Council-owned buildings and facilities operated by community or private childcare providers;
- Delivery of projects, infrastructure, programs and funding appropriate to the local context; and
- Advocacy to Government and other stakeholders for investment which meets the needs and expectations of the community.

Officers engaged several local providers of childcare to contribute to the review. These providers covered the areas of long day care, kindy, family day care, creche, vacation care and before and after school care.

The review specifically focussed on care arrangements for children aged 0 to 5 years, and also those children of school age utilising vacation care and before and after school care.

## Care Providers

A list of providers who were contacted to participate in the review is provided below:

### *Family Day Care*

- Bumble Bee's Family Day Care
- Coady's Family Daycare
- Bilbies Early Learning Family Day Care
- First Steps Family Day Care
- Lilypad Family Day Care
- Little Gems Family Daycare

- Mini Goldminds Family Day Care
- Paris's Family Day Care
- Stepping Stones Family Day Care
- Twinkle Toes Family Day Care
- Roz's Family Day Care

#### *Before and After School Hours Care*

- Eastern Goldfields YMCA
- Goldfields Childcare Centre

#### *Long Day Care*

- Goldfields Childcare Centre
- Goodstart Early Learning
- Hannan Street Play and Learn
- Kalgoorlie Early Learning Centre
- Kids on Carrington
- Kalgoorlie Occasional Daycare

#### *Creche*

- Inspired Life Creche
- Goldfields Oasis Creche
- City of Kalgoorlie-Boulder

#### *Kindy*

- Hannans Primary School
- Kalgoorlie Primary School
- North Kalgoorlie Primary School
- O'Connor Primary School
- Saint Josephs Primary School
- Saint Marys Primary School

## Methodology

Contributions from providers were gathered via an electronic survey distributed during January 2018. A total of 3 different surveys were issued dependent on provider type and took up to 30 minutes to complete. A considerable effort was made by Council officers to follow up via phone and email to providers to encourage and promote participation in the survey.

Participation in the survey was voluntary. Participants were advised the report would be presented in aggregated format and made available to providers to support a comprehensive understanding of service delivery for both the City and local providers of care.

## Limitations of the Review

Despite considerable efforts, Council officers were unable to achieve a 100 per cent return rate for the survey. Consequently data presented in the report provides for a general indicator of trends only. It is not intended as a comprehensive assessment of all factors and placements impacting on care provision in the City.

The review focussed specifically on the perspectives of care providers only. The review was not intended to gather the perspectives of parents and the challenges and opportunities with care arrangements. Considerable work has already been undertaken in the community to gather such information and this review is supplementary to work already undertaken.

A lack of empirical data on unregistered forms of care in the City makes it difficult to analyse trends occurring with this type of service provision. Considerable research is required to validate anecdotal evidence related to the care provided by family members, nannies and au pairs. Such research was not possible within the scope and resourcing of this review.

The review was undertaken during the month of January. Given this is traditionally a quiet time of year in the City, further research may be required to establish a baseline for care provision and to calibrate findings with seasonal factors. However despite the timing of year, Council officers are confident the structure of the survey enabled for broad perspectives on care.

The review is a state of play, and does not provide recommendations or assumptions in relation to its findings.

## Review Area

The review included care providers within the City of Kalgoorlie-Boulder Local Government Boundary.

## Return Rate

A breakdown of the return rate for surveys is outlined in Table 1.1.

**Table 1.1 – Survey Return Rate**

<b>Provider Type</b>	<b>Contacted</b>	<b>Participated</b>	<b>Return Rate</b>
Family Day Care	11	6	54%
Before and After School Hours Care	2	1	50%
Long Day Care	6	4	67%
Creche	3	2	67%
Kindy	6	4	67%

## Population Profile

A review of the 2016 Census data (Table 1.2) indicates children aged 0 to 4 years comprise 8.5 per cent of Kalgoorlie-Boulder's population - the third largest age group within the population base.

Since 2011 there has been a 6.4 per cent decrease in this age group however this is not inconsistent with general declining trends across the majority of age groups in the City.

**Table 1.2 – Kalgoorlie-Boulder Population by Age Group**

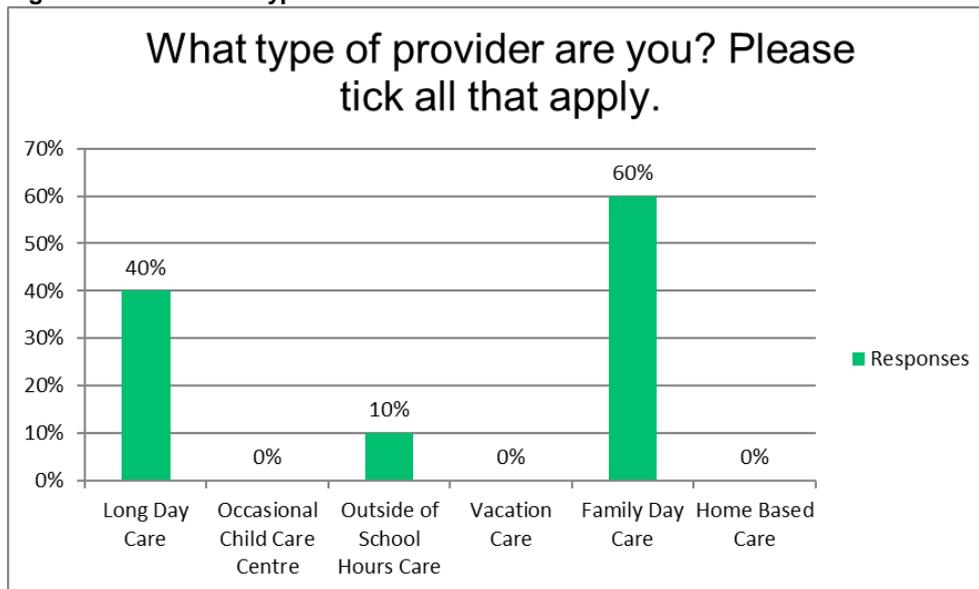
	2011	2012	2013	2014	2015	2016	%
Median Age	31.1	31	31	31.4	31.6	33	
0-4 years	2742	2774	2822	2764	2762	2566	8.5
5-9 years	2416	2415	2476	2449	2431	2392	8.0
10-14 years	2244	2291	2276	2226	2217	1939	6.5
15-19 years	2140	2151	2169	2110	2083	1807	6.0
20-24 years	2750	2865	2929	2749	2651	2045	6.8
25-29 years	3204	3408	3544	3470	3427	2601	8.7
30-34 years	2662	2778	2895	2853	2874	2719	9.1
35-39 years	2733	2619	2577	2525	2493	2266	7.5
40-44 years	2426	2548	2593	2522	2467	2261	7.5
45-49 years	2382	2401	2398	2372	2320	2162	7.2
50-54 years	2123	2196	2266	2279	2284	2035	6.8
55-59 years	1555	1564	1627	1658	1701	1877	6.2
60-64 years	1153	1204	1199	1225	1234	1286	4.3
65-69 years	633	673	762	778	838	884	2.9
70-74 years	439	491	489	526	534	493	1.6
75-79 years	269	277	306	326	354	337	1.1
80-84 years	172	187	192	187	197	217	0.7
85 years +	165	165	190	189	195	153	0.5
<b>Total</b>	32208	33007	33710	33208	33062	30040	100

