



Checking in 2025



In March and September each year, we invite you to answer some questions about your family, school and support services.

Checking in with you every 6 months helps us better support you and other families and students on our *Learning for Life* program. Thank you to those who gave us feedback.

2025

11,703 families have 'checked in' at either point this year.

6,977

families in March

7,934

families in September

3,208

families in both March
and September

What you told us

The percentages show how many families rated themselves 7 or above out of 10 for the following statements:

I know how to help
my children do well
at school.



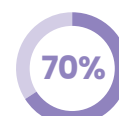
I would contact
their school for
support if needed.



If a problem comes
up, I can work
towards solving it.



If something affects
my child's education,
I'd talk to The Smith
Family.



If I need help,
I know where to
get support.



I would use
support services
if needed.

You spoke, we listened:

- We're glad more families know where to go for help compared to last year. We'll keep sharing this information so everyone feels supported.
- We're making it clearer that The Smith Family offers more than Scholarship money. If something is getting in the way of your child's education, we can help.
- Many families want support with helping children do well at school. We're adding more tips and resources to our Information Hub for you.

Your feedback is important to us. Over time, it helps us understand what's working, what isn't, and how we can change and adapt to better support your family.