



Early Education
and Care Service

2025

PLAN OF MANAGEMENT

BARINGS COMPASS
CENTRE, BANKSTOWN

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1. INTRODUCTION

1.1 BACKGROUND

The Plan of Management (PoM) has been developed to outline the management practices at the Childcare at Barings Compass Centre, Bankstown. The childcare is a proposed early learning education and care service located on Level 4 of a mixed-use development. The Barings Compass Centre includes residential, retail, hotel, gym and communal residential areas alongside the childcare centre. The Plan of Management is underpinned by NSW regulatory frameworks, and projected policies and procedures.

The PoM adheres to the following specified regulatory requirements and conditions.

- Children (Education and Care Services National Law Application) Act 2021 No 10
- Education and Care Services National Regulations 2011
- National Quality Framework NQF
- NSW Department of Education
- Early Years Learning Framework
- Work Health and Safety (WHS) Act 2011
- Environmental Planning and Assessment Act 1979 (NSW)
- Environmental Planning and Assessment Amendment Act 2017 (NSW)
- EPA NSW Noise Policy for Industry
- NSW Food Authority Guidelines
- City of Canterbury Bankstown Council DCP

1.2 PURPOSE AND GENERAL OBJECTIVES

The Plan of Management (PoM) outlines responsibilities of the childcare as its connection to a larger mixed-use development, in addition to the responsibilities of a standalone early education and care Service.

The PoM has been developed to detail the management strategies for the daily operations of the early education and care Service. It encompasses policies, procedures, learning environments, and adherence to regulatory standards for the planned early learning spaces at the Childcare at Barings Compass Centre, Bankstown.

The PoM is a guideline to ensure that Management, educational practitioners, children, families, and the broader community are in a safe and nurturing environment that upholds the values and principles of an early education and care Service. It also assesses strategies to minimize potential impacts on neighbouring properties, guidelines for displaying general rules, fire safety practices, waste management practices, and safety and security measures.

The primary objectives of this PoM reflect that the early education and care Service.

- a. Ensures high quality care and education are provided
- b. Respects the surrounding residential and commercial community
- c. Values its relationship and role in the mixed-use development and the Bankstown community
- d. Operates with good management intention
- e. Ensures that the operational management integrates with the wider community, in relation to parking, traffic, noise, goods and services deliveries and waste management
- f. Respects the rights of each child in relation to their safety, protection, wellbeing, autonomy and basic needs.

The PoM set out controls for:

- a. Attendance, hours of operations, capacity, staffing ratio
- b. Regulatory compliance
- c. Noise management
- d. Pedestrian access, parking and Traffic Management
- e. Management of the Facilities and Physical Environment
- f. Deliveries of goods and services
- g. Workplace complaints and grievance procedures
- h. Sustainable Practice and Waste Management
- i. Evacuation and Emergency Procedures
- j. Annual review of the PoM

1.3 LEGAL OBLIGATIONS & ENFORCEABILITY

The legalities of the PoM encompass a variety of aspects that ensure the childcare at The Compass Centre operates within the bounds of the law while achieving its strategic goals.

The PoM involves building management, Service management, educational practitioners, staff, families, children and the wider community of the mixed-use development. Each of these parties will have supplementary documents that connect to the PoM to clarify responsibilities.

BUILDING MANAGEMENT

Building Management will adhere to the plan of management through proactive communication, regular maintenance checks, and ensuring that all safety protocols are up to date. This commitment to excellence will foster a safe and efficient environment for all occupants. Additionally, feedback from residents and staff will be actively sought to continuously improve services and address any concerns promptly.

SERVICE MANAGEMENT

The management team, owner-operators, and designated supervisors must adhere to the information outlined in the PoM. It is essential to establish a system of regular reviews and audits to ensure compliance with the PoM and identify opportunities for improvement. This includes meeting all regulatory requirements, implementing best practice policies, and prioritizing the safety and well-being of all participants. Maintaining open communication channels is crucial to foster feedback and promptly address any concerns.

EDUCATIONAL PRACTITIONERS / STAFF

The employment contracts for all educational practitioners at the Service will incorporate information from the PoM to align their conduct and job responsibilities with the values of the PoM.

All staff members are required to adhere to their employment contracts, ensuring that their work and duties are conducted in full compliance with the procedures and guidelines outlined in the PoM.

FAMILIES

All parents/ carers of children in attendance will be bound by their enrolment application, family information guidelines/ booklet which includes excerpts of the PoM that relate to their responsibilities.

The enrolment application specifies conditions that all families and caregivers must adhere to. This information will be sourced from the POM to ensure that their engagement aligns with and respects the PoM. Details will be communicated during induction, orientation, and upon acceptance of enrolment.

COMMUNICATION OF LEGAL OBLIGATIONS

Regular communication of responsibility derived from the PoM will be communicated, when necessary, through revised documentation, newsletters and email. Open communication channels must be maintained to encourage feedback and address concerns promptly.

More information on the legally binding nature of the PoM can be found in in specific subsections of this PoM.

1.4 LAWS AND REGULATORY STANDARDS

The development and implementation of this PoM has been developed with reference to the regulatory laws and regulations required to operate an early learning education and care service.

1. Education and Care Services National Regulations under the Children (Education and Care Services) National Law (NSW), No. 104a (ECS Regulations)
2. The Child Care Planning Guideline – Delivering quality child care for NSW, August 2017 provides information on the requirements to achieve Part 4.3 Physical Environment of the
3. Education and Care Services National Regulations (clauses 103-1 15).
4. Australian Children’s Education and Care Quality Authority, National Quality Framework
5. The Environmental Planning and Assessment Regulation 2000

1.5 REGULATORY COMPLIANCE

The Approved Provider of the Childcare will develop policies and procedures with reference to the PoM and comply with the requirements outlined in the document, in addition to the National Law and Regulations.

The Policies and Procedures will include information that pertains to the National Quality Framework and will outline practices in the following areas.

