



Have Your Say survey results

Early childhood education and care review

27 July 2023

Families and providers gave us feedback in different ways

1,144
Survey
responses

701
Quick poll
responses

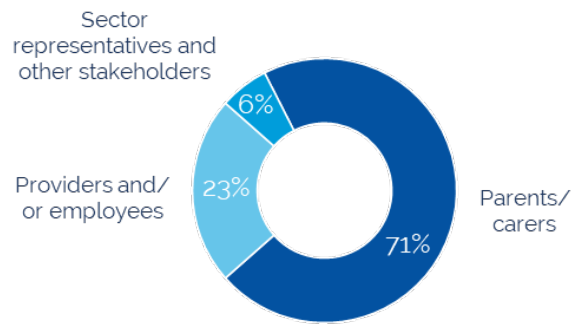
14
Story
submissions

10
Map pins

As part of IPART's review into the NSW early childhood education and care sector we released an Issues Paper on 18 April 2023 and sought feedback via [NSW Have Your Say](#), submissions and online public hearings.

We would like to thank everyone who engaged with us. Your feedback is valuable to us and will be a key input in preparing our Interim Report.

Our survey sought feedback from the perspectives of both parents/carers and early childhood education and care providers



Parent and carer responses

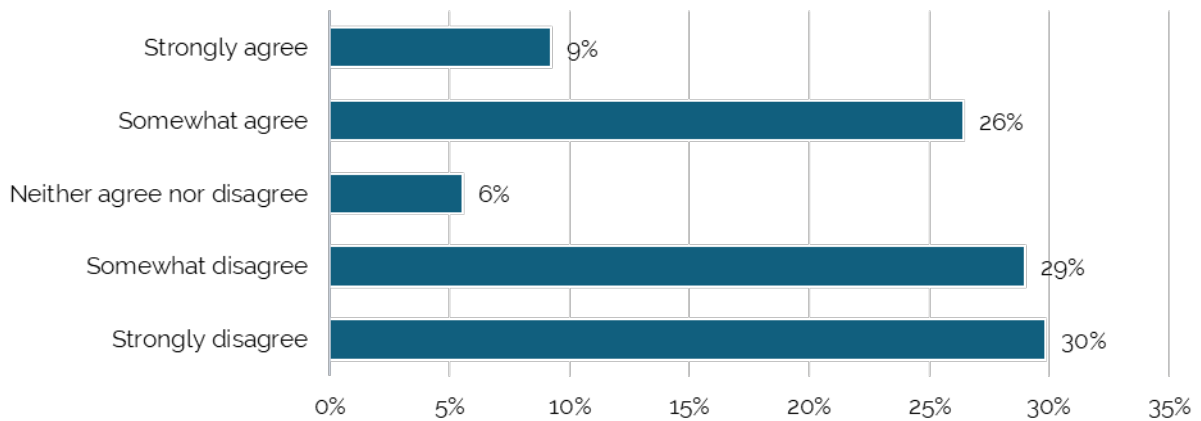
57% do not feel they get value-for-money services

Our quick poll asked whether people feel like they get value-for-money early childhood services. Of the 701 people who completed the quick poll, 57% said they do not feel like they get value-for-money services, whereas 43% said they do get value-for-money services.

59% said it is difficult to access services that suit their family's needs

59% of parent/carer survey responders disagreed that early childhood services that suit their family's needs are easy to access. However, 35% of responders agreed or somewhat agreed that services that suited their family's needs were easy to access.