# Long Day Care, Family Day Care, Before and After School Hours Care

## Provider Profile

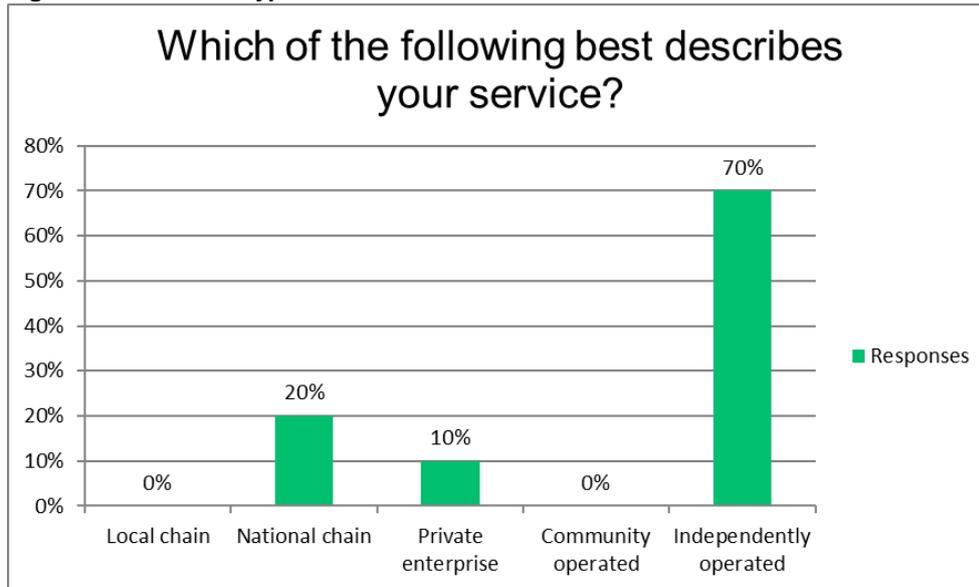
A total of 10 providers responded across the areas of long day care, family day care, and before and after school hours care with 1 provider offering both long day care and before and after school hours care services. One known provider of before and after school hours care services did not participate in the review.

**Figure 1.1 – Provider Type**



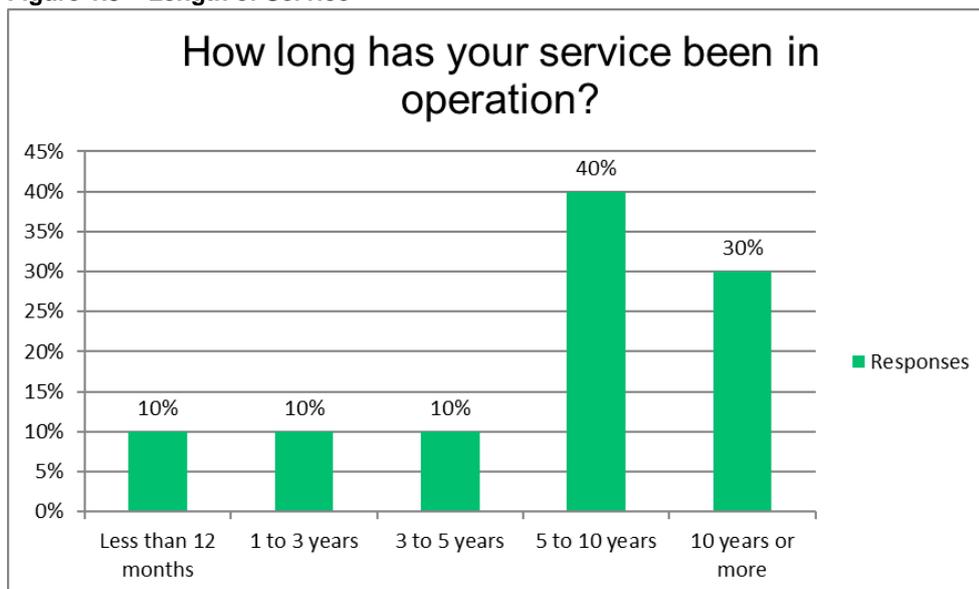
The majority of providers (70 per cent) indicated they were independently operated followed by national chains at 20 per cent and private enterprise at 10 per cent as indicated in Figure 1.2.

**Figure 1.2 – Service Type**



Approximately 40 per cent of respondents indicated they had been in operation for 5 to 10 years. 30 per cent of respondents indicated they had been in operation for more than 10 years and 30 per cent of respondents had been in business for less than 5 years.

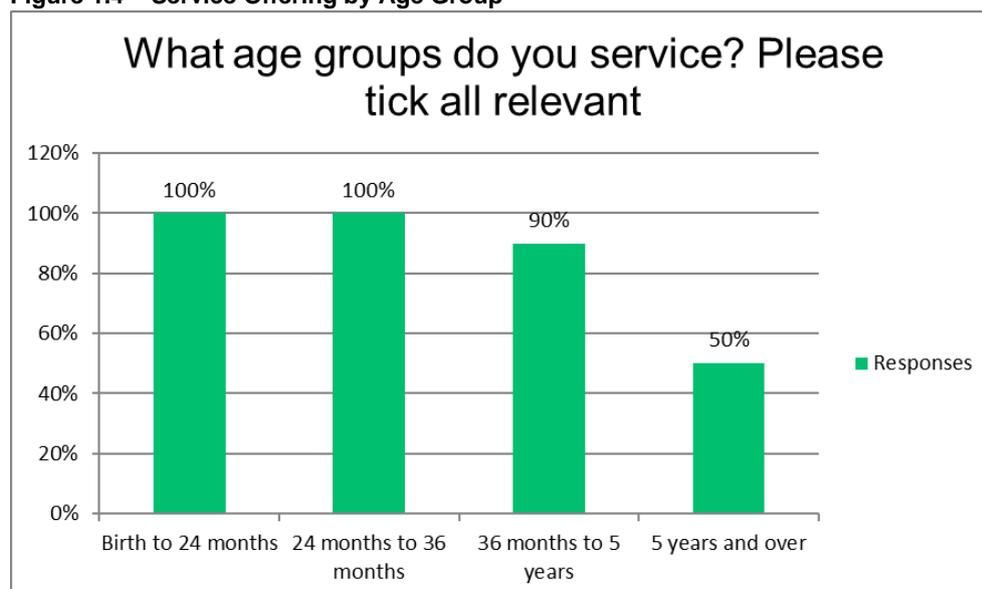
**Figure 1.3 – Length of Service**



The 10 care providers surveyed operated from 13 different premises or locations.

