

# OPERATIONAL PLAN OF MANAGEMENT

## PROPOSED CHILD CARE CENTRE **187-189 ADELAIDE STREET, ST MARYS**

PREPARED BY  
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## PLAN OF MANAGEMENT

The following Operational Plan of Management has been created for the purpose of the proposed purpose built child care centre at 187-189 Adelaide Street, St Marys. This document is consistent with the requirements of the:

- Children (Education and Care Services National Law Application) Act 2010 (NSW) No 104
- Education and Care Services National Regulations 2011
- Early Years Learning Framework
- The Penrith City Council DCP

The centre's policy and procedures will reflect the contents of this plan. They will also detail how parents and staff will be informed, and the Centre's actions if these are not followed.

## OBJECTIVES

The Plan is designed to ensure that the Centre, its facilities, and its day-to-day operations comply with all relevant national, state and council requirements at all times. The centre is to provide high quality education and care for children. The objectives of the Plan are to outline:

- Staff numbers, hours, responsibilities and code of conduct.
- Personnel access arrangements (including after-hours access) for clients, staff, council officers and other regulatory staff.
- Hours of operation (specific to indoor/outdoor activities)
- Occupational health and safety
- Safety and security measures
- Methods for the management of waste and compliance with health regulations
- Maintenance and cleaning procedures
- How many operational impacts on neighbours will be minimized including noise and parking

## HOURS OF OPERATION

The Centre will operate from 7:00am to 6:00pm, Monday to Friday, 52 weeks per year. The Centre will be closed for Public Holidays.

## CAPACITY OF THE CENTRE

The Centre will provide education and care for a maximum of 85 children, between the ages of 0-6, during days of operation. Children will be placed in rooms to encourage learning and to ensure wellbeing. These groups take into consideration the children's ages and developmental stages. The rooms will be separated as per the following:

- Room 1 – 0-2 Years – 18 Places
- Room 2 – 2-3 Years – 22 Places
- Room 3 – 3-4 Years – 20 Places
- Room 4 – 4-6 Years – 25 Places

Each room is to ensure the appropriate educator to child ratio is maintained, in accordance with the Education and Care Services National Regulations 2011

## CENTRE STAFFING

The Centre recognises that educators are the key to high quality education and care programs. The provider is to employ appropriately qualified and experienced educators in sufficient numbers to meet the staffing requirements detailed in the Education and Care Services National Regulations 2011. The Centre is to prioritise recruiting staff who reflect the diverse cultural and linguistic backgrounds of society.

Age of Children	Group Size	Staff: child ratio	No of staff	Qualifications Required
0 – 2 year	18	1:4	5	1 ECT, 1 Diploma, 2 Cert III
2 – 3 years	22	1:5	5	1 ECT, 1 Diploma, 1 Cert III, 1 Trainee
4 – 5 years	45	1:10	5	1 ECT, 1 Diploma, 1 Cert III
Centre Manager			1	Early Childhood Teacher
Roaming Staff			1	Trainee
Kitchen			1	Qualified Chef
<b>TOTAL</b>	<b>85</b>		<b>23</b>	

The Code of Conduct is the Centre’s statement of the standards of professional conduct and integrity expected of staff in upholding the values and principles of the Centre. Employees are expected to be guided by the Code when identifying and resolving ethical conduct issues that may arise in the course of work. In doing so, employees develop and maintain community trust and confidence in their integrity and professionalism. The Code of Conduct is to form part of the terms and conditions of the employment contract signed by each employee.

#### STAFF ARRIVALS

All educators will be provided with a roster and allocated their shifts fortnightly.

- Open shift commences 7:00am
- Close shift finishes at 6:00pm
- Staff arrivals will be staggered between the hours of 6:45am to 9:00am.

#### FAMILY AND CHILDREN ARRIVALS

The Centre is to encourage all families to ensure that children, especially children over 2 years, to arrive at the Centre before 9:00am so that the child may benefit in the morning activities.

In practice, children’s arrivals can stagger between 7:00am and 9:00am. Families will generally collect their children between 3:00pm and 6:00pm.

#### CENTRE PARKING AND DROP OFF

The Centre will provide for a total of 26 parking spaces. The spaces are provided as underground parking with designated drop off zones identified.