Services that suit my family's needs are easy to access:



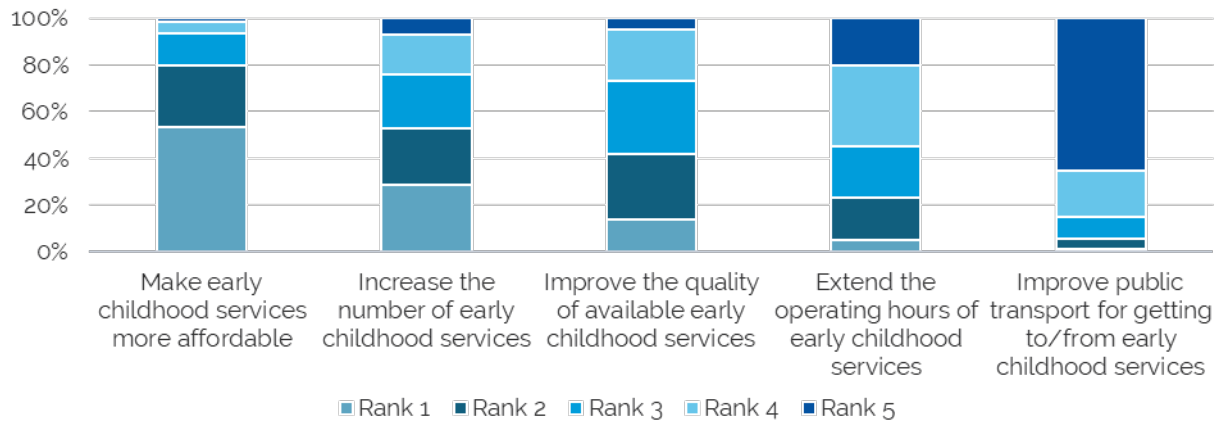
69% feel that services are inclusive towards their family

The majority of parent/carer survey responders agreed that the early childhood education and care services in their area are inclusive towards their family, though 7% strongly disagreed.

53% said making services more affordable is most important to improve accessibility

53% of parent/carer survey responders thought that making early childhood services more affordable is most important when considering how to improve the accessibility of services in their area. However, 29% of responders thought that increasing the number of services was more important.

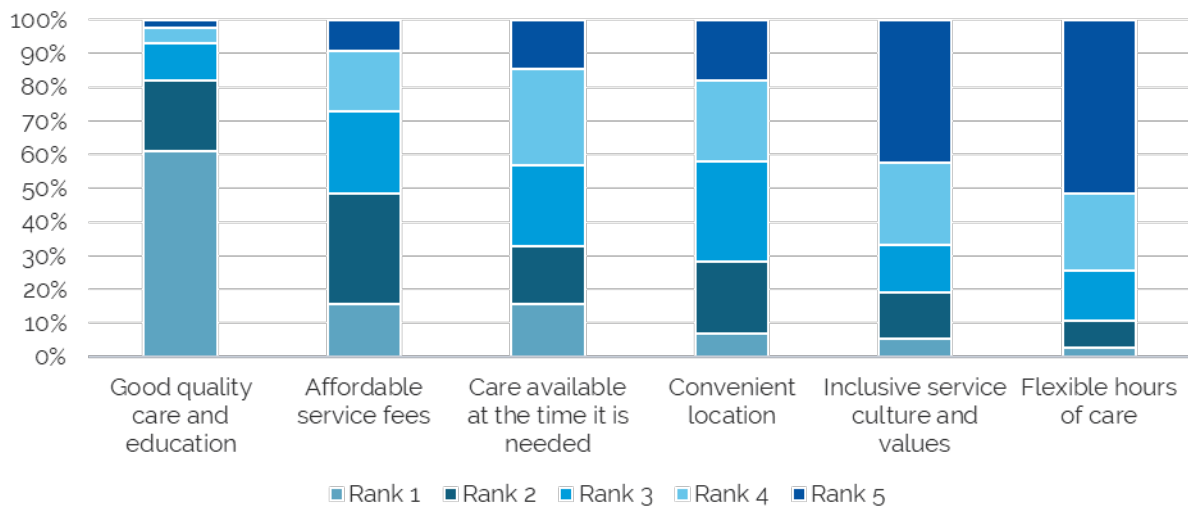
What is most important for improving accessibility of ECEC services in your area?



