

Plan of Management

CENTRE-BASED CHILD CARE FACILITY
3-5 GILBA ROAD, PENDLE HILL

Child Care Facility
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PLAN OF MANAGEMENT OVERVIEW

This Plan of Management has been prepared for the operation and management of a Child Care Centre at 3-5 Gilba Road, Pendle Hill.

The development proposes to demolish all existing structures in-order to construct a mixed use building comprising of two commercial units, 34 place child care facility and 74 Co-living units at 3-5 Gilba Road, Pendle Hill.

The Child Care Facility accommodates a total of 60 child care placements and will operate 7am to 6pm Monday to Friday with a 30 minute shoulder period for staff arrivals and departures.

The development is serviced by a total of 6 carparking spaces within a basement level including an accessible car parking space.

This Plan of Management identifies appropriate strategies and procedures to address operational elements of the facility.

A plan of management is an accepted concept in environmental law and can be used in a range of circumstances.

This plan of management assists in addressing a better understanding of the proposal and the way in which it is proposed to operate.

This Plan of Management will require ongoing revision to reflect operational needs and may need to be updated to reflect any DA conditions of consent imposed by Council.

CHILD CARE CENTRE OPERATION

The Child Care Facility accommodates a total of 60 child care placements and will operate 7am to 6pm Monday to Friday.

The development is serviced by a total of 6 carparking spaces within a basement level including an accessible car parking space.

The various age groupings of the children are as follows:

- 4 children in the 0-2 year bracket;
- 10 children in the 2-3 year bracket
- 20 children in the 3-5 year bracket;

Educator Ratios and Educators on Site

Staffing arrangements are proposed to align with the provisions of the Education and Care Services National Regulation as follows:

Age Group & Children Number	Educator Ratio	Staff Required	Educators Provided
0-2 years: 4	1 per 4	1	1
2-3 years: 10	1 per 5	2	2
3-5 years: 20	1 per 10	2	2
Total		5 Educators	5 Educators

On the basis of the above there are a total of 5 educators required and it is noted that this will exclude any person associated with the administration of the centre and a part time cook.

It is noted that the administration person and the cook will generally be employed on a part time basis and will work 9:30am- 2:30pm and accordingly is able to utilise a visitor parking space on site which will generally be vacant between these hours.

Waste Collection

Development provides an enclosed waste room within the ground floor and the proposal will use a collect and return service. Bins will be moved from that point to the kerbside along the site's frontage to Gilba Road which will be consistent with the surrounding residential developments and is normal for neighbourhood child care centre of this nature. Bins will not be left on the street given the collect and return service.

All commercial waste and recycling services will be provided by a licensed waste contractor and collections will occur twice weekly. The waste collection truck will schedule collection Monday to Friday between 10am and 2pm to limit any impacts during parent drop-off and pick-up.

DAILY PROGRAMMES AND ROUTINES

Noise Assessment prescribes the following scenarios where outdoor play scenarios for all day play- noting no more than 50% of children in the outdoor play area at any one time.

Based on the predicted noise levels, the proposed development has a low risk of impacting nearby sensitive receptors on the condition the following noise mitigation measures are implemented:

- Use of the outdoor childcare play area shall be managed as follows:
 - o The outdoor play area shall only be used for a **maximum of 2 hours** in the morning and 2 hours in the afternoon (maximum 4 hours daily).
 - o **A maximum of 10x** 3–5-year-olds only shall use the outdoor play area at any one time. All other children are to be inside when 3–5-year-olds are outside.
 - o 0–2-year-olds and 2–3-year-olds may use the outdoor play area at the same time with no limitations on numbers. All 3–5-year-olds are to be inside when 0–2-year-olds and 2–3 year olds are outside.

To comply with the above recommendations:

- The 20 x 3-5 year olds will split to play outside at the ground floor at a separate time to the 14 x 0-3 year olds at the ground floor.
- The 20 x 3-5 year olds will play outside at the first floor at a separate time to the remaining children.