- a. Educational program and practice
- b. Children’s Health and Safety
- c. The Physical Environment
- d. Staffing Arrangements
- e. Relationships with Children
- f. Collaborative partnerships with families and communities
- g. Leadership and service management

Refer to the Policies and Procedures Documentation, Educator Handbook and the Family Handbook

1.6 DOCUMENTATION & REPORTS RELIED UPON FOR PoM

The following consulting Drawings, information and reports are to be relied upon and referred to in reference to this PoM:

- a. Architectural Set prepared by PTW
- b. Landscape Plans prepared by Site Image
- c. Report Recommendations provided by E-Lab for Acoustics and Fire Engineering
- d. Report Recommendations provided by ETC for Traffic Management
- e. BCA Assessment Report provided by Steve Watson & Partners

2. SITE MANAGEMENT

2.1 PROPERTY DETAILS

Client: Essence Project Management Pty. Ltd

Project: Barings The Compass Centre, Bankstown

Address: 83-99 North Terrace, Bankstown

Building Use: Mixed Use Development – Specifically the Education and Care Service

Class of Occupancy: Class 2,3 5, 6 7a,7b & 9b

Number of Storeys: 25

Effective Height: 108m (Level 00 RL23.000 - Level 04 RL38.500)

LGA: City of Canterbury Bankstown

The Barings Compass Centre is located north of Bankstown railway station and south of the Paul Keating Park. The site is bounded by The Appian Way (east), North Terrace (south), The Mall (north) and Fetherstone Street (west).

The Early Education and Care Service (known as Service throughout the document) is located on Level Four of Building C of the mixed-use development. The outdoor area is adjacent to the indoor childcare area on the same level. There is shared parking, however designated parking (25 spaces allocated) for the Service is directly beneath on Level 3.

2.2 LOCATION PLAN

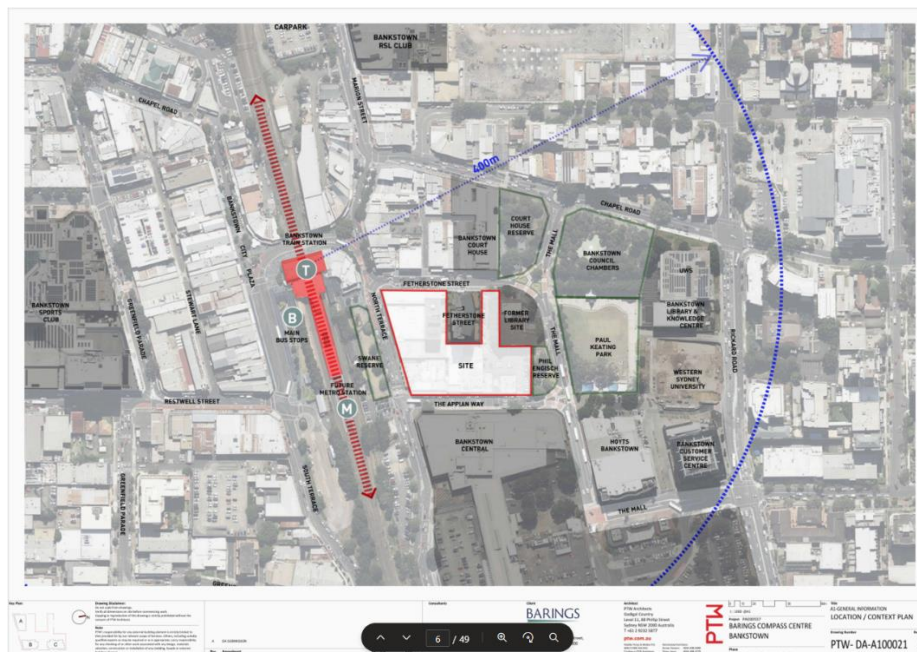


Figure 1 Location / Context Plan – See Annexure A

3. BUILDING MANAGEMENT

3.1 BUILDING C PLANS



Figure 2 Level 4 of the Compass Centre_ Childcare located on the Northeast corner -See Annexure B

Building: Building C of Barings Compass Centre

Level: Level 4

Class of Occupancy: Class 9b for the Early Education and Care Service

Number of Storeys: 1

Childcare Indoor Area: m²

Childcare Outdoor Area: 735.2m²

Internal Height:

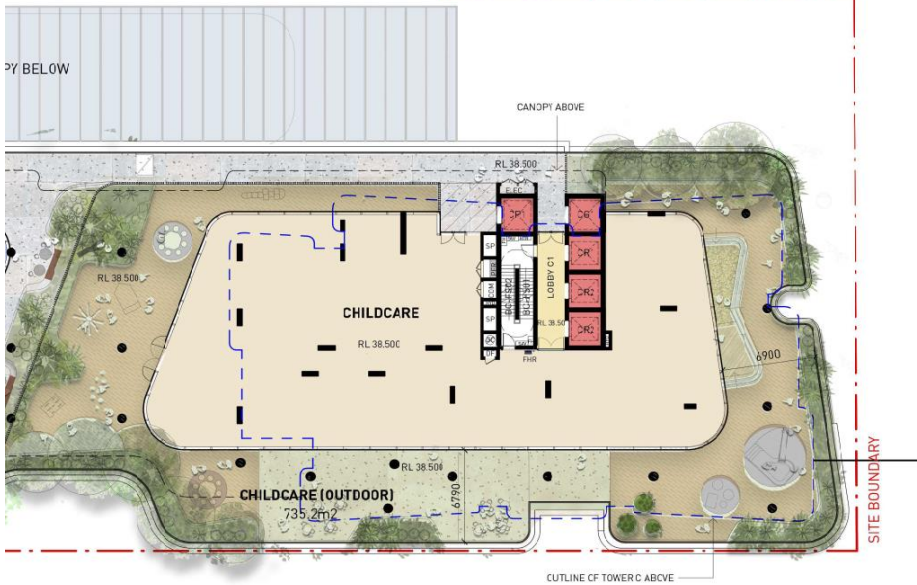


Figure 3 Level 4 of the Compass Centre_ Childcare Shell – See Annexure C

3.2 BUILDING C INFORMATION

The operational goals and the experiences provided for children will guide the building's design. To ensure adherence to the National Quality Standards, features such as ease of supervision, opportunities for engagement, operational activities, and adaptable learning spaces will be prioritized