All care providers serviced the Birth to 24 Months and 24 Months to 36 Months age group, with 90 per cent of providers servicing the 36 Months to 5 Years age group. Only 50 per cent of respondents provided a service for school-aged children.

**Figure 1.4 – Service Offering by Age Group**



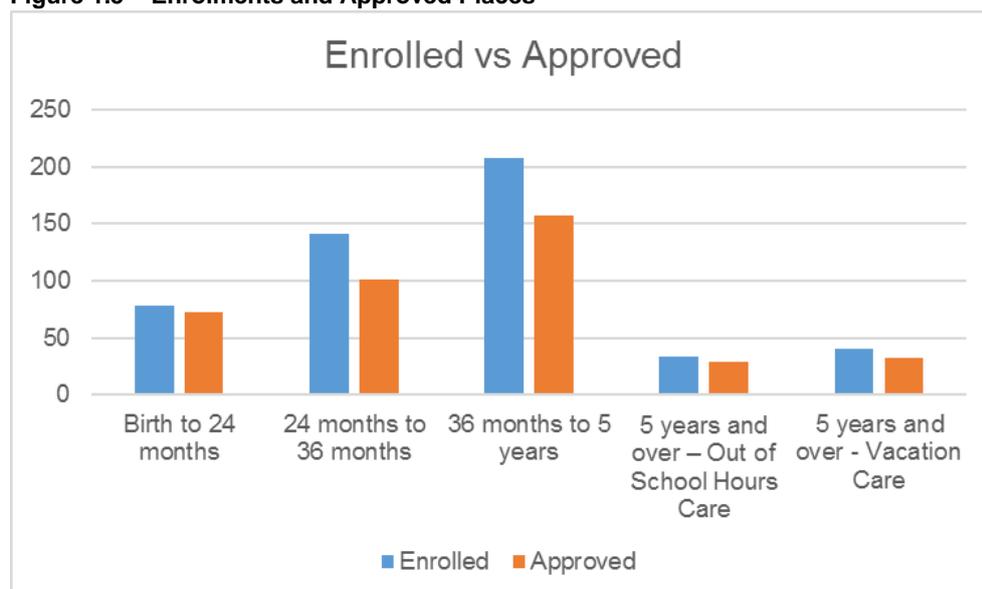
## Total Places and Enrolments

There were a total of 391 approved places across care types with 500 children enrolled. The number of enrolments above the approved threshold accounts for children enrolled in part-time care.

**Table 1.3 – Enrolments by Age Group and Places**

Age Group	Approved Places	Current Enrolment
Birth to 24 months	72	78
24 months to 36 months	101	141
36 months to 5 years	157	208
Out of School Hours Care	29	33
Vacation Care	32	40
<b>Total</b>	<b>391</b>	<b>500</b>

**Figure 1.5 – Enrolments and Approved Places**



## Time Spent in Care

On average a child placed in care in Kalgoorlie-Boulder would spend:

- 9.1 hours per day in full time care, 5 days per week
- 9.1 hours per day in part time care, 3 days per week
- 9 hours per day in vacation care, 5 days per week
- 5.75 hours per day in out of school hours care, 5 days per week

## Vacancies

At the time of completing the review there were 22 vacancies for full time care in Kalgoorlie-Boulder comprised of:

- 0 places - Birth to 24 Months
- 7 places - Age 24 to 36 Months
- 5 places - Age 36 Months to 5 Years
- 8 places - Out of School Hours Care
- 0 places - Vacation Care
- 2 places - (not age specific)

There were 49 vacancies for part time care comprised of:

- 3 places - Age Birth to 24 Months
- 2 places - Age 24 to 36 Months
- 38 places - Age 36 Months to 5 Years
- 3 places - Out of School Hours Care
- 5 places - Vacation Care
- 2 places - (not age specific)

There were 7 vacancies for occasional care comprised of:

- 0 places - Age Birth to 24 Months
- 1 place – Age 24 to 36 Months
- 2 places – Age 36 Months to 5 Years
- 1 place - Out of School Hours Care
- 1 place - Vacation Care
- 2 places - (not age specific)

## Waitlist

Demand for care was apparent across all age groups, with almost all providers managing waiting lists for placement. There were no children waiting for a placement in vacation care given the timing of the review.

The waitlist for placement for full time care was as follows:

- 97 children - Age Birth to 24 Months
- 50 children - Age 24 to 36 Months
- 24 children - Age 36 Months to 5 Years
- 4 children - Out of School Hours Care
- 0 children - Vacation Care
- 4 children - (not age specific)

The waitlist for placement for part time care was as follows:

- 63 children - Age Birth to 24 Months
- 34 children - Age 24 to 36 Months
- 32 children - Age 36 Months to 5 Years
- 10 children - Out of School Hours Care
- 0 children - Vacation Care
- 4 children - (not age specific)

NB: The waitlist for vacancies for part and full-time care are not mutually exclusive given part time places are often derived from the full time places available.

Waiting periods also differed significantly amongst age groups and between care types.

### Waiting Periods - Full time places

#### Birth to 24 Months

- 56% of providers had a waiting period of 0 to 3 months
- 11% of providers had a waiting period of 3 to 6 months
- 22% of providers had a waiting period of 6 to 12 months
- 11% of providers had a waiting period of more than 12 months

#### Age 24 Months to 36 Months

- 44% of providers had a waiting period of 0 to 3 months
- 22% of providers had a waiting period of 3 to 6 months
- 33% of providers had a waiting period of 6 to 12 months

#### Age 36 Months to 5 Years

- 78% of providers had a waiting period of 0 to 3 months
- 22% of providers had a waiting period of 3 to 6 months

#### Vacation Care

- 75% of providers had a waiting period of 0 to 3 months
- 25% of providers had a waiting period of 3 to 6 months

#### Out of School Hours Care

- 60% of providers had a waiting period of 0 to 3 months
- 20% of providers had a waiting period of 3 to 6 months
- 20% of providers had a waiting period of 6 to 12 months

#### Waiting Periods – Part time and Occasional places

##### Birth to 24 Months

- 57% of providers had a waiting period of 0 to 3 months
- 29% of providers had a waiting period of 3 to 6 months
- 14% of providers had a waiting period of more than 12 months

##### Age 24 Months to 36 Months

- 57% of providers had a waiting period of 0 to 3 months
- 29% of providers had a waiting period of 3 to 6 months
- 14% of providers had a waiting period of 6 to 12 months

##### Age 36 Months to 5 Years

- 71% of providers had a waiting period of 0 to 3 months
- 29% of providers had a waiting period of 3 to 6 months

#### Vacation Care

- 67% of providers had a waiting period of 0 to 3 months
- 33% of providers had a waiting period of 3 to 6 months

