

Plan of Management

CENTRE-BASED CHILD CARE FACILITY
28-30 FORREST ROAD EAST HILLS

Submission with Development Application

12 October 2024

Canterbury Bankstown Local Government Area

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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 28-30 Forrest Road at East Hills.

The Child Care Centre accommodates a total of 120 child care placements within a purpose built 2 storey facility over basement parking.

The facility will operate from 7am to 6pm Monday to Friday.

The development is serviced by a total of 32 car spaces including 8 spaces allocated to staff, with a central aisle basement, connected via a lift and stairs to the facility above.

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 planning law and can be used in a range of circumstances. This plan of management assists in providing a better understanding of the proposal and the way in which it is proposed to operate.

As is typically the case, this Plan of Management will require ongoing revision to reflect operational needs. It may require amendment to reflect conditions of consent which touch upon the operational aspects of the development.

This Plan of Management may also require amendment by the operator of the facility to meet needs and expectations, subject to the terms of any applicable development consent.

A copy of this Plan of Management is to be kept at the Lobby Reception.

CHILD CARE CENTRE OPERATION

The Child Care Facility accommodates a total of 120 child care placements and will operate 7am to 6pm Monday to Friday. The development is serviced by a total of 32 car spaces that connect to the ground floor via a lift.

The various age groupings of the children are as follows:

- 40 children in the 0-2 year bracket
- 40 children in the 2-3 year bracket
- 40 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: 40	1 per 4	10	10
2-3 years: 40	1 per 5	8	8
3-5 years: 40	1 per 10	4	4
Total		22 Educators	22 Educators

The child care centre will employ a total of 22 child care staff.

Child care staff will commence work on a staggered basis between 7.00am and 9.30am as child care places are progressively filled.

Two (2) additional part-time or casual staff will also be employed to carry out administrative, cooking and relief breaks. With the exception of the cook other non-permanent staff will generally attend the centre outside of operating hours.

The cook will attend between the peak periods to provide the associated services, a time when on-site parking demand will be at its lowest.

The maximum number of staff on site at any one time will be 24.

WASTE MINIMISATION

Menus are to be planned to minimise food waste. Where possible, food waste will be recycled as compost used in the gardens and as an integral part of the process of promoting on-site sorting and storage of waste products pending re-use or collection with the aim of maximising re-use and minimising disposal.

In addition to careful menu planning and composting kitchen and green waste, the centre will use recyclable materials such as paper, plastics etc for the use of children's creative/cognitive development.

Each play space will have its own storage for re-usable material. This is the means of providing on-going management for waste handling and minimisation in the facility by making it part of the daily life of the centre and the children. Further, this process helps towards promoting and minimising waste and fostering the principles of ecologically sustainable development (ESD) involving the community.

Loading and Deliveries

Minor deliveries associated with the child care facility will be adequately undertaken by light commercial vehicles such as vans, utility vehicles and the like (i.e. B99 vehicles). Such servicing activities are proposed to be accommodated within the single loading spaces available on-site.

All delivery are to be undertaken between 10:00am and 2:00pm and, being outside of the peak child set-down / pick-up periods of the centre, the basement parking demand will be at its lowest.

Laundry Arrangements

Laundry services will be provided on site for the washing/drying of centre linen such as tea towels, face washers and bibs.

The sheets used for sleep/rest time will be provided by the parents and they will be sent home for laundering at home.

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

Waste Collection

Waste storage facilities will be provided within the kitchen, bottle preparation and nappy change areas and emptied by staff to the dedicated waste storage area (on a regular basis throughout the day).

The proposed child care centre will utilise a private contractor and a private waste collection service comprising, red lidded (general waste) bin and yellow (recyclable waste) bin.

The ground floor plan shows the bin storage area and its relationship to the driveway from where the bins will be collected by the contractor.

The siting of the waste storage area is such that it will not be accessible to children.

DAILY PROGRAMMES AND ROUTINES

The Noise Assessment by Soundscape Acoustic Consultants (Reference 3186-NI-01-A dated 12 September 2024) (**NASAC**) in support of the development Application has undertaken noise logs and consequential assessment of the proposed development in a series of different scenarios.

The Noise Assessment sets out certain measures which are to be incorporated into this Plan of Management:

In respect to Scenario 4 of the NASAC: 40 children aged 3-5 years engaged in outdoor play (utilising 93dBa as an area source with all associated mechanical plant and equipment), a fence height of 2 metres is required to the southern boundary (p. 11 NASAC).