- a. Pedagogical design thinking will delineate the spaces into distinct indoor and outdoor environments.
- b. The design will also incorporate natural lighting and sustainable materials to create an environment that is both inviting and eco-friendly.
- c. Acoustic fencing and landscaping will reduce sound transmission.
- d. Interactive elements and sensory-friendly zones will be integrated to cater to diverse learning needs and preferences.
- e. Outdoor play areas will be thoughtfully planned to encourage exploration and physical activity, fostering a connection with nature and promoting overall well-being.

3.3 CHILDCARE PLANNING GUIDELINE

- a. The design of the Service will utilise the Child Care Planning Guideline, developed by the Department of Planning, Industry and Environment as a guide in the layout and facilities.
 - b. The learning space areas provided will meet the minimum The Education and Care Services National law and the Education and Care Services National Regulations 2011 requirements of 3.25sqm (per child) indoors and 7sqm (per child) outdoors of unencumbered space.
- Additional area for educators, back of house and administration are will also be provided.

3.4 SECURITY

The management team at the Education and Care Service will always prioritize safety and security above all else. Security is of utmost importance, and access to the service will be restricted. Families and visitors must enter through a secure access point.

- a. The Service will be designed with secure access points and prioritise the children and family's safety.
- b. Further Security Measures outlined in Section 7 of the POM

3.5 SERVICE CLEANING AND MAINTENANCE

The Education and Care Service will be kept clean by both Service staff and external professional cleaners and gardeners.

- a. The service will undergo regular cleaning at the conclusion of each day's operations.
- b. Hand washing stations will be available at all key locations to ensure the health and safety of all stakeholders.
- c. The service will appoint a dedicated Workplace Health and Safety (WHS) Officer responsible for maintaining a schedule of necessary maintenance tasks. These tasks will be carried out regularly by licensed tradespeople and builders as needed.
- d. Maintenance will be conducted when necessary to ensure the health and safety of the early learning and wider community.

3.6 LAUNDRY FACILITIES

As per Regulation 106 access to laundry facilities is a requirement for operating an education and care service.

- a. A laundry is located onsite and any additional requirements from the early learning service will be sent off site.
- b. Soiled Clothing will be stored in the laundry facility for families pending collection.

3.7 LAWN AND GARDEN MAINTENANCE

To uphold a high standard for the Service while respecting the neighbouring community and streetscape, a maintenance program will be put into action:

- a. Any external gardens and hedges in communal shared spaces will be maintained monthly
- b. Gardens will be irrigated and maintained to suit the streetscape and in accordance with local water restrictions if necessary
- c. Gardens to be fertilised (organic and watered in) typically early April and September.

4. GENERAL INFORMATION

General information pertains to the early learning education and care centre operations.

4.1 GENERAL

- a. The early education and care Service is contained to the one level with indoor and outdoor environments directly adjacent to one another.
- b. The Service shares a level with medical suites, a commercial shared space, including all day dining.
- c. The early education and care Service will have a proposed capacity of 100 children.
- d. The early and education and care Service proposes to provide care and education for children aged six weeks to six years.

4.1 LICENCED PLACES (CAPACITY)

- a. The Service will only commence operation when the necessary licences have been obtained by relevant authorities.
- b. The Service indicative numbers in each age grouping are:
 1. 0-1 years – 8 children
 2. 1-2 years – 12 children
 3. 2-3 years – 20 children
 4. 3-4 years – 20 children
 5. 4-5 years – 20 children
 6. 5-6 years – 20 children

4.2 HOURS OF OPERATION

- a. The Service will not operate outside of the approved hours and days, as specified in the Service Approval licence.
- b. The Service proposes to operate 50 weeks per year and closed for public holidays
- c. The proposed opening hours are 7:00 am until 6:30 pm Monday to Friday with enrolment pathways available for 1, 2, 3, 4 or 5 days a week dependant on availability.

4.3 ARRIVALS AND DEPARTURES

- a. Children will arrive between the hours of 7:00am to 10:00am. Parents / Carers will pick up their children between 3:00pm to 6:30pm
- b. The early education and care Service will have access to the required 25 car spaces required.
- c. Identification is required for collection of a child, primary carers will provide documentation on enrolment, all visitors will provide id on arrival at the Service.
- d. The Service will maintain an updated authorized pick-up list for individuals who have permission to collect the child.

4.5 SAFETY AND RISK ASSESSMENTS

The safety and well-being of children, families, and educators is the highest priority for our early education and care service. Management is committed to ensuring that the following items remain a constant operational requirement.

- a. Children's health and well-being information will be required upon commencement at the service. It will be stored confidentially, and all relevant information will be supplied to educators to ensure the health and well-being of each child.
- b. The Nominated supervisor must ensure that the service complies with all work health and safety (WHS) legislation and regulations.
- c. WHS requirements will be documented and displayed where necessary to ensure that children, staff, families, and visitors take on the shared role to ensure a safe environment for everyone.
- d. Families and educators will have access to the service's phone number and a mobile number to reach the Nominated Supervisor.
- e. Risk assessments will be conducted prior to excursions and incursions and Service mobile numbers of the educators conducting excursions will be provided to families.

4.6 VISITORS

Visitors to the education and care service will be warmly welcomed and encouraged to foster engagement with the broader community. Please note that visitors do not include the parents or immediate caregivers of any children enrolled in the Service.

All visitors will need to comply with the following guidelines.