#### Out of School Hours Care

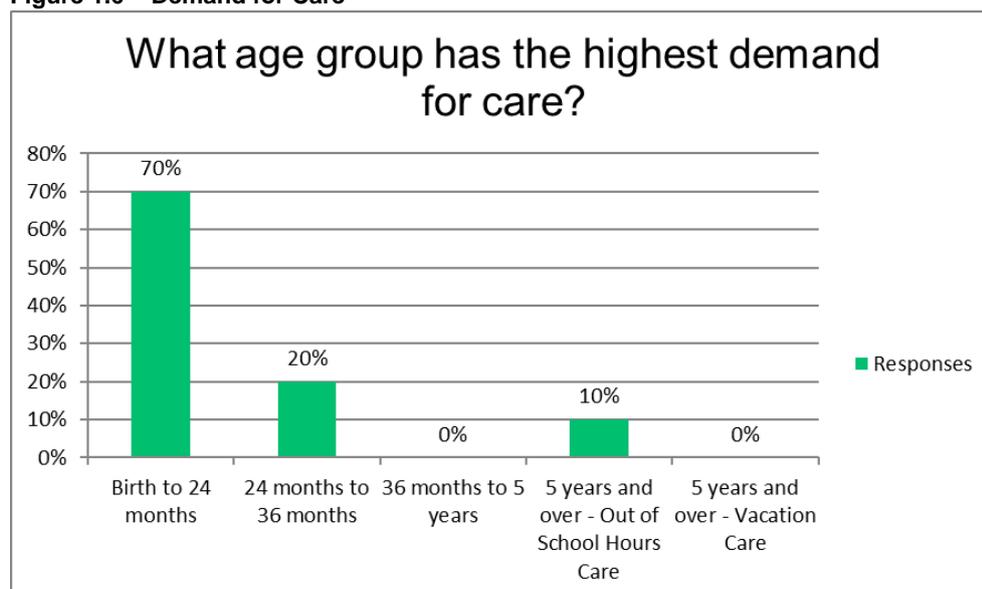
- 50% of providers had a waiting period of 0 to 3 months
- 50% of providers had a waiting period of 3 to 6 months

The majority of providers (80 per cent) indicated they would receive on average between 1 to 10 calls per day from parents seeking a placement for their child.

## Highest Demand for Care

The age group with the highest demand for care was Age Birth to 24 months as indicated by 70 per cent of respondents.

Figure 1.6 – Demand for Care



## Meeting Demand

Providers were asked to what extent did they agree or disagree with the following statements:

1. Demand for my service has increased over the past 12 months
2. The current demand for care is met by existing care providers in the City
3. My current hours of service meet the expectations of parents
4. My current premises is suitable to meet future demands for care
5. My service plans to expand the number of child care places it offers over the next 12 months

In responding to Statement 1, 90 per cent of respondents either strongly agreed or agreed the demand for their service had increased during the past twelve months.

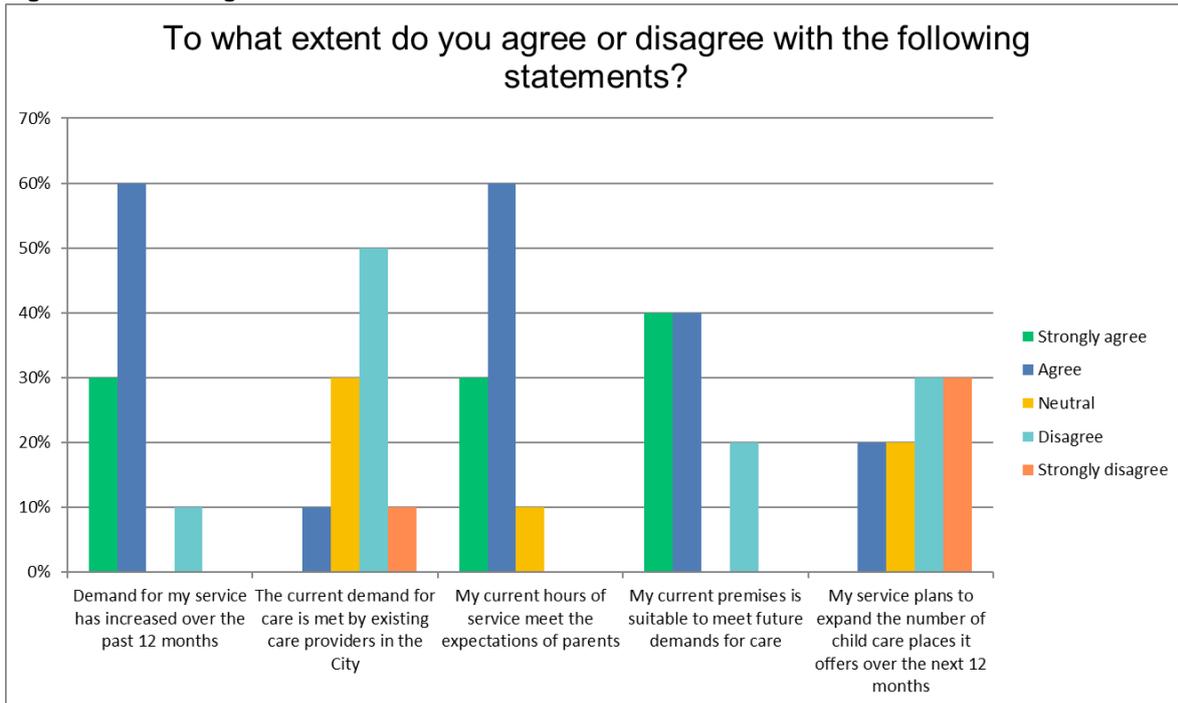
In responding to Statement 2, 60 per cent of respondents either strongly disagreed or disagreed that the current demand for care was met by existing care providers in the City.

In responding to Statement 3, 90 per cent of respondents either strongly agreed or agreed their current hours of service met the expectations of parents.

In responding to Statement 4, 80 per cent of respondents either strongly agreed or agreed their current premises was suitable to meet future demands for care with 20 per cent of respondents disagreeing their premises was suitable to meet future demands for care in the City.

In responding to Statement 5, 60 per cent of respondents either strongly disagreed or disagreed their service planned to expand the number of child care places it offered over the next 12 months.