DAILY PROGRAMME AND ROUTINE FOR AGES 0-2 YEARS

For children aged 0-2 years, the routines are based on family input. This routine is extremely flexible to allow this to occur, noting that the use of outdoor play area is prescribed for a maximum of 4 hours per day.

DAILY PROGRAMME AND ROUTINE FOR AGES 2 – 3 YEARS

The below program is the general program for the 2-3 year old's.

The general daily programme and routine is set out below with the outdoor time shown in green.

7am- Centre Opens

7:30-8.30 Breakfast/Morning Tea (A quiet time for children)

8:30-10:00 Free Indoor/Outdoor Play (small groups-Discuss child's interests, transition)

10:00-10:15 Indoor child interest-based learning (Talk about child's interests, weekly topics, story time)

10:15-10:30 Packing away followed by Music & movement

10:30-10:45 Art and craft

10:45-11:00 Nappy changing & preparing beds

11:00-11:30 Lunch time

11:30-1:30 Rest time/Quiet activities for the children who do not sleep

1:30-2:00 Small group activities.

2:00-2:15 Afternoon Nappy change

2:15-2:30 Afternoon tea

2:30-4:00 Interest based learning (indoor and outdoor)

4:00-4:15 Late afternoon tea/snack

4:15-5:30 Free indoor play.

6:00pm Centre Closes.

DAILY PROGRAMME AND ROUTINE FOR AGES 3 – 5 YEARS

The below program is the general program for the 3-5 year old's.

The general daily programme and routine is set out below with the outdoor time shown in green.

7am	Centre Opens
7.30-8.30am	Breakfast/Morning Tea (A quiet time for children)
8:30-9.15	Education (Talk about child's interests, weekly topics, story time, colours, numbers, shapes, days of the week)
9:15-9:30	Packing away followed by music & movement
9:30-10:00	Art and craft (children explore, and express ideas through creative arts)
10:00-12:00	Free Indoor/Outdoor Play (small groups-Discuss child's interests, transition). Noting only a maximum of 10 children allowed outside.
12:00-1.45	Lunch time (children wash their hands, and choose a seat to be served an alternate meal)Rest time/Quiet activities for the children who do not sleep
1:15-2.15	Small group activities (indoor) optional play.
2:15-2.45	Learning centers (encourage children to explore, and try things) (indoor)
2:45-3.00	Afternoon tea (children are given an alternate nutritious snack/fruit)
3:00-4.00	Interest based learning (children will be engaged with educators and focus on their own interests to further their development)
4:00-4.15	Late afternoon tea/snack
4:00-6.00	Outdoor/indoor play. Noting only a maximum of 10 children allowed outside.
6:00	Centre Closes.

TRAFFIC AND PARKING MANAGEMENT

The following procedures are to be adopted for the use of the childcare centre car parking area:

- The development is serviced by a total of 6 carparking spaces within a basement level including an accessible car parking space.
- All parking associated with the childcare must occur within the sign posted spaces;
- Vehicles must enter and exit the site car parking area in a forward direction at all times;
- The disabled car spaces must be used by people with a valid disability permit;
- The pedestrian walkway connecting the car parking spaces to be kept clear at all times;
- No double parking is permitted in the car parking aisle;
- The security door at the entrance to the car park should remain open during childcare centre operating hours;
- The car parking area is not to be used for storage purposes, thereby reducing the number of available car spaces;
- Staff, parents and carers must be encouraged to report improper use of the car parking area to the center's manager;
- Staff are to regularly monitor the car park during operating hours to ensure the above items are adhered to, particularly during peak drop off/pickup periods;
- This traffic & parking management plan must be issued to all new parents, staff, with a copy to be included on the center's website;
- This traffic & parking management plan is to be regularly reviewed & amended as deemed necessarily.

