

2025

Parent Voice Report

Your Feedback. Our Commitment. GFA's Shared Vision



Ms. Albie Huyser

Principal / CEO

It is my absolute pleasure to present this year's Parent Voice Report 2025—a reflection of our shared commitment to continuous improvement and a strong partnership between home and school. At GFA, we believe that the best educational experiences are shaped by listening, learning, and growing together.

This report showcases valuable feedback from over 450 families, highlighting what is working well and where we can further strengthen our practice. With an NPS score of +50.2 and over 388 open comments, your voices have spoken clearly—and with impact. From the care of our staff to the progress in student learning, many of you shared your appreciation, and for that, we are truly grateful.

At the same time, your thoughtful suggestions around communication, academic alignment, and enrichment have helped shape the actions we are already putting into motion. This is more than a report—it's a roadmap built by you, for your children.

Thank you for your ongoing trust and support. Together, we will continue to build a school where every student thrives, and every voice matters.



Understanding Our Parent Satisfaction

NPS Score

+50.2

Our 2025 Parent Survey captured 450 responses, reflecting strong engagement and trust in the GFA community. The resulting NPS of +50.2 highlights a highly positive sentiment from our families.

Response Volume

450

450 parents participated in the survey—demonstrating high engagement and willingness to contribute

Comment Count

388

388 open comments provided rich, qualitative feedback to help guide future improvements.

Promoter Breakdown

2/3

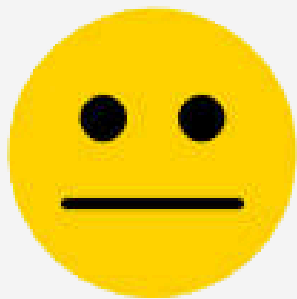
Nearly two-thirds of parents rated us 9 or 10, identifying themselves as highly satisfied with the GFA experience.



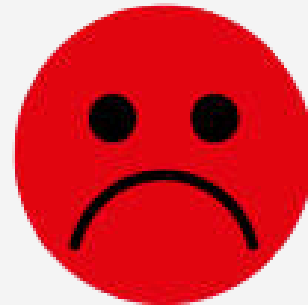
Understanding Our NPS Groups



59%



32.2%



8.8%

What Do NPS Scores Really Mean?

- **Promoters (9–10)**: Enthusiastic supporters who are likely to recommend the school
- **Passives (7–8)**: Generally satisfied but not actively promoting
- **Detractors (0–6)**: Unsatisfied and may discourage others from joining

Breaking Down the GFA NPS Score

Promoters - 59%

Many expressed appreciation for our caring staff, strong relationships, and school environment.