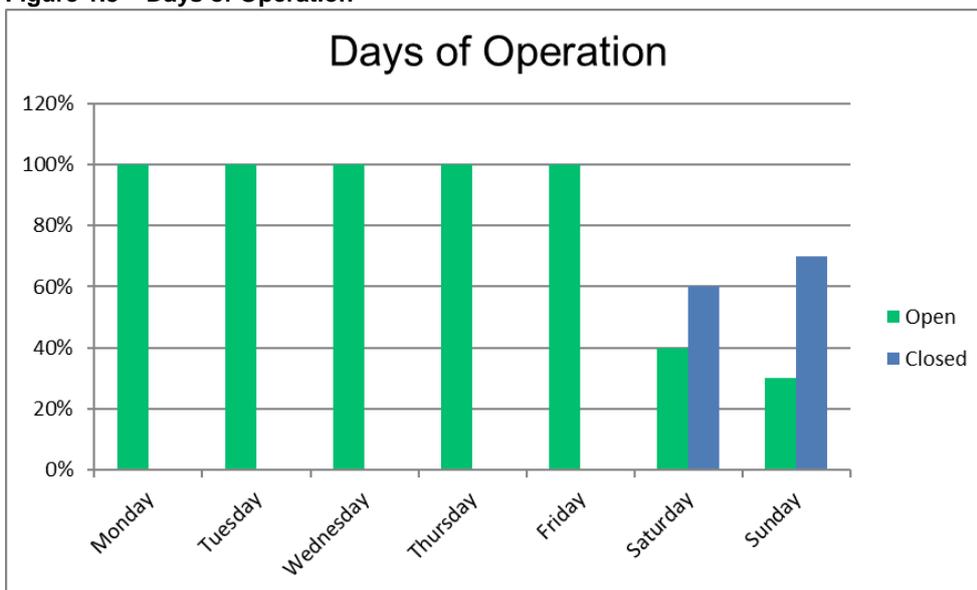
**Figure 1.7 – Meeting Demand**



## Operating Hours

All care providers indicated they maintained core days of operation between Monday to Friday, with 40 per cent of providers offering a Saturday service and 30 per cent of providers offering a Sunday service for care.

**Figure 1.8 – Days of Operation**



Only 50 per cent of providers offered care before the hours of 7am in the morning however 10 per cent of providers indicated they would offer care before 7am if the demand warranted.

Only 30 per cent of providers offered care beyond the hours of 6pm in the evening, with 10 per cent of providers indicating they would offer care after 6pm if demand warranted it.

Only 20 per cent of providers offered care during public holidays, and 70 per cent of providers offered care during pupil free days. 30 per cent of providers offered an occasional overnight care service.

## Child Care Fees

Fees for child care varied considerably between age groups as outlined below:

### Birth to 24 Months

- Average daily cost - \$115 per day (range \$107 to \$129 per day)
- Average weekly cost - \$516 per week (range \$485 to \$560 per week)

### Age 24 Months to 36 Months

- Average daily cost - \$108 per day (range \$88 to \$129 per day)
- Average weekly cost - \$500 per week (range \$440 to \$560 per week)

### Age 36 Months to 5 Years

- Average daily cost - \$108 per day (range \$88 to \$129 per day)
- Average weekly cost - \$500 per week (range \$440 to \$560 per week)

### Vacation Care

- Average weekly cost - \$560 per week (range \$75 to \$112 per day)

### Out of School Hours Care

- Average daily cost - \$60 per day

NB: Fees presented do not account for childcare rebate components.

## Financial Position

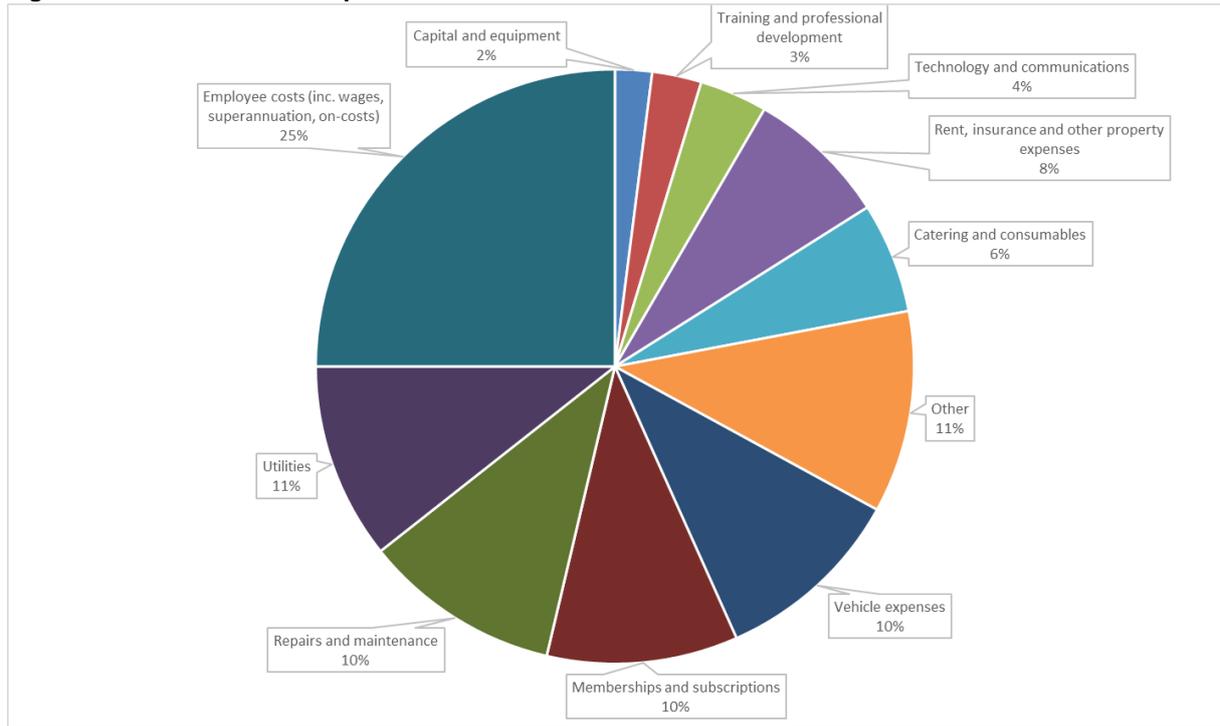
An insufficient number of providers were willing to provide information on profit and loss scenarios for their service. Consequently financial trends across provider types cannot be provided.

Providers that did respond to financial questions indicated the majority of their income was provided through fees (56 per cent) with 43 per cent of income generated through Child Care Rebates and Child Care Benefit Schemes.

Providers also indicated 0.5 per cent of income was generated through other Government contributions and grants, with the remaining 0.75 per cent being comprised of fundraising and donations and other contributions.

Providers indicated the majority of operating expenses for their service were related to employee costs (25 per cent), utilities (11 per cent), repairs and maintenance (10 per cent), memberships and subscriptions (10 per cent) and vehicle expenses (10 per cent).

**Figure 1.9 – Breakdown of Expenses**



## Impacts on Sustainability

Factors influencing the future sustainability of care providers over the next twelve months were:

- Children attending day care;
- Backyard babysitters offering childcare from their own homes;
- Working parents;
- Operation of unlicensed carers and back yard baby sitters;
- Closure of building's used to run our service's; and
- The change from Childcare Care Benefit and Childcare Rebate to Child Care Subsidy.

The single biggest issue facing providers was the impact of informal care such as babysitting services offered on social media and the lack of regulation surrounding informal care options.

