

Penrith Council

Draft Operational Plan of Management for 31-32 Park Avenue Kingswood

NOTE: Clause 26 of State Environmental Planning Policy (Educational Establishments and Child Care Facilities) 2017 states that a provision of a development control plan that specifies a requirement, standard or control in relation to operational or management plans or arrangements (including hours of operation) does not apply to development for the purpose of a centre-based child care facility. Therefore, it is considered that the recommendations of the submitted Acoustic Report and Traffic Report are sufficient to ensure the satisfactory operational management of the proposal in terms of potential acoustic and traffic impacts. Further, in the event of any inconsistency between the terms of this Operational Plan of Management and the conditions of approval, the conditions of approval will prevail.

1. Capacity of Centre

The capacity of the centre is for a total of up to 116 children as follows:

- 16 x 0-2 years,
- 20 x 2-3 years, and
- 80 x 3-6 years.

This capacity is based upon the numbers provided by the architect and allowed pursuant to the Childcare Regulations.

2. Hours of Operation

The Centre opens daily Monday to Friday from 7:00 am to 6.00pm for children drop-off and pick-up, (with 30 minute staff 'shoulder' times for staff entering and leaving from 6:30am to 6.30pm), fifty-one (51) weeks a year.

The Centre closes for Public Holidays and for 1 week over the Christmas-New Year period.

3. Staffing

The Centre will be operated by a minimum of sixteen (16) staff at any one time.

There will be a structured routine where the children will be divided between their age groups of 0-2 years (Babies), 2-3 years (Toddlers) and 3-6 years (Pre-schoolers). A daily programme will be based on their needs and individual development/progress.

Each group will be required to maintain staff to children ratios in accordance with the Childcare Regulations.

4. Staff Arrival

Not all staff arrive at the same time.

The arrivals are usually staggered between the hours of 6:30am to 9.30am. Full-time staff work for 8 hours a day. Part-time or Casual staff work shifts as required.

All educators are to ensure they arrive at work minimum of 15 minutes prior to their shift to ensure they are in their classrooms on time.

Staff members will alternate between set shifts on a fortnightly roster (number of staff required on certain shifts may differ depending on the number of children arriving and departing the centre).

5. Parents/Children Arrival and Departure

In the morning, parents usually arrive between the hours of 7am-10:00am. Similarly for pick-up, the parents would start arriving from 3.30pm and stagger until 6.00pm.

6. Children's Schedules

Indoor Play Schedule

Indoor activities are programmed depending on children's' needs and developmental stages.

Typically, the daily routine is as follows:

7am-8:00am:	Settling in for early arrivals and Centre Program – Individual Work
8am-10:30am:	Program – Individual Work
10:30am – 11am:	Morning Tea
11am – 12:30pm:	Group Time
12:30pm – 1pm:	Lunchtime
1pm - 2:30pm:	Sleep or Rest/Time
2:30pm – 5pm:	Other play and educational activity (eg music, painting dance) or Outdoor Play, and Afternoon Tea
5pm – 6pm:	Indoor activities

Outdoor Play Schedule

The typical outdoor play schedule is set out below:

Mornings:	10:30 – 11:30
Afternoons:	3:30 – 4:30 (maybe be longer in summer or if weather appropriate)

Activities

Outdoor activities vary from day to day and are dependent upon the weather and the programme. They include:

- Ball games
- Team play
- Balancing, Climbing, Stepping
- Using variety of gross motor skills development equipment
- Environmental and nature based activities
- Supervised play
- Sand play
- Water based play (not swimming pool)
- Free play

7. Supervision of Children – staff ratios

All Indoor and Outdoor Activities are supervised by the regulated number of primary contact staff (excluding the administration staff) as per the Childcare Regulations as follows:

- 1 staff per 4 children (0-2 years),
- 1 staff per 5 children (2-3 years), and
- 1 staff per 10 children (3-6 years).

The outside play area will be used only during the centre hours of operation, depending on the weather conditions.

All outdoor activities are fully supervised and monitored. Teachers and children are encouraged to participate in quiet play activities.

The specified outdoor play policy and times shall be adhered to. Exceptional circumstances may apply. The centre manager shall ensure that outdoor play activities are conducted in an orderly fashion and that excessive noise from children playing, etc., is avoided wherever possible and practical.

8. Parent/Guardian and Family Involvement Policy

The Centre actively encourages family involvement and communication relating to the centre, children, curriculum and activities in accordance with standard policies and procedures to be implemented as per the Childcare Regulations and Department Guidelines.

