

Plan of Management

ALTERATIONS AND ADDITIONS TO CENTRE-BASED CHILD CARE FACILITY
2 BULLECOURT AVENUE, MILPERRA

Child Care Facility
Date: 11 December 2024

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PLAN OF MANAGEMENT OVERVIEW

This Plan of Management has been prepared for the operation and management of a Child Care Facility at 2 Bullecourt Avenue, Milperra.

The application proposes to refurbish the existing childcare centre (67 children), increasing the capacity to 95 children, and to construct a 30 space car park, with 24 spaces allocated for the child care facility.

The facility will operate 7am to 6pm Monday to Friday with a 30 minute shoulder period for staff arrivals and departures.

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 FACILITY OPERATION

Licensing and Approvals

The facility will not commence operation until the necessary licences have been issued by the relevant authorities.

The facility will be operated strictly in accordance with the relevant licence conditions and regulations including (but not limited to) the Children (Education and Care Services) National Law (NSW) and Education and Care Services National Regulations.

Facility Capacity and Operating Hours

The Child Care Facility accommodates a total of 95 child care placements and will operate 7am to 6pm Monday to Friday with a 30 minute shoulder period for staff arrivals and departures- i.e. staff will arrive from 6:30am for set up and then leave by 6:30pm for pack down.

The development proposes a total of 30 car parking spaces within a new at-grade carpark:

24 car parking spaces will be allocated to the child care facility, comprising:

- 12 staff car parking spaces, including 5 within a stacked parking arrangement
- 12 visitor parking spaces, including an accessible car parking space

The remaining spaces are to be used for a future retail/café tenancy.

The various age groupings of the children are as follows:

- 20 children in the 0-2 year bracket;
- 25 children in the 2-3 year bracket;
- 25 children in the 3-4 year bracket;
- 25 children in the 4-5 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: 20	1 per 4	5	5
2-3 years: 25	1 per 5	5	5
3-5 years: 50	1 per 10	5	5
Total		15 Educators	15 Educators

Staffing and Management

A full-time Centre Director/Administration staff member will be required on site. The operation will also involve a cook who will prepare meals and the like for the child care centre however they are to be engaged on a part time basis and generally attend 9:30am- 230pm.

If any additional staff are required to assist with the serving of meals or covering of shift breaks these will occur on a part time basis.

Waste Collection

During operations of the proposed development, waste will be removed by local council and sent to preapproved waste and resource recovery facilities. Based on information provided by the client, the proposed alterations will not have a significant impact on expected waste generation.

Ongoing management of waste on-site will be managed by the site owner using eight (8) 360 L bins collected twice weekly. The management of waste will be enforced as part of any lease conditions under standard contractual terms. For bin storage and collection points refer to the Waste Management Plan prepared for the application.

Loading and Deliveries

All loading and servicing for the child care facility will be adequately undertaken by light commercial vehicles such as vans, utility vehicles and the like (i.e. B99 vehicles) that are capable of fitting within a standard car space. All delivery and servicing will be scheduled outside of peak pick-up and drop-off periods- being between 10am and 2pm.

Laundry Arrangements

Laundry services will be provided on site for the washing/drying of facility's linen such as tea towels, face washers and bibs. The sheets used for sleep/rest time will be provided by the parent and send home for laundering at home.

Any wet/soiled clothing or cloth nappies belonging to children will also be send home for laundering at child's home.

DAILY PROGRAMMES AND ROUTINES

The daily routine within the centre is referred to as a daily living experience. It is an element of the program that has a major impact on whether or not the child has a good experience. Daily living experiences, including group times, transitions, eating, sleeping and resting, toileting, bathing, dressing, and undressing, and even arriving and leaving, occur at particular parts of the day and provide qualified trained staff with valuable information about the child's daily living skills.

The proposed routines are used as a guide and allows for flexibility to respond to varying circumstances including as adverse weather conditions, culture, children's/family needs and interests, mixed ages, planned experiences and/ or spontaneity. Families and staff work together to ensure each child's specific needs with respect to eating, sleeping, toileting, play and rearing techniques are, as far as possible, consistent with home routines.

The eating/snack routines can be flexible (progressive) which means the children can choose when to eat. The lunch routine for infants is flexible and for the toddlers and preschool aged children they usually eat as a small group.

Sleep/rest routines are again flexible for infants who will all have individual sleep times. For toddlers and pre-schoolers the service will provide stretcher style beds for each child who requires one. All children will have a short rest time. After 30 minutes children who are not needing a sleep will have quiet activities. For children going to school the following year the service would discuss with the parent if the child is to be offered a bed to rest on or offered alternative quiet activities. The stretcher beds can either be hung from a wall or stacked depending on the style chosen.