## Au Pairs, Nannies and Other Forms of Care

There is a lack of empirical data to determine exactly how many children are receiving unregistered forms of care in Kalgoorlie-Boulder however it is apparent this does occur across the City. A useful indicator of informal care arrangements is activity on social media sites such as *Babysitters and Carers Kalgoorlie* which currently has 2161 members, and websites such as *aupairworld.com* or *aupair-australia.net*.

The prevalence of au pairs in the City is difficult to track without a wide reaching community study which is beyond the scope of this review. Additionally au pairs conduct their services via working holiday visa arrangements and can take on multiple placements with families for varying lengths of time therefore it is difficult to track specific care patterns.

The Australian Early Development Census (AEDC) is a national data collation on the developmental health and wellbeing of all children starting school. AEDC results for 2015 from across all schools in the City, indicate that 16.5 per cent (N=86) of children had received non-parental care in the year before entering full-time school.

This includes care offered by grandparents, relatives, nannies or other sources of care. Less than 1 per cent of this care was provided by a nanny. The total number of children receiving non-parental care in Kalgoorlie-Boulder has declined by some 20.4 per cent since 2009.

Further data on registered carers in Kalgoorlie-Boulder may be available through the Department of Human Services however would be subject to a formal request as endorsed by Council.

## Kindy Providers

From the providers who participated, there were a total of 230 approved kindy places in the City, with 223 children enrolled.

Table 1.4 – Kindy Placements

Approved Places	Current Enrolment	Waitlist
230	223	5

All kindy providers who responded to the survey indicated they received between 1 to 10 calls per day from parents seeking a placement for their child.

75 per cent of providers indicated requests from parents occasionally exceeded the available places on offer however 100 per cent of respondents agreed the demand for kindy was met by existing providers in the City.

50 per cent of providers indicated the demand for care had increased over the past twelve months however the remaining 50 per cent were neutral on the subject.

75 per cent of providers indicated their current hours of service met the expectations of parents with only one provider disagreeing their hours were sufficient to meet expectations.

75 per cent of respondents felt their current premises was suitable to meet future demands for care. Only one provider had plans to expand the number of kindy places it offered over the next 12 months.

The scheduling of kindy sessions varied amongst respondents with arrangements outlined below:

- *“We have five groups who do five full days each over a ten day cycle”*
- *“2 and a half days per week 2 separate classes 15 hours a week per class”*
- *“Group 1: Monday, Tuesday, Wednesday Group 2: Wednesday, Thursday, Friday 8.30 - 2.45pm each day. The days do not vary.”*
- *“3 days per week, 8.50am - 2.50pm.”*

Kindy fees varied greatly between providers ranging between \$0 to \$370 per term and \$30 to \$1483 per annum.

## Creche

Both creche providers who responded to the survey were from council-owned facilities. One of the creches offered care for children aged 0 to 5 years and the other offered care for school aged children only.

Provider 1 indicated the maximum length of time a child could spend in their care was 6 hours. Provider 2 indicated the maximum length of care was 2 hours. Both providers indicated the average time for a child in their care was 1 to 2 hours.

Given the limited number of respondents, it was difficult to draw further insights from the data.

## Appendix A – Long Day Care Survey Tool

## 1. Provider Information

**This survey will assist Council to respond to community priorities and develop strategies to support current and future demand for childcare in Kalgoorlie-Boulder. As a local provider you are well-placed to contribute valuable insights while supporting a robust evidence-based approach to future planning.**

**The City recognises some information is sensitive in nature. Final survey results will be presented in aggregated format to maintain confidentiality of respondents and their information.**

\* 1. What type of provider are you? Please tick all that apply.

Long Day Care

Vacation Care

Occasional Child Care Centre

Family Day Care

Outside of School Hours Care

Home Based Care

\* 2. Are you a non-profit or for profit provider?

Non-profit

For-profit

Not applicable

\* 3. Which of the following best describes your service?

Local chain

Community operated

National chain

Independently operated

Private enterprise

Other (please specify)

\* 4. How long has your service been in operation?

Less than 12 months

5 to 10 years

1 to 3 years

10 years or more

3 to 5 years

\* 5. How many different locations do you operate from?

1

4

2

5 or more

3

\* 6. What age groups do you service? Please tick all relevant

Birth to 24 months

24 months to 36 months

36 months to 5 years

5 years and over

## 2. Enrolment and Waitlist Information

\* 7. How many children are you currently registered to care for? (If not applicable, please choose N/A from the drop down menu).

	Number of places
Birth to 24 months	<input type="text"/>
24 months to 36 months	<input type="text"/>
36 months to 5 years	<input type="text"/>
5 years and over – Out of School Hours Care	<input type="text"/>
5 years and over - Vacation Care	<input type="text"/>

\* 8. What are your current enrolments for each age group?

	Full-time placement	Part-time placement	Occasional placement
Birth to 24 months	<input type="text"/>	<input type="text"/>	<input type="text"/>
24 months to 36 months	<input type="text"/>	<input type="text"/>	<input type="text"/>
36 months to 5 years	<input type="text"/>	<input type="text"/>	<input type="text"/>
5 years and over – Out of School Hours Care	<input type="text"/>	<input type="text"/>	<input type="text"/>
5 years and over - Vacation Care	<input type="text"/>	<input type="text"/>	<input type="text"/>

\* 9. How long on average would a child spend in your care?

	Hours per day	Days a week
Full-time care	<input type="text"/>	<input type="text"/>
Part-time care	<input type="text"/>	<input type="text"/>
Vacation care	<input type="text"/>	<input type="text"/>
Out of School Hours care	<input type="text"/>	<input type="text"/>

\* 10. How many vacancies do you currently available have for each age group?

	Full-time places	Part-time places	Occasional places
Birth to 24 months	<input type="text"/>	<input type="text"/>	<input type="text"/>
24 months to 36 months	<input type="text"/>	<input type="text"/>	<input type="text"/>
36 months to 5 years	<input type="text"/>	<input type="text"/>	<input type="text"/>
5 years and over – Out of School Hours Care	<input type="text"/>	<input type="text"/>	<input type="text"/>
5 years and over - Vacation Care	<input type="text"/>	<input type="text"/>	<input type="text"/>

Collective total of all spaces (if not age specific).

\* 11. How many children are currently on your waitlist for care?

	Full-time places	Part-time places	Occasional places
Birth to 24 months	<input type="text"/>	<input type="text"/>	<input type="text"/>
24 months to 36 months	<input type="text"/>	<input type="text"/>	<input type="text"/>
36 months to 5 years	<input type="text"/>	<input type="text"/>	<input type="text"/>
5 years and over – Out of School Hours Care	<input type="text"/>	<input type="text"/>	<input type="text"/>
5 years and over - Vacation Care	<input type="text"/>	<input type="text"/>	<input type="text"/>

Collective total of all places (if not age specific). Type N/A if you have already completed above.

\* 12. How long on average would a parent wait to get a full-time placement?