9. Traffic and Parking Management Plan

The operational traffic and parking management provisions as recommended in the Traffic and Parking Report will be implemented.

All staff and visitors will be directed to park within the allocated on-site basement parking spaces, the availability of visitor parking will be clearly indicated and on-street parking will be strictly prohibited with directional signage and promotional materials and regular communication with parents/guardians.

Procedures for visitors/families when parking within centre premises:

- Ensure that vehicle is parked strictly in allocated parking bays. This includes parking within parking bay lines; ensuring vehicle does not cross over the parking bay lines or double parking.
- Obey any signage and markings within the car park.
- Ensure that adults and children are entering or exiting the vehicle only when the vehicle is at a complete stop and parked in an allocated parking bay.
- Ensure that when driving in the car park that the speed limit of 5kms per hour (5km/h) is observed.
- Ensure that vehicles are entering and exiting the car park in a forward direction.
- Be aware, when entering or exiting the car park and parking the vehicle, of pedestrians (especially children) using the car park, entering and exiting their vehicles and/or the centre.
- Please do not block exit by waiting to turn right. If the road is too busy to turn right, then turn left.
- Ensure that no children are left in the vehicle when it is unattended. This is illegal and children can be exposed to heat stress, dehydration, car thieves, playing with car controls etc.
- At all times, ensure that children are supervised (preferably by holding the child's hand) when in the car park.
- Ensure that drop off and collection times are carried out efficiently to ensure parking spots are available to other families, with staggered pick-up and drop-off times and parking strictly limited to 15 minutes during peak periods i.e. 7.00am-9.30am and 3.00-6.00pm.
- Please be mindful of local residents when parking your vehicle and keep noise to a minimum.
- Any parent found to be driving dangerously can be excluded from using the car park and requested to leave the centre.
- A proposed walkway in the basement leading from the parent car spot to the lift has been designed to ensure the safety of all childcare patrons whilst in the basement
- The lift allows them direct access to the centre entrance.
- Parents and employees of the childcare centre will be issued with security swipe tags allowing them access into the centre.
- Thorough staff and parent orientations/inductions will be conducted reinforcing the procedures for entry of the centre as well as the security system.
- Signage will be placed in the basement and centre frontage indicating to parents/visitors point of entry to the premises.
- Consideration to neighbour's sign will be placed at entry of the service and will be enforced during orientation/induction.

- Parents are encouraged that when they arrive at the centre, to make their way directly inside the service in a manner that is respectful to community members. Families are encouraged that any conversations between educators or families are to take place within the centre.

- Parents from the local community will be enrolling their child at our centre. Parents will be encouraged to walk or use public transport as a part of our suitability program for the environmental benefits.
- Educators will promote the pram parking that is provided for parents that have chosen to walk to the centre.

Procedures for Staff:

- Each centre will have a 'car park plan' that will outline where staff members must park their vehicles. The car park plan will be a diagram with positions as to where staff vehicles need to be parked. Staff members who are closing the centre will be given parking positions that are closest to the centre for safety purposes.
- Please be mindful of local residents when parking your vehicle for the duration of your shift.

10.Noise Management Plan

The operational noise management provisions as recommended in the Acoustic Report will be implemented.

In addition the following general measures will apply:

- Centre management will maintain a Log of any, and all, noise complaints received.
- Any complaints received to be logged with details of the nature of the complaint, time of the event and contact details of the complainant.
- Centre management will aim to respond to any noise complaint as quickly as possible, and will advise the complainant within 48 hours of what, if any, actions have been undertaken as a result of reviewing the complaint.
- These actions will be recorded in the Log.
- The Log will be located in the nominated office and will be accessible to Council at any time within normal operating hours.
- Centre management will provide Council and the occupants of the building with name(s) and contact details (phone number) of designated person (or persons) responsible for the addressing noise complaints.
- At least one designated responsible person shall be available on site at all times during operational hours.
- Centre management will provide Council, and other occupants of the building with an Activity Schedule.
- A laminated copy of the Noise Management Plan will be displayed in the entry foyer.
- All Educators/Carers (temporary and permanent) will be required to read the Noise Management Plan.
- All parents / guardians will be required to read the section of the Noise Management Plan relating to their children.