- a. All visitors will need to sign in and out of the Service and record arrival and departure times.
- b. All visitors must comply with the arrival and departure guidelines as outlined in section 4.4 of the PoM.
- c. Visitors that will be engaging with children such as allied health professionals, incursion operators, outsourced educational practitioners will be required to hold their working with children check (WWCC).
- d. Staff from the mixed-use development are considered visitors and will need to comply with the visitors' guidelines.
- e. Maintenance and Cleaning Staff not employed at the service are considered visitors and will comply with the visitors' guidelines.

4.7 UNAUTHORISED ACTIVITIES

- a. The Childcare and Surrounds are non-smoking areas. This includes the outdoor play areas, transition areas to the service and within twenty metres of the entry points into the service.
- b. Vaping is prohibited in any area where smoking is banned.
- c. Alcohol is not to be consumed on the premises during the approved days and hours specified in the provider approval.
- d. No unauthorised drugs and permitted on the premises.

4.8 PRESCRIBED INFORMATION TO BE DISPLAYED

As per Regulation 173, Prescribed Information that will be on display in the Childcare include the following.

- a. The name of the Approved Provider and the name of the education and care service
- b. The provider approval number and service approval number
- c. Any conditions on the provider approval and service approval
- d. The name of the Nominated Supervisor or, if the Nominated Supervisor is a member of a prescribed class, the class
- e. The service's current rating level for each Quality Area and the overall rating
- f. Details of any waivers held by the service, including elements or regulations waived, duration of the waiver and whether the waiver is a service or temporary waiver
- g. The hours and days of operation of the service
- h. The name and telephone number of a person at the service to whom complaints may be addressed
- i. The name and position of the responsible person in charge at any given time
- j. The name of the educational leader
- k. The contact details of the Regulatory Authority
- l. If applicable, a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service
- m. If applicable, a notice of an occurrence of an infectious disease at the service.

4.9 MARKETING AND COMMUNICATIONS

- a. Management of the mixed-use development will ensure that the Service is provided with all relevant information pertaining to the care and education of children onsite.
- b. The early education and care Service will ensure that the families are provided with ongoing communications.
- c. Communications may include regular newsletters, social media updates and learning and development digital applications.

- d. All marketing materials will be sympathetic to the wider community and the early education and care Service will ensure that neighbours are respected when promoting the service.

4.10 SERVICE GUIDELINES

- a. The guidelines outlined above will be included in the educator's handbook and introduced during the induction process.
- b. Families will be informed of the guidelines through the enrolment application and information pack provided during orientation.

4.11 COMMUNITY ENAGEMENT

- a. The Service will endeavour to participate in community events and programs.
- b. The Service will make every effort to integrate in the mixed development and engage with the other tenancies where appropriate.
- c. Communication with locals and the mixed development will be a key driver to maintain strong relationships with the community.

5. NOISE MANAGEMENT

At the time of writing, there were no specific noise restrictions identified for the early education and care service.

Services that have noise restrictions will need to indicate how they will respond specifically to the limitations. The following guidelines are supportive measures to aid in the noise emission targets.

- a. Signage will be installed at the main entry point requesting families and the community to be mindful of the noise generated during arrivals and departures in consideration of the neighbouring businesses.
- b. Staff and families will be encouraged to be respectful of the community and surrounding neighbours.
- c. Noise levels that are appropriate to an early learning service will be respected by educators and families.
- d. Air conditioning will only operate during operating hours and only when necessary if the noise emission affect others. Cross ventilation should be considered during the design of the Service to allow the reduction of air-conditioning.
- e. The Service will be designed to ensure that children can move through the space and play in small groups reducing the noise level but also responding to their individual needs in interacting in ratio size groupings.
- f. Multiple rooms covering small groups will be considered in the design of the layout to distribute children based on their age and needs, in addition to noise emissions.
- g. Property maintenance should be conducted at appropriate times and in a way that minimizes unnecessary noise.
- h. Acoustic fencing and screening will be installed and maintained following the approved development application plans, as well as adhering to the recommendations outlined in a revised Acoustic Report.
- i. Ongoing acoustic monitoring to ensure noise guidelines and requirements are adhered to.
- j. Appropriate contact details will be made available at the entrance to the Service, and other entry points should the unlikely event of a noise complaint arise.
- k. Complaints and grievances regarding noise management will follow the guidelines as outlined in Section 9 of this PoM.

6. PARKING, SAFETY AND TRAFFIC MANAGEMENT

6.1 PARENT/CARER PARKING ARRANGEMENTS

- a. One car space to every ten children enrolled at the Service has been allocated, as per NSW Child Care Planning Guidelines.
- b. Car spaces have been designated as drop off and pick up zones and located next to the lifts
- c. Signage will be included in the design to indicate the Service car spaces as being separate to the other tenancies in the mixed development.
- d. Children will arrive between the hours of 7:00am to 10:00am. Carers/ Families will pick up their children between 3:00pm to 6:00pm

6.2 ARRIVAL AND DEPARTURE PROCEDURES

- a. Arrival and departure times are staggered by nature with children generally arriving between 7am- 10am and leaving between 3-6pm.
- b. Allocated times will be reviewed if parking times become problematic during service operations and staggered pick up and drop off times are required.
- c. Access to the allocated drop off bays will be limited to a 20-minute window for each family, unless organised otherwise by Service management.

6.3 ONGOING PARENT/CARER PARKING COMPLIANCE

- a. Families enrolled at the Service have been allocated with car spaces on Level 3.
- b. Families will be provided with information from the PoM upon enrolment and will be provided with direct information regarding parking obligations whilst attending the Service.
- c. Families will be reminded if they are not compliant with the parking requirements.
- d. Noncompliance of the PoM will result in two written warnings to the family and the third noncompliance will result in termination of enrolment.

6.4 DELIVERIES

Deliveries to the Service will be necessary on a weekly basis, with consumables such as food, nappies equipment, stationary, sanitary items, and cleaning products.