	0 to 3 months	3 to 6 months	6 to 12 months	12 months or longer	Not Applicable
Birth to 24 months	<input type="radio"/>				
24 months to 36 months	<input type="radio"/>				
36 months to 5 years	<input type="radio"/>				
5 years and over – Out of School Hours Care	<input type="radio"/>				
5 years and over - Vacation Care	<input type="radio"/>				

\* 13. How long on average would a parent wait to get a part-time or occasional placement?

	0 to 3 months	3 to 6 months	6 to 12 months	12 months or longer	Not Applicable
Birth to 24 months	<input type="radio"/>				
24 months to 36 months	<input type="radio"/>				
36 months to 5 years	<input type="radio"/>				
5 years and over – Out of School Hours Care	<input type="radio"/>				
5 years and over - Vacation Care	<input type="radio"/>				

\* 14. How many calls would you receive a day from parents seeking a placement for their child?

- None
  20 to 40  
 1 to 10
  40 or more  
 10 to 20

\* 15. What age group has the highest demand for care?

- Birth to 24 months
  5 years and over - Out of School Hours Care  
 24 months to 36 months
  5 years and over - Vacation Care  
 36 months to 5 years

\* 16. To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Demand for my service has increased over the past 12 months	<input type="radio"/>				
The current demand for care is met by existing care providers in the City	<input type="radio"/>				
My current hours of service meet the expectations of parents	<input type="radio"/>				
My current premises is suitable to meet future demands for care	<input type="radio"/>				
My service plans to expand the number of child care places it offers over the next 12 months	<input type="radio"/>				

### 3. Service Times and Staffing Information

\* 17. On what days you are open and closed?

	Open	Closed
Monday	<input type="radio"/>	<input type="radio"/>
Tuesday	<input type="radio"/>	<input type="radio"/>
Wednesday	<input type="radio"/>	<input type="radio"/>
Thursday	<input type="radio"/>	<input type="radio"/>
Friday	<input type="radio"/>	<input type="radio"/>
Saturday	<input type="radio"/>	<input type="radio"/>
Sunday	<input type="radio"/>	<input type="radio"/>

\* 18. What is the earliest and latest parents can drop off and pick up their children?

	AM	PM
Birth to 24 months	<input type="text"/>	<input type="text"/>
24 months to 36 months	<input type="text"/>	<input type="text"/>
36 months to 5 years	<input type="text"/>	<input type="text"/>
5 years and over – Out of School Hours Care	<input type="text"/>	<input type="text"/>
5 years and over - Vacation Care	<input type="text"/>	<input type="text"/>

\* 19. What care do you offer during the following times?

	I don't offer it now	I offer it now	I plan to offer in the future	I would offer if requested
Before 7am	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
After 6pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overnight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Holidays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pupil Free Days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 20. How many total staff do you employ (inc. full-time, part-time, casual)?

Number of People

Directors

Educators

Coordinators

Teachers

Supervisors

Administration  
Personnel

Cooks

Other

## 4. Fees Information

\* 21. How much do you charge for children aged Birth to 24 Months (if N/A type 0)

\$ Per hour

\$ Per half day

\$ Per day

\$ Per week

\* 22. How much do you charge for children aged 24 Months to 36 Months (if N/A type 0)?

\$ Per hour

\$ Per half day

\$ Per day

\$ Per week

\* 23. How much do you charge for children aged 36 Months to 5 Years (if N/A type 0)?

\$ Per hour

\$ Per half day

\$ Per day

\$ Per week

\* 24. How much do you charge for Out of School Hours Care (if N/A type 0)?

\$ Per hour

\$ Per morning

\$ Per afternoon

\$ Per day

\$ Per week

\* 25. How much do you charge for Vacation Care (if N/A type 0)?

\$ Per hour

\$ Per morning

\$ Per afternoon

\$ Per day

\$ Per week

## 5. Financial Information

\* 26. Did your service lose money, break even or make a profit during the last financial year?

- Lost money
- Broke even
- Made a profit

\* 27. What was your annual gross operating income for the last financial year?

- \$0 to \$100,000
- \$100,000 to \$300,000
- \$300,000 to \$600,000
- \$600,000 to \$900,000
- \$900,000 to \$1.2 million
- \$1.2 million to \$1.5 million
- \$1.5 million to \$1.8 million
- \$1.8 million to \$2.1 million
- \$2.1 million or more
- Decline to comment

\* 28. What was your total net profit from operating activities for the last financial year?

- Lost money
- \$0 to \$100,000
- \$100,000 to \$300,000
- \$300,000 to \$600,000
- \$600,000 to \$900,000
- \$900,000 to \$1.2 million
- \$1.2 million to \$1.5 million
- \$1.5 million to \$1.8 million
- \$1.8 million to \$2.1 million
- \$2.1 million or more
- Decline to comment

\* 29. What was your total net loss from operating activities for the last financial year?

- Made a profit
- \$0 to \$100,000
- \$100,000 to \$300,000
- \$300,000 to \$600,000
- \$600,000 to \$900,000
- \$900,000 to \$1.2 million
- \$1.2 million to \$1.5 million
- \$1.5 million to \$1.8 million
- \$1.8 million to \$2.1 million
- \$2.1 million or more
- Decline to comment

## 6. Operating Expenses

30. Please indicate a percentage breakdown of your operating expenses for the past financial year. E.g. if employee costs totalled 50% of your operating expenses, then type 50. If N/A type 0. Final total should tally 100.

Employee costs (inc. wages, superannuation, on-costs)

Training and professional development

Depreciation and financing

Administration

Capital and equipment

Catering and consumables

Excursions

Vehicle expenses

Technology and communications

Advertising/marketing

Legal and professional fees

Rent or other property expenses

Repairs and maintenance

Utilities

Memberships and subscriptions

Insurances

Other

31. During the last financial year, what percentage of your income was met from the following sources? (If N/A type 0. Final total should tally 100)

Fees

CCB & CCR

Government contributions

Interest

Fundraising and donations

Other

## 7. Future Sustainability

32. What will be the major impacts on your sustainability over the next twelve months?

33. Please provide any additional comments for Council's consideration

## Appendix B – Kindy Providers Survey Tool

## Provider Information

**This survey will assist Council to respond to community priorities and develop strategies to support current and future demand for early years education and childcare in Kalgoorlie-Boulder. As a local kindy provider you are well-placed to contribute valuable insights while supporting a robust evidence-based approach to future planning.**

**The City recognises some information is sensitive in nature. Final survey results will be presented in aggregated format to maintain confidentiality of respondents and their information.**

\* 1. How long has your service been in operation?

Less than 12 months

5 to 10 years

1 to 3 years

10 to 20 years

3 to 5 years

20 years or more

## Enrolment and Waitlist Information

\* 2. How many kindy places do you offer?

Number of places

Total spaces

\* 3. How many children are enrolled in kindy for 2018?

Number of places

Total enrolments

\* 4. How many children are currently on your waitlist for 2018?