60% said quality is the most important factor when choosing a service

The majority of parent/carer survey responders consider good quality care and education to be the most important factor when choosing an early childhood education and care service. 15% of responders consider affordable service fees to be the most important factor in their decision-making process, while another 15% of responders consider care availability to be the most important factor.

What is most important to you when choosing an ECEC service?



76% said costs of using services are a barrier to workforce participation

The large majority of parent/carer survey responders indicated that the costs of using early childhood education and care services have been a barrier for them (or another parent/carer in their household) returning to work or increasing their working hours.

66% cannot afford to use services as often as they would like to

The majority of parent/carer survey responders indicated that they are unable to afford to use early childhood education and care services as often as they would like to.

Provider and employee responses

89% have been affected by sector workforce shortages

The large majority of provider/employee survey responders indicated that workforce shortages in the early childhood education and care sector have affected their service(s) or the services they work at.

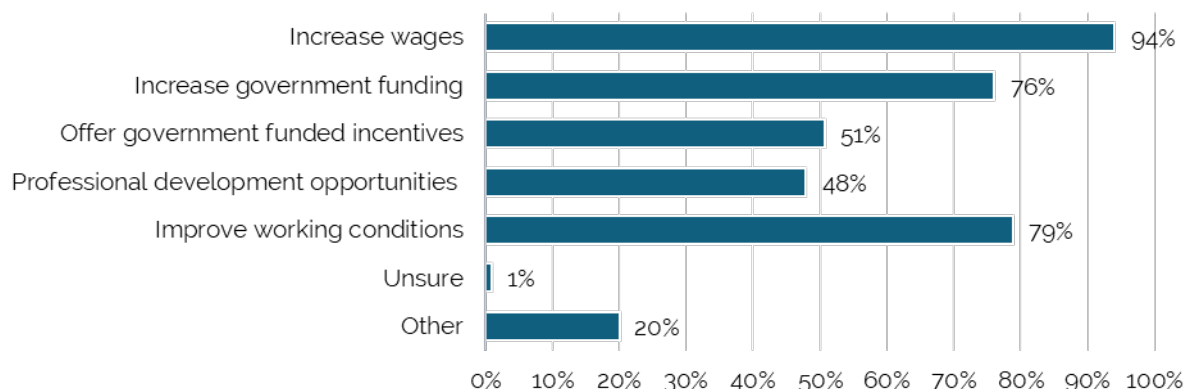
92% said their service had difficulties recruiting staff

When asked how workforce shortages have affected their service, the vast majority of provider/employee survey responders indicated that their service has experienced trouble recruiting staff. Additionally, 57% of responders have also experienced high staff turnover and 54% have had to restrict care due to staffing at their service.

94% said wage increases could address workforce shortages

The vast majority of provider/employee responders think that increasing wages could address workforce shortages in the sector. Additionally, a large majority of responders think that improving working conditions and increasing government funding could also address workforce shortages. Other suggestions included better recognition of workers and reduced administrative and regulatory burden on staff.

What do you think could be done to address workforce shortages in the sector?



69% said attracting and retaining staff is most challenging for providers

The majority of provider/employee responders indicated that attracting and retaining staff is the most challenging circumstance for providers to manage in delivering quality services. Meeting regulatory requirements and managing operational costs were considered the most challenging by 13% and 11% of responders respectively.

Stories and map pins

We received [14 stories](#) raising issues about:

- low availability of services preventing parents returning to work, and in rural/regional areas
- short preschool operating hours
- high fees for long day care
- lack of accessibility for children with disability
- low workforce supply in regional/rural areas
- workforce wellbeing and remuneration e.g. in terms of burnout, excessive workloads, undervalued staff and low wages.

We also received 10 map pins highlighting concerns in specific locations in NSW about:

- workforce shortages (Murrumbateman, Wagga Wagga)
- shortages of places (Gilgandra – for long day care, Glenreagh – for outside of school hours care, Sydney – for infants, Bensville, Laguna, Toukley Wagga Wagga)
- unaffordable services (Toukley)
- difficulty accessing services that meet families' needs (Wyee).