



WINDSOR

NAME: *19 Surveys received*

<b>GENERAL (All to complete this section)</b>	
How did you find out about the HECIS service?	Referral from: [ 11 ] Education/Care Service [ 0 ] GP, Paediatrician [ 4 ] Speech Therapist or other allied health professional [ 1 ] recommended by a HECIS client [ 2 ] Internet/website search engine [ 1 ] other, please advise <i>Previously used HECIS</i>
If you were referred to HECIS was our service clearly explained to you by the person who referred you?	Yes [ 14 ] No [ 2 ] <i>N/R 3</i>
When being referred to HECIS, did you:	<ul style="list-style-type: none"> <li>receive our service brochure or other information about our service                Yes [ 12 ]                No [ 5 ] <i>N/R 3</i></li> <li>receive information about/ or were you directed to our website  <a href="http://www.hecis.org.au">www.hecis.org.au</a>                Yes [ 11 ] <i>N/R 8</i>                No [ 0 ]</li> </ul> If no, what could we do to improve this process?
Do you have access to the internet?	Yes [ 19 ] No [ 0 ]
Have you visited our website ( <a href="http://www.hecis.org.au">www.hecis.org.au</a> )?	Yes [ 17 ] No [ 1 ] <i>N/R 1</i>
Was the information included in the website clear and easy to understand?	Yes [ 15 ] No [ 2 ] <i>N/R 2</i>
Would you have liked any other information to be included?	Yes [ 0 ] No [ 17 ] <i>N/R 4</i> If yes, what else could we include?
<b>ADVISORY SERVICE (REFERAL/ASSESSMENTS)</b> <b>Please complete if your child received a HECIS assessment this year</b>	
Prior to your child's assessment a letter was sent to you advising the scheduled date. A copy of the HECIS Brochure and a Summary Information Booklet was enclosed.  Were the documents helpful in providing information about the HECIS service, policies and procedures, and complaints procedures?	Yes [ 15 ] No [ 0 ] <i>N/R 4</i> If no, what could we do to improve this process?

Was the information in these documents clear and easy to understand?	Yes [ 15 ] No [ 0 ] N/R 4 If no, what could we do to improve this process?
Would you have liked any other information to be included?	Yes [ 1 ] No [ 14 ] N/R 4 If yes, what information would you like to be included?
If your child received a HECIS assessment, did the HECIS teacher clearly explain your child's assessment to you?	Yes [ 14 ] No [ 1 ] N/R 4
Was report clear and easy to read?	Yes [ 13 ] No [ 0 ] N/R 6
Was there anything you would like to see included that wasn't?	No - 3
<b>HECIS SUPPORTED PLAYGROUP All please complete</b>	
Are you aware that HECIS runs a FREE supported playgroup on Mondays for families of children with additional needs?	Yes [ 19 ] No [ 0 ]
Have you attended the HECIS Playgroup?	Yes [ 5 ] No [ 14 ]
Did the Playgroup program and staff meet your needs?	Yes [ 5 ] No [ 0 ] N/R 14
If not, how would you like to see the Playgroup service improved?	
<b>SPECIAL EDUCATION SUPPORT PROGRAMS / NDIS SUPPORTS All please complete</b>	
Did your child receive regular visits from a HECIS Special Education Support Teacher?	Yes [ 19 ] No [ 0 ]
Do you think your child enjoyed/benefitted from these visits?	Yes [ 18 ] No [ 0 ] N/R 1
Did you receive feedback reports from these visits every time your child was seen? (placed into your child's blue HECIS folder after each visit)	Yes [ 19 ] No [ 0 ]
Was the information on the feedback report clear and easy to understand?	Yes [ 19 ] No [ 0 ]
Is there anything else you would like us to include in the feedback form?	<i>Heather has been wonderful with my son and also myself so that training is consistent.</i>
Were you contacted (by phone/email) regularly (at least fortnightly) by the HECIS Teacher supporting your child to discuss the progress of his/her program	Yes [ 18 ] No [ 1 ]

Did you find these calls/emails informative?	Yes [ 19 ] No [ 0 ]
Did HECIS actively seek your input and feedback (both positive and negative) about: <ul style="list-style-type: none"> <li>The program for your child</li> <li>The delivery of the service</li> </ul>	Yes [ 16 ] No [ 0 ] N/R 3 Yes [ 15 ] No [ 3 ] N/R 1
Are you aware of the grievance and complaints procedure available to all client families of HECIS? <i>(Details are included in the Summary Information handbook)</i>	Yes [ 15 ] No [ 2 ] N/R 2
Is there anything you think we could do to improve this service?	Yes [ 2 ] No [ 15 ] N/R 2 Please provide details (if applicable) <ul style="list-style-type: none"> <li><i>Keep Heather and employ more staff like her who are GREAT educating children with special needs.</i></li> <li><i>Wonderful service, wonderful experienced teachers, an absolute asset to our local community. Keep doing what you are doing.</i></li> </ul>
Upon expiry of your child's current NDIS plan, will you choose HECIS to provide further NDIS supports for your child?	Yes [ 16 ] No [ 0 ] N/R 3 Please provide details (if applicable)
What could HECIS change/improve that would alter your choice?	
<b>CLIENT INVOLVEMENT IN HECIS SERVICE DELIVERY All please complete</b>	
HECIS encourages and supports families to be involved in the development of our service, evaluation and planning. We invite families to assist us in our review process. We do this by requesting families complete this survey, and we also invite them to meet with us to review our processes. Would you be interested in joining a panel of clients to assist us to review our service?	Yes [ 6 ] Maybe 1 No [ 10 ] N/R 2
<b>HECIS MANAGEMENT COMMITTEE and FAMILY INVOLVEMENT All please complete</b>	
HECIS is managed by a committee made up of child care staff, interested professionals, and community members and client/parents. Our committee meets 4 times a year at the HECIS building in South Windsor and typically meetings run for around an hour. New members are given information about the role and support is provided by staff, other committee members and training (where applicable).	
Would you be interested in joining our committee?	Yes [ 2 ] No [ 14 ] N/R 3

- Thank you so much Rebecca, you have gone above & beyond in your support. Child has excelled immensely with your dedication.*
- We are very happy with HECIS and its service.*

Thank you for completing this survey.