Number of places

Total enrolments

\* 5. How many calls would you receive a day from parents seeking a place for their child?

None

20 to 40

1 to 10

40 or more

10 to 20

6. How frequently would requests for places exceed the available places you have on offer?

Never

Rarely

Occasionally

Often

Always

\* 7. To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The current demand for kindy is met by existing providers in the City	<input type="radio"/>				
The demand for kindy has increased over the past 12 months	<input type="radio"/>				
My current hours of service meet the expectations of parents	<input type="radio"/>				
My current premises is suitable to meet future demands for care	<input type="radio"/>				
My service plans to expand the number of kindy places it offers over the next 12 months	<input type="radio"/>				

\* 8. Please provide a run down on how your kindy sessions are scheduled (e.g. what days per week, what times and does this differ from week to week?)

\* 9. What are your enrolment fees? (if N/A type 0)

\$ Per term

\$ Per year

\$ Additional school fees

10. Please provide any additional comments for Council's consideration

## Appendix C – Creche Providers Survey Tool

## Provider Information

**This survey will assist Council to respond to community priorities and develop strategies to support current and future demand for childcare in Kalgoorlie-Boulder. As a local provider you are well-placed to contribute valuable insights while supporting a robust evidence-based approach to future planning.**

**The City recognises some information is sensitive in nature. Final survey results will be presented in aggregated format to maintain confidentiality of respondents and their information.**

\* 1. Are you a non-profit or for profit provider?

- Non-profit
- For-profit
- Not applicable

\* 2. Which of the following best describes your service?

- Local chain
- National chain
- Private enterprise
- Community operated
- Independently operated
- Operating on a Council-owned premises

Other (please specify)

\* 3. How long has your service been in operation?

- Less than 12 months
- 1 to 3 years
- 3 to 5 years
- 5 to 10 years
- 10 years or more

\* 4. What age groups do you service? Please tick all relevant

- Birth to 24 months
- 24 months to 36 months
- 36 months to 5 years
- 5 years and over

## Enrolment and Waitlist Information

\* 5. How many places do you have per day? (If not applicable, please choose N/A from the drop down menu).

	Number of places
Birth to 24 months	<input type="text"/>
24 months to 36 months	<input type="text"/>
36 months to 5 years	<input type="text"/>
5 years and over	<input type="text"/>

Total approved places (if not age specific)

\* 6. What is the maximum number of hours per day a child can spend in your care?

\* 7. How long on average would a child spend in your care?

- 0 to 1 hrs per day                       4 to 5 hrs per day
- 1 to 2 hrs per day                       5 to 6 hrs per day
- 2 to 3 hrs per day                       6 hrs or more per day
- 3 to 4 hrs per day

\* 8. Is a parent required to stay on the premises while their child is in your care?

- Yes
- No

\* 9. How many calls would you receive a day from parents seeking a place for their child?

- None     20 to 40
- 1 to 10     40 or more
- 10 to 20

10. How frequently would requests for places exceed the available vacancies you have on offer?

Never	Rarely	Occasionally	Often	Always
<input type="radio"/>				

\* 11. To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The current demand for this type of care is met by existing providers in the City	<input type="radio"/>				
The demand for my service has increased over the past 12 months	<input type="radio"/>				
My current hours of service meet the expectations of parents	<input type="radio"/>				
My current premises is suitable to meet future demands for care	<input type="radio"/>				
My service plans to expand the number of places it offers over the next 12 months	<input type="radio"/>				

## Service Times and Staffing Information

\* 12. On what days are you open and closed?

	Open	Closed
Monday	<input type="radio"/>	<input type="radio"/>
Tuesday	<input type="radio"/>	<input type="radio"/>
Wednesday	<input type="radio"/>	<input type="radio"/>
Thursday	<input type="radio"/>	<input type="radio"/>
Friday	<input type="radio"/>	<input type="radio"/>
Saturday	<input type="radio"/>	<input type="radio"/>
Sunday	<input type="radio"/>	<input type="radio"/>

\* 13. What is the earliest and latest time parents can drop off and pick up their children?

	AM	PM
Drop Off	<input type="text"/>	<input type="text"/>
Pick Up	<input type="text"/>	<input type="text"/>

\* 14. What care do you offer during the following times?

	I don't offer it now	I offer it now	I plan to offer in the future	I would offer if requested
Before 7am	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
After 6pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overnight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Holidays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pupil Free Days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 15. How many total staff do you employ (inc. full-time, part-time, casual)?

## Fees Information

\* 16. How much do you charge for care? (if N/A type 0)

\$ Per hour

\$ Per half day

\$ Per day

\$ Per week

\* 17. Does your rate differ depending on age group? If so, what are the rates?

## Financial Information

\* 18. Did your service lose money, break even or make a profit during the last financial year?

- Lost money
- Broke even
- Made a profit

\* 19. What was your annual gross operating income for the last financial year?

- \$0 to \$100,000
- \$100,000 to \$300,000
- \$300,000 to \$600,000
- \$600,000 to \$900,000
- \$900,000 to \$1.2 million
- \$1.2 million to \$1.5 million
- \$1.5 million to \$1.8 million
- \$1.8 million to \$2.1 million
- \$2.1 million or more
- Decline to comment

\* 20. What was your total net profit from operating activities for the last financial year?

- Lost money
- \$0 to \$100,000
- \$100,000 to \$300,000
- \$300,000 to \$600,000
- \$600,000 to \$900,000
- \$900,000 to \$1.2 million
- \$1.2 million to \$1.5 million
- \$1.5 million to \$1.8 million
- \$1.8 million to \$2.1 million
- \$2.1 million or more
- Decline to comment

\* 21. What was your total net loss from operating activities for the last financial year?

- Made a profit
- \$0 to \$100,000
- \$100,000 to \$300,000
- \$300,000 to \$600,000
- \$600,000 to \$900,000
- \$900,000 to \$1.2 million
- \$1.2 million to \$1.5 million
- \$1.5 million to \$1.8 million
- \$1.8 million to \$2.1 million
- \$2.1 million or more
- Decline to comment

## Operating Expenses

22. Please indicate a percentage breakdown of your operating expenses for the past financial year. E.g. if employee costs totalled 50% of your operating expenses, then type 50. If N/A type 0. Final total should tally 100.

Employee costs (inc. wages, superannuation, on-costs)

Training and professional development

Depreciation and financing

Administration

Capital and equipment

Catering and consumables

Excursions

Vehicle expenses

Technology and communications

Advertising/marketing

Legal and professional fees

Rent or other property expenses

Repairs and maintenance

Utilities

Memberships and subscriptions

Insurances

Other

23. During the last financial year, what percentage of your income was met from the following sources? (If N/A type 0. Final total should tally 100)

Fees

Government contributions

Interest

Fundraising and donations

Employee incentive schemes

Other

## Future Sustainability

24. What will be the major impacts on your sustainability over the next twelve months?

25. Please provide any additional comments for Council's consideration