1. All deliveries will occur between 9.30am and 3.30pm on weekdays, so as not to conflict with arrival and departure times for family/carer and to ensure that a staff member is present to accept the delivery of goods if deliveries are to be made on Level 3.

2. If deliveries are made on the Basement Level within the loading zone, the Service will negotiate with building management on appropriate times and days.
3. Delivery vehicles will use the onsite parking bays provided to the Service to ensure the deliveries and pick-ups are prompt and efficient.
4. All deliveries will occur wholly within the car spaces / loading areas made available, including loading and unloading to ensure other building uses within the mixed development are not affected.

6.5 PUBLIC TRANSPORT

- a. The Service is located 150m from the Bankstown Metro Railway Train Station.
- b. Bankstown Bus Station Stand H is located on North Terrace with a pedestrian crossing located on the northeast corner of the site.
- c. The use of public transport will be the responsibility of families enrolled at the Service. The design of the building will provide a transition and pedestrian access that will support families and children during their arrivals and departures. The Service will have no way of knowing exact routes however will support family members where possible.
- d. The Service will monitor the transition from public transportation routes and ensure that any risk assessment that may be necessary will be conducted.

6.6 TRAFFIC, PEDESTRIAN CIRCULATION AND SAFETY

- a. All children arriving and departing the service will be escorted by a parent or guardian over the age of 18 years of over.
- b. Pedestrian access will be provided through the shared transition spaces circulating around the buildings on each level.
- c. Pedestrian access is provided from the basement via a set of stairs as well as passenger lift.
- d. All children are to be always supervised with families/carers during arrivals and departures.

See Annexure E for details of driveway entry & exit, pedestrian gates and circulation.

7. ACCESS, SECURITY & CCTV

7.1 ACCESS

- a. The Service will have secure entrances with the use of intercom systems or keycard access for all external doors
- b. There will be single point of entry, so all visitors and families enter through one monitored location.
- c. Doors will have the ability to lockdown in case of emergencies.
- d. Sign in and sign out visitor logs will be used.
- e. Staff will be issued with identification badges and visitors will be issued with temporary identification.

7.2 SECURITY

- a. Outdoor lighting in the car parks, outdoor areas, pathways and transition areas will be included in the design.
- b. Secure Fencing will be installed with self-closing and self-latching gates.
- c. Visitors will be accompanied by a staff member when moving around the Service during opening hours.

7.3 CCTV

- a. Installation of CCTV must consider the Privacy Act 1988 and relevant State Laws regulating CCTV.
- b. CCTV will be provided in the external areas of the Service for security purposes
- c. CCTV will not be utilized for monitoring staff activities.
- d. The Service will communicate to staff, visitors and families through written policies the purpose and guidelines surrounding the use of CCTV.
- e. The Service will seek acknowledgement and consent if necessary to use CCTV.
- f. Cameras will be positioned to cover **entry/exit points** and **communal spaces** but will avoid excessive surveillance.
- g. Data will be securely stored and where possible encrypted.
- h. Authorized personnel will have access to the data.
- i. Service Management will ensure the Service director and staff are trained on privacy obligations and handling footage.

8. EMERGENCY & EVACUATION MANAGEMENT

Emergency and Evacuation principles have been developed by PK Park and are provided as Annexure 1 and the end of the PoM.

8.1 EMERGENCY EVACUATION REQUIREMENTS

Emergency and Evacuation diagrams have been Completed for the service and are provided in Annexure 1

An Emergency and Evacuation plan complying with AS3745-2010 will be prepared for the Service with the following considerations.

1. The ages, mobility and skillset of the children and educators being evacuated, and the accommodations required
2. The emergency evacuation point that is safely away from the evacuated building and busy roads
3. The staff to child ratio and supervision requirements to get to the evacuation point.
4. Emergency evacuation plans will be developed in coordination with building management.

8.2 EXIT PROCEDURES

- a. Exit procedures are to be followed unless they lead to the source of the fire/problem.
- b. All staff must know alternative routes and exit points from each of the spaces.
- c. All staff will be provided with appropriate training regarding fire safety, including the use of fire extinguishers if necessary.
- d. Staff must be aware that the assembly area although the designated safety area may not be at that time safe. Staff must do a risk assessment and determine if it is the safe assembly point.
- e. Staff must move to the secondary assembly point if necessary.
- f. All staff must listen to appropriate authorities before re-entering the building.

8.2 EVACUATION DRILLS

- a. Evacuation drills will be carried out monthly on different days of the week to ensure that all children and educators experience the drills and are aware of evacuation requirements to a primary location.
- b. Evacuation drills will be carried out with different scenarios to ensure possible issues during the evacuation process can be identified and documented.

- c. Evacuation scenarios will include fire, bomb threat, chemical spillage, gas leak, building collapse, domestic disputes, hostage situations, riots and protests and natural disaster situations.
- d. Quarterly drills will be conducted within the mixed development.

8.3 EDUCATOR RESPONSIBILITIES

The staff and educators will have specific responsibilities during the emergency drills and evacuation procedures.

Responsibilities will be amended when Annexure 1 is provided by PK Park. Below is an example.