11. Security Policy

Security measures such as CCTV, security swipe tags and intercom/phones will be installed at services and must be used accordingly;

- Use of visual screen while using intercom phone.
- Parents will be let in only when they are recognised
- The door is NOT to be opened to any person unless they are familiar to the Early Childhood Educator such as parents/guardians.
- ANY person that attends the centre (professionals) needs to show their professional I.D to you before entering the premises such as DEC Reps and MUST sign the VISITORS book.
- Unknown person or someone with suspicious identity, will be asked to wait and the Centre Manager will meet with them first.
- Early Childhood Educators will be made aware of any custody issues or family disputes that may be happening and could be a security issue. Early Childhood Educators and parents are to be notified that there is a CCTV system in place for security purposes.
- ANY person that has come in for an enquiry to have a look at the centre needs to show formal ID such as Drivers Licence and sign in & out the VISITORS book. A COPY of the Drivers Licence needs to be taken and signed and dated by the Early Childhood Educator completing the enquiry. This needs to be recited by the Centre Manager and filed in the Visitors Folder.
- Only full time Early Childhood Educators are to take enquires. No casuals or Students
- All closing Early Childhood Educators need to ensure they sign the Children's Attendance Sheets upon closing the centre to state that ALL children have been picked.
- Under no Circumstance staff members are suppose to talk to anyone outside the centre. This is not only a safety measure but part of your Confidentiality agreement.
- Early Childhood Educators need to ensure that after closing NO Early Childhood Educator is to be left alone (2 Early Childhood Educators to leave the premises together). If an Early Childhood Educator is locking gates the other Early Childhood Educator is to wait for them before departing.

12. Communication with Parents re Centre policies

Communications between family members and the Service are considered crucial for a child to reach their full development. Therefore, we aim to provide an environment where there is a strong emphasis on family/Service communication to allow consistency and continuity between the home and the Service environment. By encouraging family members to be involved in the service, we aim to provide a service that best meets the needs of our community.

In conjunction with our Centre Philosophy the centre strives to build strong partnerships with all our families. It is our aim to ensure that communication lines are always open for parents to feel comfortable thereby encouraging them to become a part of the centre and to participate within the centre in any way they can manage. They can stay connected to the centre through:

- Facebook - facebook.com
- Website -
- Centre Monthly Newsletter are uploaded to the parent portal – the platform that is used within our centres is Storypark
- Centre updates posted to families on Storypark and notices displayed in the centre
- Policies displayed on the parent information board with parent feedback sheets available for parents to complete. A parent policy committee has been established on Storypark as well
- Parent information board located in the centre – Policies and centre updates placed on board
- Daily Reflective Journal is uploaded daily on Storypark
- LCD screen in the foyer with current updates and photos of activities and centre events
- Parent committees established with monthly meetings to be held. Committees include parent policy review committee, language and social committee. Meetings include an update on centre events, feedback and question time.
- The Parent/Staff committee are set up to establish goals, update and develop policies, and the National Quality Standards.
- Minutes of regular parent meetings will be kept. Parents and staff are invited to think of issues they wish to add to the agenda prior to the meeting.
- We provide the opportunity for families to make appointment times with staff for longer discussions and endeavour to keep them up to date and informed at all times.
- Networking and liaise with the local community, schools, playgroups
- Resources for parent available in the parent library which is on site
- Parent information evenings
- Consultation procedure - a collaborative approach between Educators, Families, Community and Governing bodies

Parent/Guardian Communication Policy

- Face to face verbal interactions at arrival and departure times.

- Regular updates/post at least once a month via Storypark
- A parent information board where various messages and notices are displayed advertising current issues and upcoming events.
- Regular parent meetings are held where parents can raise any issues or topics they feel relevant and contribute to decision making.
- A suggestion box is located in the foyer. Parents are able to leave written messages, for the purpose of expressing concerns, positive feedback or evaluative input that they feel they need to let staff know about. These can be anonymous if so desired.
- Occasionally Educators will ask parents to complete short surveys in order to maintain up to date records and seek parent feedback on various topics.
- Policies will be regularly reviewed in a variety of ways (sign in area, newsletters, and emails) to enable parent comment in centre practices.
- Facebook page, social media and website
- Digital daily community post and reflective journals.

13. Complaints Handling Procedure

The Centre values and appreciates complaints and they will be used to help us to develop a better service. Complaints can also help us to understand issues and improve our relationships.