Service and delivery will occur outside of the Centre’s identified times when the majority of parents deliver and collect their children to ensure car spaces are being utilized by suppliers/ contractors. Any driver using the Centre’s car park is asked to enter and leave the site in a forward direction, taking every precaution to ensure safety of others in the area.

## MANAGING TRAFFIC AND PARKING

The Centre will manage its traffic and parking by:

- Providing nearby owners with a contact number for registering any concerns regarding the operation of the centre facility in terms of noise, traffic and parking issues, ensuring staff and visitors park their cars in designated areas.
- Instructing management and staff to actively manage the drop-off and pick-up periods to minimise traffic impacts, including:
  - Encouraging parents to walk or ride to the centre with the children;
  - Directing vehicles to available car parks;
  - Ensuring the maximum parking period targets a minimum time for drop-off and pickup; and
  - Maintaining the safety of children and the public at all times.

## DAILY ROUTINE AND ACTIVITIES

7:00 am – 7:45 am	Centre opens – Breakfast served. Indoor free activities in family grouping.
9:00 am – 9:30 am	Progressive Morning Tea for 2-5 year age group.
9:30 am – 11.00am	Indoor/Outdoor structured learning and free play for 0-2 year aged group with transition indoor/outdoor play maximum 16 children– weather permitting.
11:00 am – 2:30 pm	Lunch time followed by children’s rest time. Afternoon tea served at 2:00 pm. Outdoor activities provided for 3-5 year age group with a maximum of 10 children.
2:30 pm – 3.00 pm	Progressive Afternoon Tea for 2-5 year age group.
2:30 pm – 4:00pm	Indoor/Outdoor structured learning and free play for 2-3 year aged group maximum 20 children – weather permitting.
4:00 pm – 5.00 pm	Indoor/outdoor play structured learning and free play for 3-5 year age group maximum 30 children– weather permitting. (Many parents have collected their children by this time so children are in family groups.)
5:00 pm – 6:00 pm	Indoor activities. Late snack.
6:00 pm	Centre Closes

## FAMILY INVOLVEMENT

The Centre is to promote and provide opportunity for family involvement and communication relevant to the Centre, children, curriculum and activities.

## NOISE MANAGEMENT

The Centre recognises that it has a responsibility to ensure that management, staff, parents and children take all reasonable steps to uphold the amenity of the surrounding neighbourhood at all times, and to take all reasonable measures to ensure that any adverse impacts do not affect the surrounding neighbourhood.

The Centre is to be operated in accordance with the recommendations of the Acoustic report prepared by Day Design Pty Ltd.

To ensure compliance with the Industrial Noise Policy Criteria it is recommended that:

- The Child Care Centre is not to operate before 7am or after 6pm
  - Ensuring all staff and parents are provided with a copy of the Centre's Noise Management Plan and its implications for them during their time at the Centre.
  - Neighbours should be provided with the name and contact details of the Centre's Manager, and an invitation to contact that person at any time the Centre is operating.
  - Facilitating children's small group play when outside, and encouraging educators to engage children's play and facilitate friendships between children.
  - Crying children should be comforted as quickly as possible and moved indoors.
  - Windows and doors to the indoor play rooms should be closed during noisy activities, such as when amplified music is being played.
  - The outdoor play areas should be limited to a maximum 4 hours per day.
- Outdoor Play Area

Children in either Group A or Group B shall use the outdoor play areas for active and passive play activities at any one time, as follow:

### Group A – Up to 65 Children

- Up to 18 children, 0-2 years old, within Ground Floor Outdoor Play Area at any time, up to 4 hours; and
- Up to 22 children, 2-3 years old, within Ground Floor Outdoor Play Area at any time, up to 4 hours; and
- Up to 25 children, 4-5 years old, within First Floor Outdoor Play Area at any time, up to 4 hours; and
- Remaining children inside

### Group B – Up to 45 Children

- Up to 20 children, 3-4 years old, within Ground Floor Outdoor Play Area at any time, up to 4 hours; and
- Up to 25 children, 4-5 years old, within First Floor Outdoor Play Area at any time, up to 4 hours; and
- Remaining children inside.