Parent Induction Program Requirements in relation to Traffic and Parking &

Requirement to Use Parking on the Premises

Prior to a child commencing at the centre the parents must undertake an induction program. As part of the induction the parents shall be instructed that:

1. Arrivals and departure times for children are staggered to minimize congestion in the car park and parents and children will be allocated a 15 minute drop-off and pick-up 'window' between 7am and 930am (arrival) and 3pm-6pm (pick-up) that must be followed.
2. All children must be dropped off and picked up in the basement carpark if they attend the site by car.
3. There is to be no parking on the street by parents to avoid traffic congestion and impacts on street parking.
4. If parents are observed by centre management on three (3) or more occasions parking on the street and not using the basement parking the parents will be fined \$100 by the centre. CCTV will record vehicle entry and exits from the basement carpark and random spot checks will occur of parents and cross-checking of whether they are utilising the basement car park.

NOISE MANAGEMENT

The following procedures are to be adopted in relation to the management of noise;

- The childcare centre is to operate as per the relevant recommendations of the approved Noise Assessment prepared by Broadcrest Environmental

Based on the predicted noise levels, the proposed development has a low risk of impacting nearby sensitive receptors on the condition the following noise mitigation measures are implemented:

- Use of the outdoor childcare play area shall be managed as follows:
 - The outdoor play area shall only be used for a **maximum of 2 hours** in the morning and 2 hours in the afternoon (maximum 4 hours daily).
 - **A maximum of 10x** 3-5-year-olds only shall use the outdoor play area at any one time. All other children are to be inside when 3-5-year-olds are outside.
 - 0-2-year-olds and 2-3-year-olds may use the outdoor play area at the same time with no limitations on numbers. All 3-5-year-olds are to be inside when 0-2-year-olds and 2-3 year olds are outside.
- It is advised that residents be reminded through signage to at all times, keep noise to a minimum at all communal areas.
- An acoustic fence shall be constructed to the height and extent shown in Figure 7.1. The fence shall be constructed using either 16mm thick lapped and capped timber, masonry, 9mm fibre cement sheet, or other suitable solid materials. The fence shall be free of all gaps and holes.
- 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.
- Time out of doors is an essential component of the child's experience of the centre. When children are in the 'active' play area, each group will be fully supervised at all times.
- Ensuring a sufficient number of educators are provided to supervise children's outside play to discourage unnecessarily loud activities.
- Carers/staff should be educated to control the level of their voice while outdoors.
- Centre management recognizes the importance of ensuring all educators and carers are properly trained.
- Facilitating children's small group play when outside and encouraging educators to engage in children's play and facilitate friendships between children.
- Crying children should be comforted as quickly as possible and moved indoors.
- In-house training will include familiarization with the procedures in the operation of the centre.

- Staff will be instructed to engage the children in educational play and activities that children find mentally and physically stimulating at all times.
- Staff arriving prior to 7am and parking in the 'Staff' area should ensure they do not create unnecessary noise.
- The name and contact details of the Center's Manager should be clearly displayed at the front of the building to ensure neighbors can contact that person at any item the Centre is operating.
- Centre management will maintain a log of any, and all complaints received.
- Centre management will endeavor to respond to any noise complaint at the time of the event and record such events in a daily log.
- A laminated copy of the noise management plan will be displayed in the foyer.
- All educators are required to read the noise management plan.

MECHANISM FOR CONVEYING POLICIES & UPDATES TO PARENTS

- The centre operations are documented in our policies and procedures.
- These policies and procedures make up many volumes. All educators and carers must read the policies and procedures and confirm in writing that they have done so. The policies and procedures are discussed at staff meetings and continually updated and redistributed as they are amended.
- Policies are also located in the front foyer for all families and visitors to have access to at all times.
- Centre policies are reviewed throughout the year on a monthly basis following a schedule. All revised policies are mentioned in the centers monthly newsletter and displayed in the front foyer for the families to be updated and advised of any changes that have been made.

POLICY & PROCEDURAL ASPECTS

The following provisions of the National Quality Standard are relevant and will be adhered to:

QA4

4.2 Educators, coordinators and educators are respectful and ethical.

4.2.1 Professional standards guide practice, interactions and relationships.

4.2.2 Educators and coordinators work collaboratively and affirm, challenge, support and learn from others to further develop their skills.