The indicative scheduling program has been structured having regard to:

- The above principles
- The nature of the anticipated activities

The schedule may be changed from time to time dependent upon weather and daylight saving. However, the usage will at all times remain within any conditions of the development consent issued by Council.

Passive and active play activities can be offered both indoors and out through the flexible daily timetable. A mixture of free play time and structured group times will include both active and passive play activities.

DAILY PROGRAMME AND ROUTINE FOR AGES 0-2 YEARS

For children aged 0-2 years, we follow individual routines based on family input.

This routine is extremely flexible to allow for this to occur. Given the nature of the 0-2 children age group there needs vary and routines can vary per child. The outdoor play times are to align with the acoustic recommendations outlined above.

DAILY PROGRAMME AND ROUTINE FOR AGES 2 – 3 YEARS

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

7.00	Child Care Facility Opens
7.30-8.30	Breakfast/Morning Tea (A quiet time for children)
8:30-9.30	Indoor child interest-based learning (Talk about child's interests, weekly topics, story time followed by Music & movement)
9:30-10:30	Outdoor Play (small groups-Discuss child's interests, transition)
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
2:15-3.30	Afternoon tea
3:30-4.30	Outdoor Play
4:00-4.15	Late afternoon tea/snack
4:15-5:30	Free indoor play.
6:00	Child Care Facility closes.

DAILY PROGRAMME AND ROUTINE FOR AGES 3–5 YEARS

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

7:00	Child Care Facility opens
7.30-8.30	Breakfast/Morning Tea (A quiet time for children)
8:30-9:30	Outdoor Play (small groups-Discuss child's interests, transition)
9:30-10.15	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
2:30-3.30	Outdoor Play
3:30-4.15	Late afternoon tea/snack
4:15-5:30	Free indoor/outdoor play
6:00	Child Care Facility closes.

TRAFFIC AND PARKING MANAGEMENT

The following procedures are to be adopted for the use of the child care facility car parking area:

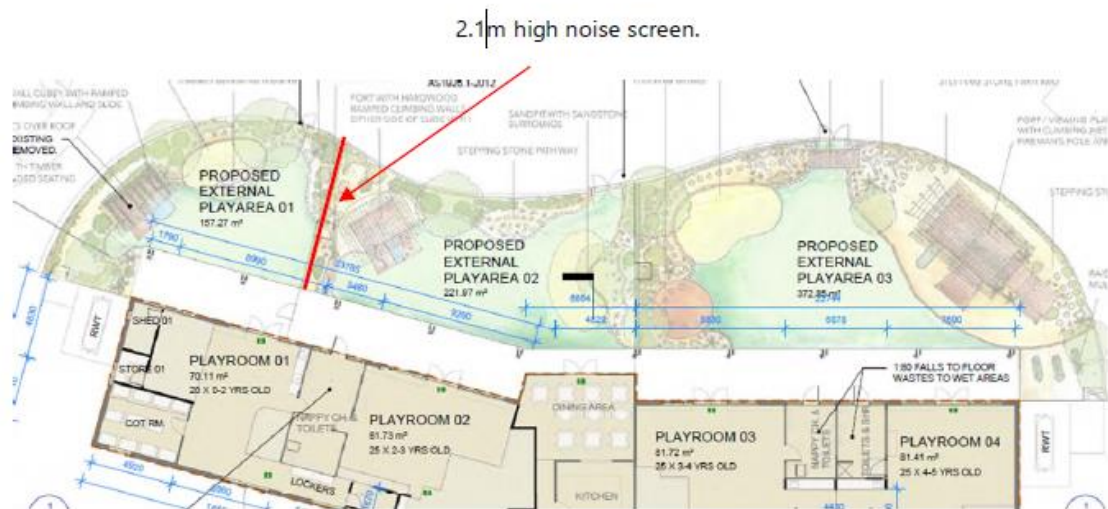
- 24 car parking spaces will be allocated to the child care facility, comprising:
 - 12 staff car parking spaces, including 5 within a stacked parking arrangement
 - 12 visitor parking spaces, including an accessible car parking space
- All parking associated with the child care must occur within the sign posted spaces and they will be signposted staff or visitor parking spaces.
- All staff parking spaces including the 5 stacked parking arrangement is to be used exclusively for staff parking.
- 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 child care facility's 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 facility'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 facility's website;
- This traffic & parking management plan is to be regularly reviewed & amended as deemed necessary.