The design of the Centre's indoor and outdoor play spaces minimise noise levels within, entering into, and emanating from the Centre. The provider of the Centre is to provide a Noise Management Plan which details strategies for minimizing the noise level of children's play, and its procedures for handling complaints. These strategies may include:

- Ensuring all staff and parents are provided with a copy of the Centre's Noise Management Plan and its implications for them during their time at the Centre
- Providing neighbours with the name and contact details of the staff member nominated to implement the Noise Management Plan, and the invitation to contact the person at any time the Centre is operating.
- Train the staff, informing parents and educating children of the need to enter and leave the Centre and the vicinity in a quiet and reasonable way.

- Ensuring management and staff understand the need to take responsible steps to monitor the behaviour of the Centre's users entering and leaving the premises.
- Displaying a sign in the Centre's entrance reminding staff and visitors to minimise noise at all times. Ensure this sign lists the contact details for any complaints about the Centre's operations.
- Ensuring educators supervise children's outside play and discourage unnecessarily loud activities.

#### SAFETY AND SECURITY

- *Emergency contact numbers* for essential services such as fire, ambulance and police are prominently displayed in the reception area of the Centre. A landline telephone is available to educators to call these services in the event of an emergency.
- *Fire evacuation plans and fire safety equipment* are displayed in prominent positions throughout the Centre. All exit signs are to be kept clear at all times.
- *Parents are required to sign* their child in and out of the Centre each day the child attends.
- *The Front entrance* to the Centre is via Adelaide Street with security keypad access which parents will operate with a personal code. As an additional security measure, the reception area has a 24 hour visual surveillance of anyone entering and exiting the Centre.
- *CCTV surveillance* will be installed at both the front entrance and the service gate.
- *A daily indoor/outdoor safety audit* is conducted by staff to ensure the health, safety and wellbeing of the children. The completed checklist form filled in by the staff as part of that audit is filled for future reference.
- *Pest inspections* are held quarterly and at any other time they might be required.
- All staff are trained in First Aid, CPR, asthma, anaphylaxis and child protection procedures.

#### WORKPLACE HEALTH AND SAFETY

Workplace health and safety procedures are implemented in the Centre as per the *Workplace Health and Safety Act 2011*.

The Centre's provider is responsible at all times for the protection of the health and safety of anyone entering the premises and/or using equipment. The Centre is to comply with State and National WHS standards, Codes of Practice and best practice recommendations from recognized authorities.

#### LOCATION OF SLEEPING FACILITIES

- 0-2 years will sleep in cots located in the cot room
- 2-3 years will utilize stretcher beds in the allocated play room area
- 3-5 years will utilize stretcher beds in the allocated play room area

Staff members are to always be present in the above areas, during rest time, to ensure staff/child ratios are maintained.

#### EMERGENCY PROCEDURES

Emergency evacuation procedures based on the Centre's floor plans will be prominently displayed in the following locations near each exit:

- In the foyer
- In each play room

The Centre will maintain an up-to-date and portable register of emergency telephone numbers that staff must take with them in an emergency or evacuation. This list will be stored in the following

location:

- In each emergency back pack

Emergency telephone numbers will be displayed prominently throughout the Centre in the following locations near telephones or available mobile phones:

- In the office
- In each playroom

The Centre will ensure educators are provided with training on how to use fire extinguishers, fire blankets and other emergency equipment that must be kept in the following locations:

- In kitchen
- In the foyer
- In each playroom

Fire extinguishers, fire blankets and other emergency equipment will be tested by recognised authorities (Fire Safe Australia/NZ) as recommended by the manufacturer. All tests are to be documented.

Emergency procedures will be discussed with families and regular information is to be provided to families. Families are to also be advised, in writing, whenever a rehearsal drill has taken place.

The Nominated Supervisor is responsible for ensuring that all educators, including relief educators and staff members, know the Centre's policies and procedures relating to Emergency Management and Evacuation, along with what is expected of them in a rehearsal and/or real situation.

#### MONTHLY REHEARSAL EVACUATION DRILL

- The Centre will add to each child's sense of security, predictability and safety by conducting rehearsal evacuation drills each month. All persons present at the Centre during the evacuation drill must participate accordingly.
- Rehearsal evacuation drills are to be documented and evaluated. Any changes required as a result of that evaluation are to be implemented.
- In a simulation drill, the Nominated Supervisor is to sound the alarm and advise the team where the fire has commenced.
- When the alarm is sounded, the children will stop what they are doing and go with an educator to the evacuation point (designated safe area).

