



**Go
Bananas**
Early Learning Centre

Operational Management Plan

Location and Contact Details



Service Address:

- 243 Forrester Road, North St Marys NSW 2760

Contact Number:

- (02) 9677 7799

Email:

- info@gobananas.net.au

Overview of Service



- Existing Service Approval SE-40001466 for 220 Places
- Waiver in place for outdoor space
- Our Child Care Service offers an Early Learning Service for 0-5 year old children as well as a Before, After and Vacation Care for 5-12 year old children
- Our total 220 place service approval is split as follows:
 - 118 places for 0-5 year old children and,
 - 102 places for 5-12 year old children
- Weeks of Operation: 52 weeks per year; Closed Public Holidays
- Maximum Hours of Child Care Operation: Monday-Friday 6 am to 7 pm

Governance & Management



- Our Education and Care service understands the importance of adopts the National Quality Framework for Early Childhood Education and Care Early Learning Years framework
- Our service has developed rules, relationships, systems and processes within the service which are allocated by the relevant roles charged with the appropriate authority to exercise and controlled in our service.
- Management Structure:
 - Approved Provider – Mesabo Pty Limited (National Provider No: PR -00003377)
 - Licensees – A and S Botros
 - Business Manager - M Weldon
 - Children’s Service Manager – B Mathyi-Walton
 - Nominated Supervisor/ 2IC – J Muscat
 - Educational Leader – L Stenshall
 - Responsible Person/Room leaders
 - Educators

Indoor and Outdoor Space Usage



Indoor activities are programmed depending on childrens interests, needs and developmental stages. Typically the daily routine is as follows:

ELC		OSHC	
6.30-8.00am	Settling in/ breakfast	6.00am-8.00am	Breakfast served & programmed activities
8.00-10.00am	Programmed activities		
10.00-10.30am	Morning Tea	8.00-9.00am	Pack up, roll call and bus departure.
10.30-11.30pm	Group time		
11.30-12.00pm	Lunch time	3.15-4.00pm	Arrival roll call, afternoon tea served
12.00-1.30pm	Sleep/ Rest time	4.00-4.15pm	Group time
1.30-4.30pm	Programmed activities	4.15-5.30pm	Programmed activities, Outdoor play
4.30-5.00pm	Afternoon Tea		
5.00-6.30pm	Indoor activities	5.30-6.30pm	Pack up, late snack and group game.

Indoor and Outdoor Space Usage



Outdoor activities vary from day to day and are dependent upon the weather and the program. The same ratio requirements will be adhered to during outdoor play. The outdoor play schedule is set out below and may be altered on the basis of weather:

ELC		OSHC	
Mornings	9.30-11.30am	Mornings	7.00-8.00am
Afternoons	1.30-4.00pm	Afternoons	4.00-5.00pm

Parent Arrival and Pick Up Procedures



- In the morning parents will be required to enter via the main foyer doors to enter Go Bananas ELC.
- Parents will be provided personalised digital secure entry access to the front doors of Go Bananas
- Parents sign in via the Qikkids Kiosk located on the two iPad's adjacent to the reception desk.
- Once the child/ren have been signed in via the kiosk the parent will be encouraged to make their way to the relevant room to drop their child off whether in the main area for OSHC through the secure gates or the ELC through the second automatic doors
- Parent arrivals will be staggered between 6.00am-9.00am.
- Similarly for pick up, the parents would start arriving from 3.30pm and stagger until 7.00pm.
- For parents who have children attending both services being OSHC and ELC they will be required to sign each child individually at the relevant kiosk system.

Outdoor Cleaning and Maintenance



- Educators are to ensure all plants are watered, respected and cared for.
- Sandpit is to be sanitised weekly with salt and water
- Sandpit covers will be placed into location at the end of each day and will be checked by the Nominated Supervisor as part of the end of day closing procedures
- Yard is to be packed away into storage each day and left in a presentable manner each day.
- Equipment is to be cleaned and placed neatly away.
- Hose down bike track and basketball courts weekly.
- Remove any rubbish from the yard.
- Rake the yard to tidy up any misplaced leaves/ bark.