1. The Nominated Supervisor
 - a. *The nominated supervisor will collect the staff sign in attendance information to ensure all staff are accounted for.*
 - b. *The nominated supervisor will collect the emergency evacuation bag from the downstairs office*
 - c. *The nominated supervisor will check the downstairs staff room, kitchen, laundry and toilets to ensure all staff have evacuated.*
2. The ECT or Diploma in leadership positions
 - a. *Prepare the children to evacuate*
 - b. *Assemble the children and move to the assembly area as quickly as possible with assistance from other educators.*
 - c. *The educator in the leadership role will collect the emergency evacuation bag located above the fire extinguisher*
2. Educator 1
 - a. *Collect the child attendance information to ensure all children are accounted for*
 - b. *The educator in the leadership role will collect the emergency evacuation bag located above the fire extinguisher*
 - c. *Ensure the family contact details are included in the evacuation bag (located in the emergency evacuation bag)*
 - d. *Join the room leader and group of children as quickly as possibly*
3. Educator 2
 - a. *Assist the room leader with assembling the children*
 - b. *Check the outdoor play space, toilets, external courtyards for children and bring to the indoor assembly area*

8.4 EMERGENCY EVACUATION DIAGRAMS

- a. Refer to Annexure 1

9. COMPLAINTS AND GRIEVANCE PROCEDURES

Relationship with the education and care stakeholders, Barings Compass Centre and the local community are extremely important to the operational procedures of the Service.

Procedure

1. The Service aims to foster strong relationships with neighbourhood members, ensuring their concerns are acknowledged. This will be achieved by establishing a procedure that allows them to feel heard and valued.
2. A phone number, email address or contact form on the website will be provided to the local community where members can call and leave a message in the event the Service is closed.
3. The Service Director will investigate all concerns and will attempt to resolve the situation as soon as possible.
4. The Management Team will become involve if the issue cannot be resolved by the director and member of the community.
5. All concerns and complaints will be documented with but not limited to the following information. This will be included in a Complaints and Grievance Register
 - a. Date and time of incident and/ or date and time complaint made
 - b. Description of the incident, concern, or complaint
 - c. Documentation of the actions that are required by the Service and / or member of the community
 - d. The documentation must include the details of the person reporting the incident, concern or complaint and a contact number, email or address for follow up.
 - e. The complainant or member of the community will be given the option to label the concern, complaint, or incident as confidential or non-confidential

Reasons to document

1. An incident that concerns a member of the community
2. An incident that involves a member of staff, family or child
3. A breach of the PoM
4. A complaint about the education and care service

Documentation and Resolution Parameters

1. The Service director will investigate any incident, concern or complaint within 5 working days of receiving the information.
2. A written response to the investigation will be sent to the Complainant within 10 working days with a resolution, outcome, or action required to address the complaint, concern or incident.
3. Documentation will be submitted to the Complaints and Grievance Register
4. If the Service director is absent from the Service during this time, the Service director must read, initial and date the documentation.
5. The complaints register must be reviewed when reviewing the PoM annually to ensure that the PoM is relevant to the early learning and wider community.

10. SUSTAINABLE PRACTICE & WASTE MANAGEMENT

Early Education and Care Services have the potential to generate a significant amount of waste. Its important to understand how much waste is generated and maintain strategies to minimise the volume of waste each day.

The City of Canterbury Bankstown’s **Waste Design for New Developments – Guide F (Commercial & Industrial)** provides standard generation rates for various development types, including childcare centres. This guide indicates that a 100 place Service would generate 2000 litres of general waste and 500 litres of commingled recyclable materials per day.

The Service aims to make a positive impact on the environment and as such, will work towards waste minimisation in addition to waste management.

Waste in an Education and Care Service are typically.

General Waste

- Nappies
- Food scraps
- Non-recyclable packaging
- Paper Towels, wipes and other hygiene products.
-

Recyclables (paper/cardboard/commingled) generally include:

- Paper and cardboard (crafts, admin)
- Plastic containers (milk bottles, yogurt tubs)
- Cans and glass (if applicable)

10.1 WASTE MINIMISATION AND MANAGEMENT

- a. As the service aims to educate children about environmental issues, a primary goal is to minimise and recycle waste as effectively as possible.
- b. The Service will provide facilities for families to use reusable cloth nappies
- c. The Service aims to divert waste disposable nappies from landfill by engaging a nappy recycling business.
- d. All nappies will be disposed of by an external contractor.

- e. Composting will be made available if they design permits.

10.2 FOOD MINIMISATION AND WASTE MANAGEMENT

- a. All meals will be provided by an external catering Company, in house catering or an employed chef
- b. The Chef providing the meals will consult with nutritionists and dieticians to develop the rotating weekly menus to ensure the highest nutritional standards.
- c. The meals will be carefully considered to ensure minimal waste.
- d. Waste and recycling will be removed and picked up weekly. Service waste includes food, sanitary items, cleaning consumables and paper waste (recycling).
- e. All rubbish and general waste will be collected and placed in the designated waste disposal storage area each day. External contractors will handle the emptying of the waste bins.
- f. All nappies will be disposed of by an external contractor.
- g. In addition, the service will recycle materials such as paper, plastics, cardboard boxes for the children's curriculum.

10.3 GENERAL WASTE MANAGEMENT

- a. General waste is collected daily and appropriate internal bin sized will be included in the design of the Service
- b. Recyclables will be separated by staff and collected weekly.
- c. Children will be educated and encouraged to dispose of waste in separate bin sorting stations.
- d. Secure, odour- controlled bins for disposable nappies will be emptied twice a day

10.4 SUSTAINABLE EDUCATION

- a. Recycling education will be embedded in the curriculum.

11. STAFFING STRUCTURE & INFORMATION

11.1 STAFF / EDUCATOR QUALIFICATIONS AND CERTIFICATIONS

- a. The service will ensure all regulatory requirements for educator qualifications will be met in relation to staff to child ratio, shift schedule, first aid and health certification and education qualifications.
- b. Educational Practitioner Qualifications will include a combination of the following
 - i. ECT – Early Childhood Teacher - 3- or 4-year trained university qualifications (More than 4 required for 100 places)
 - ii. Diploma – 2-year qualifications at TAFE or equivalent
 - iii. Certificate III – 1 year trained at TAFE or equivalent
- c. All practicing educators will have current certificates in the following
 - i. First Aid
 - ii. CPR
 - iii. Anaphylaxis
 - iv. Asthma
 - v. Working with Children Check
 - vi. Child Protection - Identify & Respond to Children and Young People at Risk

11.2 STAFF / EDUCATOR RATIO

The Service will maintain the staff-to-child ratio in accordance with The Education and Care Services National Law and the Education and Care Services National Regulations 2011, which outline the legal requirements for staffing ratios as part of licensing agreements. The Service is committed to consistently upholding these ratios and will also provide an additional support staff member to enhance care and education beyond the minimum standards when required.