4.2.3 Interactions convey mutual respect, equity and recognition of each other's strengths and skills.

QA7

7.2.3 An effective self-assessment and quality improvement process is in place.

7.3.2 Administrative systems are established and maintained to ensure the effective operation of the service.

7.3.5 Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

The following provisions of the Education and Care Services National Regulations are to be complied with:

- 31- Condition on service approval-QIP
- 55-56- QIP
- 168- education and care services must have policies and procedures
- 170- policies and procedures to be followed

- 171- policies and procedures to be kept available
- 172- Notification of change to policies and procedures affecting ability to family.

POLICY & PROCEDURAL IMPLEMENTATION

Our centre believes that reflection and evaluation is an important aspect of quality improvement. Reviewing the centers practices and strategies will ensure that we continually strive to improve our service to families and the children in our care. To this end, we have implemented the strategies below.

Policies and procedures will be made available to families, located in the service.

Educators will ensure that families can have access to policies and procedures, this gives both families and educators opportunities to suggest elements the need improving.

For educators and management this will occur: -

- At meetings
- At the policy review points
- Family meetings
- Newsletters
- Parent educator meetings

Who is affected by this policy: -

- Children
- Families
- Educators/Staff
- Management

SECURITY MEASURES

The centre will have the following security measures in place: -

- Surrounding child proof fences and gates, security cameras and CCTV.

The relevant legislative provisions outlined below are also to be complied with.

QA2

2.3.2 Every precaution is taken to protect children from harm and any hazards likely to cause injury.

2.3.4 Educators, coordinators and staff members are aware of their roles to respond to every child at risk of abuse or neglect.

National Regulations

84 Awareness of child protection law
99 Children leaving the education and care service premises
158 Children's attendance record to be kept by approved provider

Aim

The aim of this policy is to ensure that delivery and collection procedures are consistent with the safety of children. Children are delivered and collected from the centre by an authorized person only.

Implementation

The nominated supervisor, educators, staff will adhere to the following procedures at all times to ensure the safety of children.

Children and families will not be allowed to enter the service before opening hours.

We encourage you to drop children off before 10.30am, as we program daily for children and a late drop off may make it difficult to effectively include children in learning stories/daily journals.

If your child is going to be away on the day for any reason, please inform the centre via email.

ARRIVAL PROCEDURES

- All children are to be brought into the centre by an adult to an educator;
- Parent are required to make contact with educators when collecting their child;
- All children must be signed in by their parent or person who delivers them to the centre. If for any reason they are unable to sign, the nominated supervisor may sign them in;
- An educator will greet and receive the child;
- A locker or shelf space will be available for the child's belongings.

DEPARTURE PROCEDURES

- All children must be signed out by their parent or person who collects the child;
- Children can only be collected by a parent, authorized nominee who information is located on enrolment;
- It is the parent's responsibility to ensure their information is regularly updated;
- No child will be released into the care of unauthorized persons;
- Educators will always ensure the safety of the child first, if a person become aggressive or violent Educators may not release the child and ring the police on 000;
- Nominated supervisor will make sure that the child's records are kept up to date;
- No child will be released into the care of anyone not known to the educators

Parent must give prior notice when: -

- The person collecting the child is someone other than those mentioned on enrolment;
- There is a variation in the persons picking up of the child;
- If educators do not recognize the person by face, they may need to provide a form of identification (license);
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, educators are to bring the matter to the persons attention before releasing the child;
- Signing in & out is a condition of your child's enrolment at the centre;
- Two educators verify and initial the open and close sign in sheets of the day;
- Individuals visiting the premises must sign in and out of the centre (visitors);

If a child has not been collected by the time, we are due to close the service, the Nominated supervisor will: -

- Attempt to contact the parents, authorized person;
- Leave a voice-mail and call again;
- Wait a few minutes and attempt to re dial, if the person has yet not arrived, ring the protection hotline for guidance before ringing emergency services (000)

The review will be conducted by: -

- Management;
- Families;
- Employees.

SUPERVISION OF CHILDREN

Activities

Outdoor activities vary from day to day and are dependent upon the weather and program.