#### *Role of Educators*

- Return to the group of children you are working with (if it is safe to do so) immediately once the fire alarm sounds. Assist other educators with evacuation.
- Ensure sign in/out rolls remain in the vicinity of that particular group of children at all times. If an evacuation is required, then each Room Leader will collect the sign in/out roll in the process of evacuating the children.
- Gather the children immediately once the alarm is sounded and evacuate through to the nearest exit to the designated safe area. Collect the sign in/out roll on the way out. Call the roll (Room Leader).
- Supervise children to ensure their safety. Settle and reassure them.
- Follow the Fire Evacuation Plan for your individual designated role.
- The Fire Warden is to liaise with the authorities on the outcome of the fire.

#### *Nominated Supervisor's Role*

#### Ring 000

- Collect educator sign-in tablet, emergency contact box and backpack
- Conduct final check of the building, including toilet, kitchen, playrooms and cot rooms.
- Follow the children and educators to the designated safe area.
- Oversee and check attendances of children, educators, volunteers, families and visitors.
- Supervise and reassure children

#### *Emergency Communication Plan*

- At all times, the Centre will have access to a telephone ( such as fixed line telephone, mobile phone, satellite phone, two way radio and/or video conferencing equipment).
- Telephones are located in each educational room as well as the kitchen and office for emergency use.
- In the event of a complete loss of electricity and the telephones at the Centre are not functioning, the Centre's mobile phone will be ready to use at all times to ensure educators can make emergency calls. The director's mobile/educators mobiles can also be used in this instance.

#### INSURANCE

The provider is to maintain current, relevant, insurances which accords with the Education and Care Services National Regulations 2011.

#### WASTE MANAGEMENT

The Centre is located on the ground floor. Recycling bins and general waste bins will be located on the ground floor and a document shredder bin located in the office area.

#### CENTRE MAINTENANCE

The Centre provider is to ensure the Centre's maintenance is addressed through the following processes:

- The Centre is to keep a maintenance register. This includes maintenance of external areas, such as signage, car parking areas and landscaping.
- Any maintenance issues that arise are to be entered into the Register by staff. Issues identified by the WHS officer are also to be entered in to the Register.
- The Register is to be regularly reviewed and actioned.
- The Centre's cleaning procedures and checklists will be consistent with the Education and Care Services National Regulations 2011.



## COMPLAINT MANAGEMENT

The Centre's provider is to prepare Policies and Procedures which will detail the processes by which the Centre will manage complaints. The processes are to include:

- A notice with the details of the Nominated Supervisor, the contact person for complaints (including the NSW Regulatory Authority), the Centre's telephone number and email, and the email of the Approved Provider will be prominently displayed in the entrance of the Centre.
- Formal complaints can be raised verbally with the Nominated Supervisor who will document the complaint clearly and objectively.

The Centre's procedure for formal written complaints is as follows:

- Complaints are to be submitted in writing using the Centres's Grievance and Complaint Form. Information requested includes the:
  - Name of the person making the complaint
  - Postal address and/or telephone number of the person making the complaint
  - Details of the complaint
  - Details of any witness
- Each complaint is to be dealt with in the strictest confidence. The Nominated Supervisor / Approved Provider or delegated staff member involved in investigating the complaint will ensure that information is restricted to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed prior to the disclosure.
- The complaint will be entered into the Centre's Grievance and Complaint Register, and written acknowledgement that the complaint has been received, sent to the complainant.
- The Nominated Supervisor / Approved Provider will investigate the complaint in an equitable, transparent and fair manner and document the findings. Investigations may involve consulting with the relevant stakeholders (including any person who may be the subject of the complaint) and reviewing documentation such as attendance records, accident reports and the Centre's policies.
- Actions to address the complaint will be determined, and the complainant notified in writing of those actions.
- The Centre's Complaint Management processes will be reviewed every 12 months.
- Any online information related to the Centre provides details of the relevant contact person for complaints together with the process by which complaints can be lodged.