The Recommendations at 5.3 of the NASAC (Outdoor Play) provides:

In order to reduce the noise impact from children outside, only 40 children should be allowed outside at any given time. This may be 40 three-to-five year olds or 40 zero-three year olds. The plan of management should clearly stipulate this requirement, preferably with a table showing the rotation of children.

The daily programme structured ensures the respective 2-3 and 3-5 year old age groups have different outdoor times.

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.

The 0-2 year old age group has a dedicated internal play area in Room 1.

Therefore no predetermined programme will be followed.

Daily Programme and Routine for Ages 2 – 3 Years

The below program is the general program for the 2-3 year olds.

The 2-3 year old age group has a dedicated internal play area in Room 2.

There will be a maximum of 4 hours play per day and the 2-3 year olds will use the Outdoor play area.

7.00am:	Centre Opens
7.30-8.30am:	Breakfast/Morning Tea (a quiet time for children)
9am-10am:	Free Indoor/Outdoor Play – (small groups-Discuss child's interests, transition).
10:00-10.15am:	Indoor child interest-based learning (talk about child's interests, weekly topics, story time)

10:15-10:30am:	Packing away followed by music & movement
10:30-10.45am:	Art and craft
10:45-11.00am:	Nappy changing & preparing beds
11:00-11.30am:	Lunch time
11:30-1.30pm:	Rest time/Quiet activities for the children who do not sleep
1:30-2.00pm:	Small group activities
2:00-2.15pm:	Afternoon nappy change
2:15-2.30pm:	Afternoon tea
2:30-3.30pm:	Interest based learning (indoor and outdoor)
4:00-4.15pm:	Late afternoon tea/snack
4:15-6.00pm:	Free indoor play
6:00pm:	Centre Closes

The NASAC recommends no more than 40 children (in the 3-5 year range) outside at any one time.

In the absence of further recommendations from an acoustic expert, the same number limit should be applied to the 2-3 year range.

Daily Programme and Routine for Ages 3 – 5 Years (Group A)

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

7.00am:	Centre Opens
7.30-8.30am:	Breakfast/Morning Tea (A quiet time for children)
8.30-9.15am:	Education (Talk about child's interests, weekly topics, story time, colours, numbers, shapes, days of the week)
9.15-9.30am:	Packing away followed by music & movement
9.30-10.00am:	Art and craft (children explore, and express ideas through creative arts)
10.00-11.30am:	Free Indoor/Outdoor Play (small groups-Discuss child's interests, transition).

11.15-11.30am:	Preparing their beds
11.30-12.00pm:	Lunch time (children wash their hands, and choose a seat to be served an alternate meal)
12.00-1.45pm:	Rest time/Quiet activities for the children who do not sleep
1.45-2.45pm:	Small group activities (indoor)
2.45-3.00pm:	Afternoon tea (children are given an alternate nutritious snack/fruit)
3.00-3.45pm:	Interest based learning (children will be engaged with educators and focus on their own interests to further their development)
3.45-4.00pm:	Late afternoon tea/snack
4.00-5.00pm:	Free outdoor/indoor play
5.00-6.00pm:	Free indoor play
6.00pm:	Centre Closes

Outdoor Activities

The following is a summary of the above outdoor use:

9.00-10.00am:	2-3 years:	Free Indoor/Outdoor Play Small groups - discuss child's interests, transition
10.00-11.30am:	3-5 years:	Free Indoor/Outdoor Play Small groups - discuss child's interests, transition
2:30-3.30pm:	2-3 years:	Interest based learning (indoor and outdoor)
4.00-5.00pm:	3-5 years:	Free outdoor/indoor play

Variations to Daily Programme and Routine 2 – 3 Years & 3-5 Years

Provided that the maximum number of children in the outdoor play area at any one time does not exceed 40, the programme may be varied to include the following .

1.00-2.00pm:	Small group activities (indoor and outdoor)
2.00-2.30pm:	Learning centres - encouraging children to explore, and try things (indoor and outdoor)
3.30-4.00pm:	Interest based learning (indoors and outdoors)

TRAFFIC AND PARKING MANAGEMENT

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

- A total of 32 parking spaces made available - including 8 staff spaces and 24 visitor spaces (including 1 designated accessible space).
- In respect to the tandem staff parking:
 - spaces will be used such that the long day staff are to park in the north-western front space who are then 'parked in' by the shorter duration staff
 - there is to be no conflict with staff parking
 - staff are to undergo induction and spaces will be allocated to avoid potential conflict(s).
- All parking associated with the childcare must occur within the sign designated spaces.
- Vehicles must enter and exit the basement car parking area in a forward direction at all times.
- The disabled car spaces must only be used by people with a valid disability permit.
- The pedestrian walkway immediately outside the basement lobby is 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 or other purpose that has the effect of 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 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.
- The management of the child care facility is encouraged to prepare a Management Plan that will inform parents and caregivers of relevant protocols including the use of the basement carpark, with a copy issued to all new parents, staff, and included on the centre's website;
- This traffic & parking management plan is to be regularly reviewed & amended as deemed necessarily.
- Parents are to use the on-site parking facilities and to be discouraged from using on-street parking.