Centre Policy and Procedures



Go Bananas has the following policies and procedures in place:

1. Acceptance and Refusal of Authorisations
2. Administration of First Aid
3. Appropriate Clothing for Children
4. Arrival and Departure
5. Assessment and Rating
6. Absent and Attendance
7. Behaviour Guidance
8. Bullying and Harassment
9. Code of Conduct
10. Child Safe Environment
11. Children's Program
12. Continuity of Care
13. Child Protection
14. Delivery and Collection
15. Determining Responsible Person
16. Disciplinary
17. Disclosure of Employment Records
18. Dress Code
19. Educational Assistance
20. Electrical Safety
21. Email Internet Computer System
22. Emergency and Evacuation
23. Employee Input
24. Employer Property
25. Enrolment and Orientation
26. Environmental
27. Equipment
28. Excursions
29. Expense Claim
30. Flexibility
31. Gifts and Gratuity
32. Governance and Management of the Service
33. Grievances and Complaints Management
34. Head Lice
35. Health Information Collection
36. Housekeeping
37. Immunisation
38. Incident Injury Trauma and Illness
39. Inclusion
40. Infectious Diseases
41. Interactions with Children
42. Internet and Email Use
43. Late Collection of Children
44. Leave
45. Leave without Pay
46. Medical Conditions
47. Mobile Phone
48. No Smoking
49. Nutrition Food, Beverage and Dietary

Centre Policy and Procedures cont.



Go Bananas has the following policies and procedures in place:

50. Nappy Change and Toileting
51. Parental Leave
52. Participation of Volunteers and Students
53. Payment of Fees
54. Performance and Misconduct
55. Personal Grievance
56. Pregnancy
57. Probationary
58. Priority of Access
59. Record Retention
60. Recruitment and Selection
61. Sleep and Rest
62. Staffing
63. Staff Training and Development
64. Social Media
65. Staff with Children in Care
66. Sun Protection
67. Supervision of Children
68. Time off in Lieu
69. Timesheet
70. Transport
71. Uncollected Child
72. Use and Storage of Dangerous Products
73. Water Safety

Fire Safety and Emergency Evacuation



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- Go Bananas have certified fire equipment and evacuation procedures which comply with the National Quality Framework and have been installed to comply with the relevant Australian Standards.
- Go Bananas has appropriate fire alarms which are directly linked to the Fire Brigade
- All equipment is inspected and certified as required on a regular basis
- Our service has documented Emergency Evacuation Plans as well as evacuation diagrams on display at every entry and exit.
- Regular emergency drills are undertaken and documented

Service Administration and Enrolments



- Our service has a dedicated fulltime administrator to assist with the enrolment process, family account enquires, and additional service enquires.
- Nicole is available by calling our telephone number directly on 9677 7799
- Nicole works from 8:30 to 4:30 Mon-Fri
- Go Bananas has online enrolment capability providing parents easy and flexible processes to enrol their children, utilise an online app to submit for extra days, submit sick days for their children's attendance
- Our service utilises cloud-based online attendance and family fee and child care subsidy systems that lead the industry. The cloud-based service provider is based in Australia and their databases are based in Australia and have been approved by the Federal Department of Services Australia

Accessibility



Go Bananas has the following accessibility facilities:

- Adequate disabled parking.
- Entrance and exit ramps.
- Adequate disabled toileting amenities.
- Brail is available at exit doors to allow ease of access for visually impaired.
- Sliding door tracks are provided in a colour that provides a contrast with surrounding floor surfaces. The contrast will ensure occupants are aware of the sliding door track and can take appropriate measures to pass over the door track.
- Children in wheelchairs will be assisted throughout the building by staff members. All doors are provided with sufficient clear door openings width to allow a wheelchair to pass through unimpeded.
- Door hardware is located higher to ensure children are safe and secure inside the service premises. Children in wheelchairs will be assisted throughout the building by staff members.
- Bathroom facilities require staff to accompany/ assist children when using restroom amenities.
- Visitors are required to present themselves to staff/ reception prior to access any part of the building. Staff will be present at all times of business operation and are responsible for greeting, monitoring and assisting people through the centre.

Security and Safety



Go Bananas has the following security and safety systems:

- Perimeter child-proof fences and gates
- Security cameras and CCTV- external, entries and exits.
- The Go Bananas and ELC Reception will have an admin staff member present from 8.30am-4.30pm & Responsible person present outside of these hours.
- Parents will be issued FOB key upon enrolment which will permit them access to the service premises. These are allocated to each individual parent and linked with their enrolment information. Upon enrolment parents tap the FOB key against the security system to open the front access doors.
- Alternatively, parents have the option of using an app which can be downloaded from the app store titled 'mobile access' this app is also linked with their enrolment information. When the parent/guardian arrives at the service they are required to open the app and tap the access card against the security system which opens the front doors. Parents also have the option to use the intercom available at the front entrance and be buzzed in by our admin staff.

Our service marketing plan includes the following aspects for effective publicising of our service:

- Logo and branding
- Website
- Social Media utilising Go Bananas public FB and Instagram
- Social media utilising closed Go Bananas parents FB page
- Local leaflet advertising
- Bus Advertising
- Banners
- Site advertising
- Bulk advertising – Bag Drops
- Organise information table at Ropes Crossing & St Marys Village Shopping Centre