To maintain educator-to-child ratios as per **NSW regulations**:

- **0-2 years:** 1 educator per 4 children.
- **2-3 years:** 1 educator per 5 children.
- **3-5 years:** 1 educator per 10 children.

Educator Qualifications	7.30am - 3.30pm	8.00am - 4.00pm	8.30am - 4.30pm	9.00am - 5.00pm	9.30am - 5.30pm	10.00am - 6.00pm
ECT	√		√		√	√
Diploma		√		√		√
Diploma	√		√			
Diploma					√	
Certificate III	√	√		√		√
Certificate III	√		√		√	√

11.3 STAFF / EDUCATOR SUPERVISION AND ENGAGEMENT

Educational practitioners will implement suitable supervision procedures while ensuring that engagement and interaction levels with children align with the National Quality Standards. Early learning practitioners will remain aware of the neighbouring community and balance this with the needs and experiences of the children.

- a. The service will maintain the required ratio of primary contact staff to children in accordance with The Education and Care Services National Law and the Education and Care Services National Regulations 2011. Guidelines for supervision locations will be established to ensure that all educators, including casual staff, are informed about the most suitable areas for supervision and engagement.
- b. The service guarantees that at least two educators will be present on-site during operating hours. Two staff members will handle the opening and closing of the service; however, additional staff may be needed to meet the required staff-to-child ratios. Having two staff members ensures that no one is left alone, prioritizing safety and child protection principles.
- c. All educators will have first aid qualifications ensuring that a staff member is always available with first aid knowledge.
- d. When casual educators are added to the staff roster, to ensure compliance certification requirements will be obtained prior to staff starting their shift.

11.4 EDUCATOR COMPLIANCE WITH PoM

- a. All employed staff members will be provided a current copy of the PoM. The terms of employment will require the employee to have read, acknowledge and signed the PoM. A copy of the signed and dated PoM will be kept at the service and a copy provided to the employee.
- b. Noncompliance of the PoM will result in two written warnings to the staff member and the third noncompliance will result in termination of employment.

11.5 SERVICE DIRECTOR COMPLIANCE WITH PoM

- a. The Service director will be required to comply with the same conditions of employment as all other staff members.
- b. The Service director will be responsible for overall management of the Service and compliance with the PoM by staff, employees, family, and community members subject to the PoM.
- c. Responsibilities of the Service director will include but are not limited to the following.
 - a. Ensuring compliance of all aspects of the PoM.

- b. Providing relevant information from the PoM to employees and be responsible for securely keeping signed and dated copies.
- c. Providing information from the PoM to family members of the children enrolled at the service and be responsible for securely keeping signed and dated copies.
- d. Ensuring that the PoM is reviewed annually, and all stakeholders are provided with any changes to ensure compliance.

11.6 MANAGEMENT COMPLIANCE WITH PoM

- a. Management must comply with the PoM and ensure that regulatory changes are reflected in the annually reflected PoM.
- b. Management will oversee the service director responsibilities and ensure that the Service director is aware of responsibilities on PoM and can comply accordingly.

12. HEALTH, HYGIENE AND SAFETY

12.1 DAILY CLEANING AND MAINTENANCE

- a. Dailing cleaning schedule will be implemented to maintain the health and safety of all stakeholders.

12.2 ILLNESS

- a. The accident and illness policy developed will align with the NSW Health guidelines
- b. Staying healthy – Preventing infectious diseases in early childhood education and care services will be referred to when responding the illness at the Service.

12.3 FIRST AID

- a. First Aid supplies will be available in all the children's spaces and staff will have first aid qualifications.

12.4 EMERGENCY PROCEDURES

- a. Emergency and Evacuation principles have been developed by PK Park and are provided as Annexure 1 and the end of the PoM.

12.5 FOOD SAFETY

- a. Food provided at the service will be prepared, cooked, and stored in accordance with NSW Food Authority Guidelines.
- b. Childcare centres must comply with Standards 3.2.2 and 3.2.3
 - a. The design and construction of the Service will be in accordance with Food Premises and Equipment Standard.
- c. Staff will be educated in food hygiene and handling.

13. CERTIFICATIONS / INSURANCES

13.1 PUBLIC LIABILITY INSURANCE

- a. The Compass Centre Childcare will maintain public liability cover of \$20 million.

13.2 OTHER INSURANCES

The early learning service will have Childcare Insurances that cover all aspects of childcare operations

- a. Worker's Compensation Insurance
- b. Professional Indemnity Insurance
- c. Property Insurance
- d. Business Interruption Insurance
- e. Cyber Liability Insurance
- f. Personal Accident Insurance

13.3 FIRE SAFETY & CERTIFICATION

- a. The Environmental Planning and Assessment Regulation 2000 provides essential fire safety measures that the Childcare at Barings Compass Centre will comply with.
- b. A copy of the Annual Fire Safety Compliance Statement will be displayed at the front entrance with other regulatory required to be displayed documents. (See 4.8_Prescribed Information to be Displayed)
- c. The evacuation diagram will be clearly displayed in each room, including the learning play spaces. The evacuation diagram will be documented in the form of a floor plan with the egress routes clearly outlined. Each room will have their own diagram to ensure clear and accessible egress.
- d. The egress routes will be kept clear, with evacuations drills be conducted at a minimum every three months and in accordance with policies and procedures.
- e. Emergency and Evacuation diagrams Appended,
- f. Further Fire Safety information located in Section 11 of the PoM

13.4 STAFFING CERTIFICATIONS

- a. Each staff member will have a Working with Children Check (WWCC); all new employees require one before commencing work with the early learning service.