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 NASAC.
- Time out of doors is an essential component of the child's experience at the centre however, when children are in the 'active'/outdoor play area, each group is to be fully supervised at all times.
- Centre 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 the building.
- In-house training will include familiarisation with the procedures to be implemented 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.
- Centre management will maintain a log of any, and all complaints received.
- Centre 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/CARE GIVERS

- The centre operations are to be documented in policies and procedures.
- These policies and procedures can comprise 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 to be discussed at staff meetings and continually updated and redistributed as they are amended.
- Policies are to be made available for access by families and visitors at all times.
- Centre policies are reviewed throughout the year on a monthly basis as scheduled.
- All revisions to policies are to be mentioned in the monthly newsletter and displayed in the front foyer.

Parental Complaints Handling Procedure

Pursuant to Regulation 173 of the *Education and Care Services National Regulations* 2011, the name and telephone number of the person at the education and care service to whom complaints may be addressed is to be displayed at the entry to the facility.

The contact details of the regulatory authority are also to be displayed.

Minor Complaints:

Parents are encouraged to discuss minor concerns with the room leader or service nominated supervisor as soon as possible.

Matters raised in this way will be recorded in a complaint register and addressed with relevant people. The centre is to advise the person 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(s)
- discuss possible resolutions available to the family. These would include external support options
- encourage and assist the family to determine a preferred way of resolving the issue
- record the meeting, confirming the details with the family at the end of the meeting
- maintain confidentiality of the complainant and the complaint at all times
- refer families (as necessary) to Service policies that may assist in resolving the grievance.

If the grievance cannot be resolved by the Centre, the complaint and the records of steps taken in relation to it are to be referred to the Approved provider for further investigation.

The further investigation may, if appropriate, undertake interviews and collect relevant written evidence. That evidence is to be treated in strict confidence and will be held in a secure place.

Should it be necessary to interview relevant people concerning the grievance, that 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 involve another person(s), those person(s) will be given due process and 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:

- all parties will be informed of the decision and the reasons 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 and all parties informed of the decision and the reasons, the aggrieved party will be informed of the procedure for engagement with an external body for further advice – including the Regulatory Authority
- if the grievance is of a serious nature, the Nominated Supervisor is responsible to inform the Regulatory Authority.

POLICY & PROCEDURAL ASPECTS

All Policy and Procedural Aspects are to be informed by the Quality Area 4 (Staffing Arrangements) provisions set out in the National Quality Standards (NQS)¹.

Primary Principles

- Educators, coordinators and providers are to be respectful and ethical
- Professional standards are to guide practice, interactions and relationships
- Educators and coordinators work collaboratively and affirm, challenge, support and learn from others to further develop their skills
- Interactions convey mutual respect, equity and recognition of each other's strengths and skills

Professional Development

- An effective self-assessment and quality improvement process is to be implemented
- Administrative systems are to be established and maintained to ensure the delivery of an optimal service to all stakeholders
- Service practices are to be based upon effectively documented policies and procedures that are tailored for the facility and regularly reviewed

National Regulations

The following provisions of the Education and Care Services National Regulations (Regulations)² are to be complied with:

- | | |
|---------------|--|
| Clause 31: | Condition on service approval-QIP |
| Clause 55-56: | QIP |
| Clause 168: | Education and care services must have policies and procedures |
| Clause 170: | Policies and procedures to be followed |
| Clause 171: | Policies and procedures to be kept available |
| Clause 172: | Notification of change to policies and procedures affecting ability to family. |

Implementation Of Policies & Procedures

¹ <https://www.acecqa.gov.au/nqf/national-quality-standard>

² <https://legislation.nsw.gov.au/view/html/inforce/current/s1-2011-0653>

The facility is to reflect and evaluate all aspects of operations to achieve quality improvement.

The review of centres practices and strategies will ensure continued improvement in the delivery of a quality service to families and the children in care.

Educators will ensure that families can have access to policies and procedures, thereby providing families and educators opportunities to engage in elements that can be improved.