They include: -

- Ball games
- Team plays
- Free Play
- Water-based play
- Sand play
- Balancing and climbing games
- Gross motor skills
- Supervised play

The maximum number of children outside is reflect in table 2 above in relation to the noise management measures.

Monitoring process for outdoor play is the same as for indoor.

SUPERVISION POLICY

The following legislation is to be followed with regard to supervision.

NQS

QA2

2.3.2 Every reasonable precaution is taken to protect children from harm and any hazards or injury

4.1.1 Educator to child ratios requirements are maintained at all times.

5.2.3 The dignity and rights of every child are maintained at all times

National regulations

168- Policies & procedures are required in relation to health & safety

Implementation

The service defines 'supervision' as actively watching and attending their environment. Educators should avoid carrying out activities that will draw attention away from supervision.

The supervision policy is committed to: -

- Complying with education and care services
- ensuring that children are supervised at all times
- considering the design and arrangement of children's environments
- guiding educators to make decisions about when children's play needs to be interrupted
- identifying high risk experiences and developing strategies, depending on the age and development of children.

The procedures relating to the supervision policy are laminated, clearly labelled and displayed for everyone to read: -

- Supervision procedures & practices are made easy to read and interpret
- The service will consider obtaining information in community languages
- The centre will have a supervision plan.

Procedure

Supervision is one of the most important care giving strategies and skills required by educators to develop and master. Listening and watching is an active combination of supervising. Children learn about who they are, how they react in situations, and discover interests. There are vital skills to develop as they assist staff to predict children's play patterns.

Positioning of educators

- It is important carers are able to move around effortlessly and view play areas from different angles
- Carers should be close enough to children to intervene promptly and prevent injury;
- Educators should ensure that students are being considered when coordinating supervision.

Listening when children play

- Listening is important and different sounds can alert educators to potential risks.

Knowledge of the environment and its potential risks

- Please refer to the maintenance policy

Setting up of the environment

- It is important that the design and layout should be safe enough to allow adults to freely interact.

Promoting play and learning experiences

- Supervision can ensure that children's play is enjoyable, and their learning opportunities are promoted.

Risk management strategies

- Please refer to the services OH&S policy

Children's arrival & departure

- To ensure only authorized-persons collect children from the centre
- Upon enrolment and first starting day a parent is shown where to sign the child in & out

In relation to parents

- Parents or authorized persons MUST be responsible for the supervision of children not enrolled at the centre
- Parent must ensure that staff are aware of their child's arrival/departure
- Parent must hand the child over personally to staff/educators

In relation to staff

- Educators are to ensure that no child will exit the centre without a parent or authorized person
- While on duty, educators have a first priority to ensure safety of children

Nappy changes & toileting

- Please refer to the policy (toileting, nappy change)

Transporting children

- Please refer to the services OH&S policy

Protective behaviors & practices

- Staff, students, carers are role models
- Children learn through example and modelling to teach children

Staff professional development opportunities

- The service aims to maintain and strengthen the skills and knowledge of educators in relation to active supervision.

WASTE MANAGEMENT AND COLLECTION

Waste Collection

Development provides an enclosed waste room within the basement. Bins will be moved from that point to the kerbside along the site's frontage to Gilba Road, which will be consistent with the surrounding residential developments and is normal for neighbourhood child care centre of this nature.

All commercial waste and recycling services will be provided by a licensed waste contractor and collections will occur twice weekly.

The waste collection truck will schedule collection Monday to Friday between 10am and 2pm to limit any impacts during parent drop-off and pick-up.

EMERGENCY EVACUATION PLAN

An Emergency Evacuation Plan will be prepared and attached to this Plan of Management prior to commencement of operations of the child care centre. The plan will contain pictorial instructions detailing evacuation steps in the case of an emergency.

The plan is to include evacuation routes, assembly points, and a plan of action once a fire alarm has been activated. The Emergency Evacuation Plan is to be prominently located in each room and in the common area. The phone numbers of appropriate contacts will be maintained in the administrative centre.

A draft evacuation plan forms part of the submission documentation and this covers the lower ground floor and ground floor evacuation routes and diagrammatic representation of this arrangement.