NOISE MANAGEMENT

The following procedures are to be adopted in relation to the management of noise. The child care facility is to operate as per the relevant recommendations of the approved Acoustic Assessment by Renzo Tonin & Associates, which are as follows:

In order to ensure ongoing compliance with noise emission goals, the following is required:

- 2.1m high solid noise screen between External Play Area 1 and 2. Screen can be lapped and capped timber, masonry, Perspex or other material of equal or higher surface density.



- Outdoor areas used between 7pm and 6pm.
- Children who are loudly crying outdoors should be comforted by staff and if the child continues to cry loudly then they should be taken inside.
- No music should be played in any outdoor areas at any time.
- In the event that a musical activity is to be conducted within the internal area, the doors to the internal areas are to be kept closed.
- Detailed acoustic review at CC stage of any mechanical plant (air-conditioning, kitchen exhaust fans) to be undertaken to ensure that plant noise emissions comply with the criteria set out in Section 5.1.3.

Ensuring all staff and parents are provided with a copy of the Facility's Noise Management Plan and its implications for them during their time at the Facility.

- 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.
- Facility management recognises the importance of ensuring all educators and carers are properly trained.

- Children who are making excessive noise outdoors- screaming and loud crying- who cannot be settled are to be taken inside to calm them.
- In-house training will include familiarisation with the procedures in the operation of the Facility.
- Facility management will maintain a log of any, and all complaints received.
- Facility management will endeavour 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 facility's 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.
- Facility policies are reviewed throughout the year on a monthly basis following a schedule. All revised policies are mentioned in the centres 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 facility believes that reflection and evaluation is an important aspect of quality improvement. Reviewing the centres 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 facility 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 facility 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 facility via email.

ARRIVAL PROCEDURES

- All children are to be brought into the facility by an adult to an educator;
- Parents 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 whose 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 becomes 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 person's 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 facility (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 play
- Free Play
- Water-based play
- Sand play
- Balancing and climbing games
- Gross motor skills
- Supervised play

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 facility 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 facility without a parent or authorised 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 behaviours & 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

During operations of the proposed development, waste will be removed by local council and sent to preapproved waste and resource recovery facilities. Based on information provided by the client, the proposed alterations will not have a significant impact on expected waste generation.

Ongoing management of waste on-site will be managed by the site owner using eight (8) 360 L bins collected twice weekly. The management of waste will be enforced as part of any lease conditions under standard contractual terms. For bin storage and collection points refer to the Waste Management Plan prepared for the application.

Emergency Procedures

Prior to commence of operation of the centre, a risk management plan will be prepared to assess the likelihood of possible emergencies and develop a range of emergency procedures in line with these risks.

These procedures will include emergency evacuation and lock down.

Regulation 97 requires emergency and evacuation procedures to be rehearsed at least every 3 months. Rehearsals should take place at various times of the day and week to ensure that everyone at the service has the opportunity to rehearse. These drills are to be documented to allow for reflection on their effectiveness.

Preparing for emergencies

All rooms and outdoor play areas will have an emergency pack which includes whistles for teachers, roll call list, emergency contact details, a torch, water bottle and rope with knots for the children to hold on to. Staff will take this should an emergency evacuation be necessary.

One of the cots will also be a designated evacuation cot which will be specifically designed to wheel easily over rough surfaces if necessary. The evacuation cot is for any baby under 6 months of age to be transported in during the evacuation.

Management will ensure staff are appropriately trained in the use of fire safety equipment and fully understand the evacuation procedures in the case of a fire emergency. In addition, practice fire drills will occur at least every 3 months to ensure that all staff and children are proficient in the procedures.

Emergency evacuation procedures that are based on the service's floor plans will be prominently displayed near each emergency exit. The Emergency Evacuation Procedure will detail the steps to be taken in the event of an evacuation including specific roles that need to be carried out by staff.

The service will maintain an up-to-date and compact register of emergency telephone numbers that must be taken in an emergency or evacuation.

Emergency telephone numbers will be displayed prominently throughout the service near all telephones.

Fire extinguishers, fire blankets and other emergency equipment will be tested as recommended by the manufacturer by recognised authorities.

All tests must be documented.

Emergency and evacuation procedures will be discussed with families and regular information will be provided to families.

The Nominated Supervisor is responsible for ensuring that all educators, including relief educators and staff members, are aware of the service's policies and procedures relating to Emergency Management and Evacuation.

Informal games and discussions will be used to familiarise children with the service's evacuation and emergency procedures.

Draft Evacuation Procedure

Evacuation and emergency procedures will be finalised with consultation from expert prior to service approval.

Evacuation signal will be a whistle blown for 3 seconds and repeated as necessary until all areas are aware of need to evacuate.