Passive - 32.2%

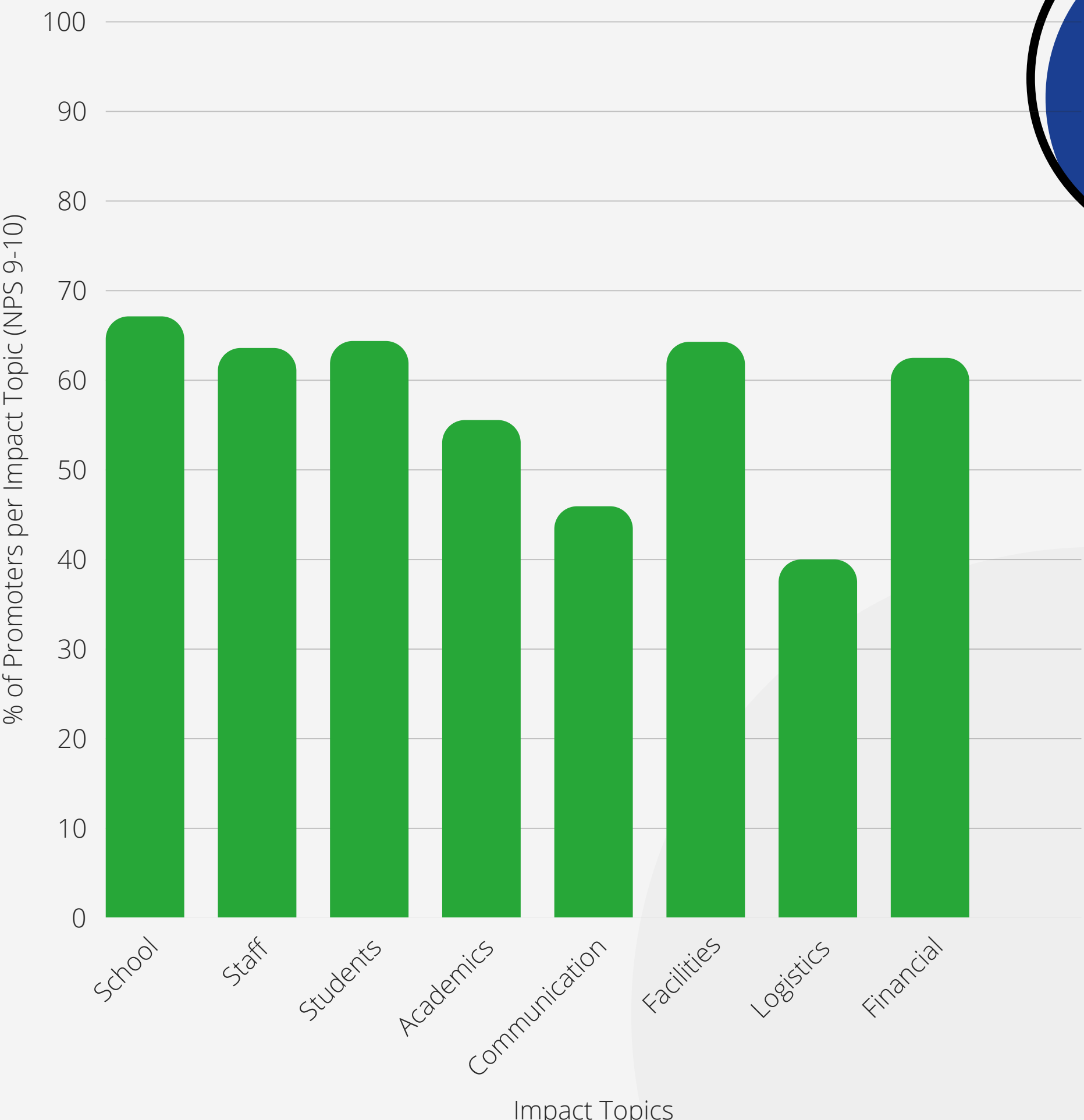
Feedback reflects overall satisfaction, with thoughtful suggestions for enhancing consistency and communication.

Detractors - 8.8%

Shared a range of concerns—particularly around academic clarity and timely responsiveness

What's Working Well

- 1. Caring and Dedicated Staff
Parents consistently praise the warmth, dedication, and approachability of our teachers and staff.
- 2. Student Well-being
Families feel confident that their children are safe, supported, and happy at GFA.
- 3. Supportive School Environment
GFA's welcoming culture and sense of community were highlighted in many responses.
- 4. Academic Progress
Many parents noted clear improvements in learning, teaching quality, and student outcomes.