14. REVIEW OF THE PoM

14.1 THE TIMELINE FOR REVIEW

The Plan of Management will be reviewed at the following stages and may be developed into an Operational Management Plan (POM) to support Policies and Procedures.

- a. Upon the appointment of a Service Provider / Approved Provider
- b. Construction Completion (Any changes to the building relevant to the PoM will need to be reflected)

14.2 THE REQUIREMENTS FOR REVIEW

Early Learning Education and Care excels at ongoing improvement and ensuring that the documentation is current, relevant, and continually improving. To ensure that the PoM / POM remains relevant, the document will be reviewed:

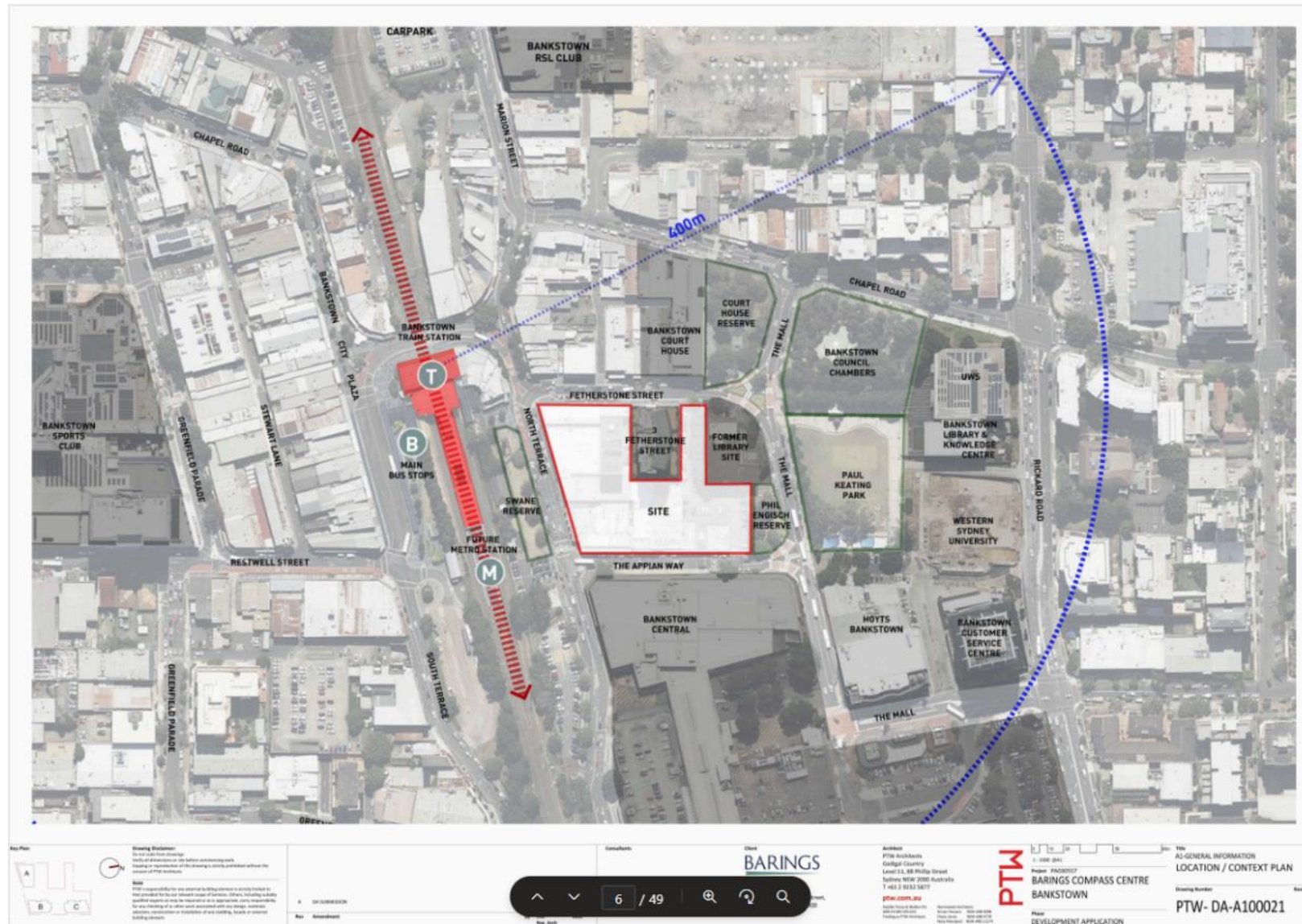
- a. As required by the National Quality Standards and changes to pedagogical practices.
- b. Any changes in relevant legislation.
- c. In the event of an incident, complaints or concern that directly impacts the POM and where changes need to be made.
- d. Annually, in conjunction with policies, procedures, and the Quality Improvement Plan.

14.3 ADVERTISING THE REVIEW

The review of the PoM / POM must be documented and shared amongst the relevant stakeholders. This will be achieved through the following practices:

- a. The annual review will be addressed through consultation with building management, staff, families, and community input. Comments, conversations, and documentation from the previous year will provide information for consultation.
- b. Any changes made to the PoM will be communicated to all stakeholders within The Compass Centre and the Childcare.
- c. Changes will be communicated through hardcopy or email depending on stakeholders preferred method documented in enrolment / employment acceptance form.
- d. All stakeholders that have a binding duty to the PoM will be provided with the proposed changes and given four weeks to supply comments or concerns. These comments must be made in writing.
- e. The comments made by any stakeholders will then be discussed by the service nominated supervisor and management team and decisions will be applied and updated in the PoM/ POM.
- f. A reviewed PoM / POM will be supplied at the beginning of each year after annual review amendments.

ANNEXURE A_ LOCATION PLAN



ANNEXURE B_ BUILDING C – Level 4



ANNEXURE C_ BUILDING C – CHILDCARE