- Parents are encouraged to discuss minor concerns with a qualified educator or the Centre Manager as soon as possible, so that they can be dealt with immediately. Complaints can be made verbally, in writing, by phone, email or in person. Educators will be encouraged to also document complainant's desired outcome of the complaint. These concerns must be documented on the Minor Complaints Form.
- If the complaint is more serious, parents should immediately discuss it with the Centre Manager, who will investigate and advise the complainant who is handling the complaint and the progress of the complaint. Results of any investigations will be given to parents or advocates in writing within ten working days and have contact details for managers and other agencies if required.

When a complaint is made

- Confidentiality will be respected and information will only be available to those people involved in resolving the complaint;
- Complaints will be dealt with fairly and as quickly as possible;
- Complainants will be told how long it will take to resolve their complaint, who is handling it, and progress of the investigation and reasons for any delays.
- Complainants will not be disadvantaged or discriminated against in any way because they have complained.

- Support and assistance will be provided to help people making the complaint. This includes interpreters, help with literacy issues.
- Complainants can have a support person or advocate at meetings and if necessary we will arrange this. • All information will be recorded on the appropriate forms.
- Complaints will be filed in a secure place and reviewed regularly and to ensure comprehensive record keeping of complaints. Review of complaints may lead to changes to Centre policy and practices. It can also help to identify any patterns and take appropriate action e.g. too many lost property complaints could lead to reminders about labeling clothing.
- Educators will be given opportunities to attend/access training in “Effective Complaint Handling” and “Conflict Resolution” to assist in efficient use of this policy and to resolve complaints according to guidelines.

Subject to the Procedures outlined below, the General Manager/Approved Provider must raise the issue with The Department of Education and Communities (DEC) (NSW Regulatory Authority). Families will be advised of the outcome of the complaint/grievance and their resolution.

Procedure when Informing The Department of Education and Communities (DEC):

Regardless of the outcome of the complaint the Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation which alleges that the safety health or wellbeing of a child was or is affected, or that the service has broken the Education and Care Services National Law within 24 hours of the complaint being made.

The following procedure must be adhered to;

1. Inform our general manager immediately upon the complaint being lodged. The Nominated Supervisor will complete the relevant notification forms or preferably will prepare the notification forms using the National Quality Agenda IT System (NQA IT System):

NL01 Notification of complaints and incidents (other than serious incidents) or

SI01 Notification of serious incident

The latest versions of the forms can be downloaded from ACECQA web site:

<http://acecqa.gov.au/application-forms/notifications/>

The NQA IT System can be accessed from ACECQA web site:

<https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>

2. Upon completion of the forms, the Nominated Supervisor will notify the General Manager and the Director who will review the forms and provide further instructions to the Nominated Supervisor. The General Manager/Director/ Nominated Supervisor/Administration officer will submit the forms to DEC

3. Give written notice to DEC of any actions taken in response to the complaint as soon as reasonably practicable after the action is taken. Management will take into consideration the

patterns of the complaints received. If there is an obvious pattern of complaints, management will look at existing policies and procedures and revise or create policies if necessary. Management will track the complaint/grievance from initial knowledge of the grievance/complaint until its resolution.

If families are not happy to discuss their complaint with staff of the service, or if this is not appropriate, they can take their complaint straight to the Director of the centre or to the DEC.

If the matter is not resolved, the family may contact NSW Regulatory Authority.

NSW Early Childhood Education and Care Directorate

Department of Education and Communities

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E-mail: ececd@det.nsw.edu.au

Locked Bag 5107

PARRAMATTA NSW 2124

Phone: 1800 619 113 (toll free)

Fax: (02) 8633 1810

14. Centre Cleanliness, Waste Management and Maintenance

- Centres are kept clean by both staff and after hours external professional cleaners and gardeners. The centre has a designated WH & S officer who maintains a schedule of required maintenance which is routinely undertaken by handymen, builders and other tradesmen as required. As the Centre educates children on environmental issues, it is a core objective to recycle our waste as best as possible.
- The bins will be neatly stored away when not in use on the ground level. Staff will empty the centre's internal rubbish bins twice daily or as needed using the internal lift and utilising a trolley provided by management in keeping with our internal WH&S policy.
- Please refer to the Waste Management Plan for other details.

15. Fire Safety, Air Quality, Flood and Emergency

Our aim is to provide sufficient, appropriate equipment and resources that are available when dealing with any emergency or critical incident likely to impact on the Service, to ensure that evacuations are carried out as smoothly as possible.