Whoever blows the whistle will also call where emergency is within the building. Upon hearing the signal the educator in the area will gather the group of children and tell them where they are walking to. For example "Let's hold hands and walk to the back gate"

The responsible person on duty will collect the sign on sheets from reception area (or tablet if electronic sign in) and the emergency evacuation bag/phone on the way out. They will call emergency services on the way out of the building.

If the responsible person is supervising a group of children another educator who is close by will take over supervision of those children.

Note there will never be an educator on their own supervising a group of children.

When all children and staff are assembled the responsible person will call the roll to ensure everyone is out of the building.

The evacuation plan is illustrated by Evacuation Diagram provided via Annexure 1.

Children will be seated at the evacuation area and sing songs/have stories until given all clear to return to the service or await collection from the parent.

Risk assessment in possible emergency situations:

Type of emergency	Issue	Risk	Control strategies
Any evacuation	Child wanders off	Possible	Younger children have grab and go straps. Older children hold the rope.
Any evacuation	Traffic	Possible	Responsible person will have a safety vest and stop traffic if required.
Any emergency	Child distress	Likely	Have regular practice drills and discussions about how the children will be kept safe. Regular visits from emergency services such as fire brigade to assist children become familiar with sirens/lights.
Any evacuation	Children may be asleep when evacuation occurs	Possible	Have practice drills during these times.
Any emergency	Phone line is cut	Possible	Responsible person to take alternate phone such as mobile.

PARENTS COMPLAINTS HANDLING PROCEDURE

As per regulation 173 of the Education and Care Services National Regulations the name and telephone number of the person at the education and care service to whom complaints may be addressed will be displayed at the entry to the service. The contact details of the regulatory authority will also be displayed here.

Minor complaints:

Parents are encouraged to discuss minor concerns with the room leader or service nominated supervisor as soon as possible. These will be recorded in a complaint register and addressed with relevant people. Parent will be advised of the outcome.

Serious complaints:

The nominated supervisor will:

- listen to the family's view of what has happened
- clarify and confirm the grievance, documenting all the facts prior to the investigation
- encourage and support the family to seek a balanced understanding of the issue
- discuss possible resolutions available to the family. These would include external support options
- encourage and assist the family to determine a preferred way of solving the issue
- record the meeting, confirming the details with the family at the end of the meeting
- maintain confidentiality at all times
- refer families (as necessary) to Service policies that may assist in resolving the grievance.

If the grievance cannot be resolved, it is to be referred to the Approved provider who will investigate further:

- if appropriate, collect relevant written evidence. This evidence will be treated in strict confidence and will be held in a secure place
- should it be necessary to interview relevant people concerning the grievance, their involvement should be kept to the minimum necessary to establish the facts
- third parties providing evidence must also be made aware that the matter is to be kept confidential.

Should the grievance be lodged against another person(s), these person(s) will be interviewed separately and impartially. Individuals must be given the opportunity to respond fully to the allegations and may have another person present, as a support person, if they wish. If after investigation, it is concluded that the grievance is substantiated:

- both parties will be told of the decision and the reason for it
- immediate and appropriate steps will be taken to prevent the grievance from recurring
- if after investigation, it is concluded that the grievance is not substantiated both parties will be notified of the decision and the reason

- the family will be informed that if they are not satisfied with any decision relating to the grievance procedure that they should consult with an external body for further advice such as the Regulatory Authority.
- if the grievance is of a serious nature, the Nominated Supervisor is responsible to inform the Regulatory Authority.

GENERAL COMPLAINTS

The owner/operator will maintain a “Complaints Book” recording details of any incident that occurs (including the time of the incident), a description of the incident and any actions taken by the management of the Centre in response to the incident. All complaints must include the details of the person reporting the incident including a contact phone number so that management may follow up any complaint. The option will be given to a Complainant as to whether a complaint is confidential or non-confidential.

An “*Incident*” includes:

- any breach of this Plan; or
- any complaint by any person about the operation of the Child Care Centre.

The owner/operator must investigate any incident within 5 working days and the Complainant will receive a response within 10 working days detailing what action has been taken (if any action is deemed necessary) in order to address the complaint or concern.

The Complaints Book must be updated within 24 hours of any incident. The owner/operator must review and initial and date all entries made in the Complaints Book in his/her absence whenever he/she is next at the centre.

The Complaints Book must be made available to Council officers for inspection upon request.

The owner/operator must review the Complaints Book regularly and where appropriate amend this Plan so as to eliminate the possibility of the incident recurring or to minimise the impacts of the incident should it recur.

The approved provider will also schedule at least 2 community meetings per year that will be open to anyone wishing to attend. The purpose of these meetings will be to allow any concerns to be raised and aims to develop positive relationships within the community.

ANNEXURE 1: COPY OF EMERGENCY EVACUATION PLAN