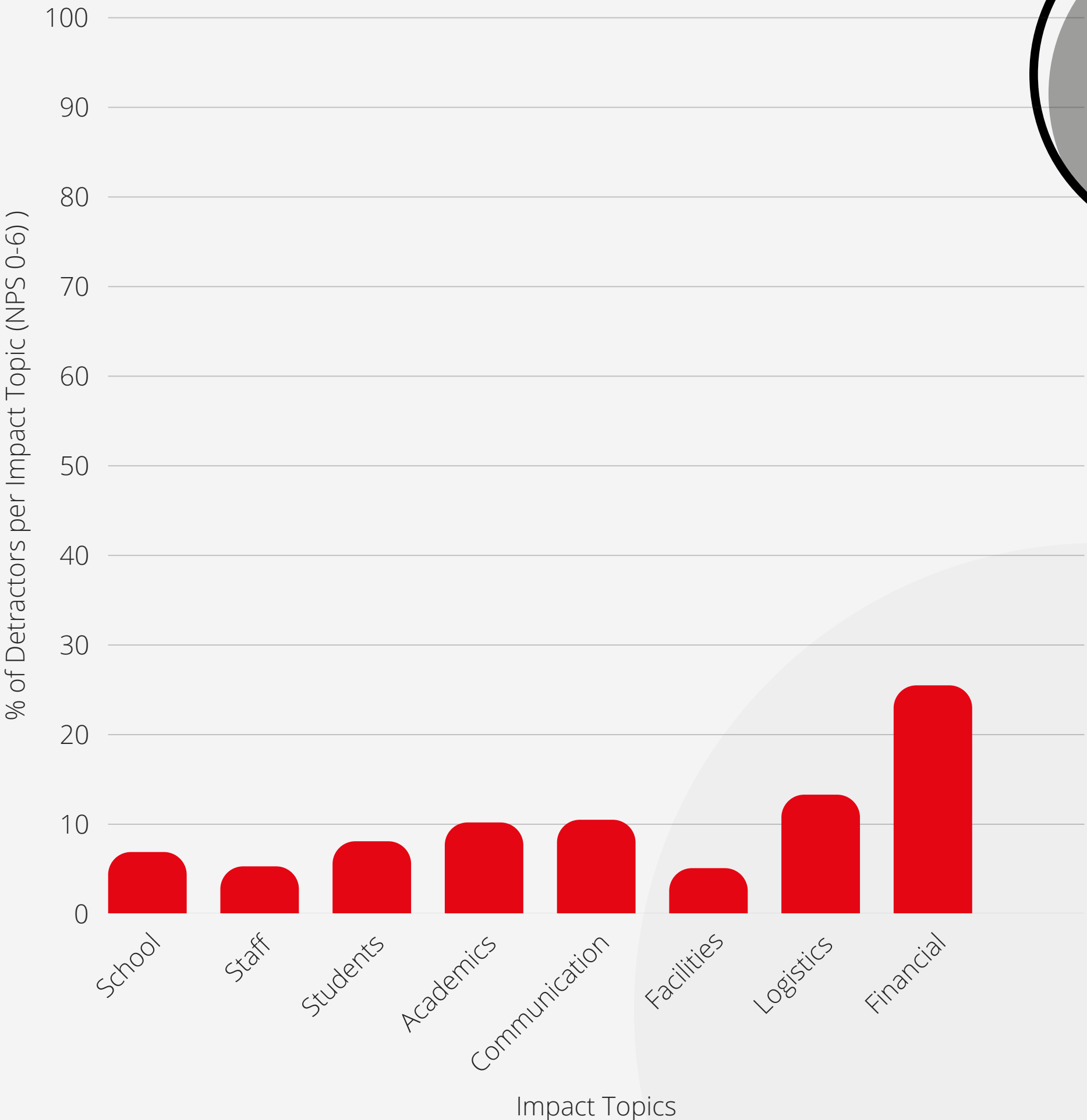
We Promised. We Delivered.

Commitment Made	What We Did	What Parents Said
A nurturing, community-driven environment	Delivered a welcoming culture where families feel heard.	"Staff are approachable and relationships are strong."
To prioritise student well-being	We delivered through dedicated programmes and pastoral care	"My child feels supported and happy at GFA."
A strong, visible academic progress	We delivered with consistent teaching and curriculum support	"Teaching quality is high and my child is improving."
A greater family engagement	We delivered more open communication channels and feedback loops.	"I feel involved and updated with my child's school life."



Understanding Areas for Growth

- 1. Academic Consistency
Parents value the learning experience and are looking for even greater alignment in teaching and assessment across phases.
- 2. Communication
Our families appreciate open dialogue—and are encouraging even more streamlined and timely updates.
- 3. Logistics & Systems
Daily operations are well-received, with helpful suggestions to make processes even smoother and more efficient.
- 4. Facilities & Resources
GFA’s environment supports learning well, and feedback highlights opportunities to further enhance spaces and tools.



From Feedback... to Forward Motion

You Spoke About...	Here's What We're Doing...
Academic Alignment	Reviewing curriculum pacing and assessment mapping across phases.
Communication Flow	Streamlining weekly updates and consolidating channels for clarity
More ECAs and Enrichment	We've already introduced 15+ activities, with more to come as our community continues to grow.
Visibility into Student Progress	Strengthening parent access to learning platforms and reporting tools.



Thank You

Together we...



GROW



FLOURISH



ACHIEVE