Management is responsible for ensuring:

- All equipment, including warning, alarm and communication systems, fire detectors and fire extinguishing equipment etc. is maintained in accordance with the manufacturer's /installer's instructions and that maintenance records are retained for two years.
- The Service's security alarm system is appropriately maintained in line with the installer's instructions.

- All emergency and exit signs are clearly visible.
- All persons in, at or near the Service are aware of their role and responsibilities in the event of an emergency or critical incident and that it is documented in their position description (where applicable).
- All persons, in, at or near the service are appropriately trained for their role in the event of an emergency or critical incident and that any records of training are retained.
- That, when rostering employees, the chief warden and the deputy chief warden are not simultaneously absent during operating hours.
- Emergency and/or critical incident reporting, response and evacuation procedures or instructions are documented.
- Emergency and evacuation procedures are prominently displayed, in relevant positions, throughout the Service.
- An evacuation plan that includes a clear diagram of the escape route and assembly area is prominently displayed in each room of the Service.
- Notices that clearly outline emergency contact telephone numbers are displayed adjacent to all telephone outlets in the Service.
- Access to firefighting equipment is maintained at all times and that the equipment is appropriately signposted.
- That only qualified, accredited persons install, repair and/or maintain electrical equipment.
- Access/escape routes and emergency exits are clear of obstructions at all times (that is, objects and/or vehicles are kept at least two (2) metre's from any exit).
- The relevant government health and safety authority is notified in the event of a serious emergency or critical incident.
- Counseling and debriefing services are made available for all those involved in an emergency/critical incident situation where required. (The level of debriefing and/or counseling that may be required will vary according to the extent of the emergency and/or casualties, any difficulties experienced in implementing emergency procedures etc.).
- The Approved Provider must ensure that the emergency and evacuation procedures are rehearsed every 3 months. The drills are to be performed over the 3 months ensuring each day of the week is to be covered before the next quarter is due to commence. The drills are completed by Nominated Supervisor, staff members and children.
- The rehearsal of emergency and evacuation procedures are documented.

Employees are required to:

- Become familiar with the layout of the building, the sound and duration of the alarm system used by the service, the nearest exit routes, assembly locations etc.
- Cooperate with, and follow any instructions given by members of the emergency/incident control group and/or emergency services in the event of an emergency/critical incident (real or practice drill).
- Ensure security arrangements, computer passwords and back up details etc. are kept confidential.
- Report and record any suspicious behaviour, vehicles, incidents or persons they observe within the vicinity of the Service, on an accident, incident, hazard, near miss form.
- Store their personal belongings out of sight, wherever possible.
- Report maintenance issues as soon as is reasonably practicable, particularly in relation to outdoor lighting.
- Ensure tool boxes are securely stored out of sight when not in use.
- Avoid wearing expensive jewellery or bringing large sums of money to work.
- Open and close the service in pairs.
- Check on arrival that 'normal conditions' are prevailing.
- Close and lock all windows, and draw the curtains/blinds when closing the Service.
- Securely store all equipment at the end of each day.
- Check the sign out book and attendance register before finally closing the Service.
- Set the alarm before closing the Service.

- Notify management if they are working at the Service outside of regular operating hours.
- Park their cars as near as possible to the Service particularly if they are leaving after sunset.

In relation to fire, proactive risk control measures implemented at the Service include:

- Exhaust fans are regularly cleaned to prevent residue build-up.
- Waste is appropriately stored and regularly removed.
- Smoke detectors and fire fighting equipment are installed and maintained according to the manufacturer's instructions, and Australian Standards.
- Appliances are checked for faults (for example, frayed cords) before use.
- The use of extension cords, double adaptors etc. is discouraged.
- The clothes dryer's lint filter is cleaned after every use.

Children will be taken to indoor conditioned play areas in rare cases of poor regional air quality (such as heatwaves or bushfires) as indicated by reference to the Air Quality Index (published at <https://www.dpie.nsw.gov.au/air-quality/current-air-quality>)

In case of floods, the Centre will ensure that in a flood, children are kept calm and all persons remain inside the building, unless the greatest danger is within the building. The following procedures will apply.

Procedure

- Stay calm and comfort any child showing signs of distress.
- Assist the children to the safest location. Check all children are accounted for by marking the attendance roll.
- The Centre Manager will call the Executive Director and the Police and ask for assistance.
- Have a radio close by to listen for news reports and a torch just in case the power goes off.
- Ensure a first aid kit is accessible. Check emergency lighting is working.