The ongoing development of policies is to include all persons – including the children, families and caregivers, educators/staff, management and owners.

For educators and management this will occur:

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

SECURITY MEASURES

The security measures for the centre are to be informed by the National Quality Standards (NQS) - Quality Area 2 (Children's Health and safety).

The centre will be provided with secure perimeter child proof fences and gates, security cameras and CCTV.

The relevant provisions of the NQS identified below are also to be complied with.

- 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

- Clause 84: Awareness of child protection law
- Clause 99: Children leaving the education and care service premises
- Clause 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 to be delivered to and collected from the centre by an authorised person only.

Written protocols will be put in place for each child prior to (or at) the induction. The protocol will set out procedures for access and egress times, programmes, absenteeism due to illness or other reason(s), and matters relevant to the child's welfare.

Implementation

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

Arrival Procedures

- All children are to be brought into the centre by an adult and presented to an educator.
- 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 each child's belongings.
- Parents/caregivers are required to make contact with educators prior to collecting their child.

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 or a nominee who is so authorised and recorded in the centre's enrolment records for that child. There are no exceptions.
- It is the parent's responsibility to ensure their centre's records for their child is regularly updated/current at all times.
- No child will be released into the care of unauthorized persons or any person not known to the educators.
- Educators will always ensure the safety of the child first, if a person becomes aggressive or violent, educators may, in their absolute discretion, refuse the release of the child and ring the police emergency number (000).
- A child's records are available for inspection in the presence of a nominated supervisor.
- A child's records shall only be updated by an authorised supervisor.

Parent must make prior written arrangements when: -

- The person collecting the child is someone other than those scheduled on the child's records.
- There is a variation to the circumstances by which the child is usually collected from the centre.
- If educators do not recognise the person collecting the child, the nominated supervisor may, in their absolute discretion, request photo identification.
- If the person collecting the child appears to be intoxicated, under the influence of drugs, or otherwise impaired, or there is a prospect that the child is at risk, child educators or the nominated supervisor may, in their absolute discretion, refuse to release the child and/or bring those concerns to the attention of other persons before releasing the child.
- Signing a child in & out is of the centre a condition of your child's enrolment at the centre.
- Two educators are to 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 the centre is due to close, the nominated supervisor will:

- Attempt to contact the parents or another authorised person by telephone.
- Leave a voice-mail and telephone the number(s) again.
- Wait a few minutes and attempt to re dial, if the person has yet not arrived.
- Thereafter, ring the protection hotline for guidance before ringing emergency services (000).

The review of the protocols will be conducted by: -

- The management of the centre;
- 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

The maximum number of children outside is 40.

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

SUPERVISION POLICY

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

National Quality Standards

Quality Area 2

- 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

Clause 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 Respect to Parents/Care-Givers

- Parents or authorised 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 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

The proposed waste management of the child care facility is outlined below, as described by the Statement of Environmental Effects prepared by Sky Planning and submitted in support of the Development Application for the child care centre.

Waste storage facilities will be provided within the kitchen, bottle preparation and nappy change areas and emptied by staff to the waste storage area located adjacent to the driveway upon architectural plan Drawing No. 3 Revision D. That waste is to be delivered to the approved waste receptacle on a regular basis throughout the day.

The proposed child care centre will utilize a private waste collection service comprising, red lidded (general waste) bin and yellow (recyclable waste) bin. Councils service will not be used.

The Site Plan & Notes DWG A1.00 shows the storage location of the bins within a recessed section of the building exterior at the north-western front corner of the building within the side boundary setback. The waste storage area can accommodate a total of 5-8 wheeled 240lt bins.

The siting of the waste storage area will not be accessible to children and is screened from view from the public street by timber paling fencing. The subject site has sufficient frontage to Elizabeth Street to stand waste bins awaiting collection by a private collection weekly service.

A Waste Management & Minimisation Plan accompanies the submitted DA documentation.

EMERGENCY EVACUATION PLAN

An Emergency Evacuation Plan will be prepared and form part of this Plan of Management prior to commencement of operations of the child care centre.

The Emergency Evacuation 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 reception area.

Preparing for Emergencies

All rooms and outdoor play areas will have an emergency pack which includes whistles, emergency contact details, a torch, water bottle and rope with knots for the children to hold on to.

At induction, staff will be instructed on the use of the emergency pack for emergency evacuations.

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 and included in any annual fire safety certification.

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.

Children will be engaged in informal games and discussions to familiarise children with the service's evacuation and emergency procedures.

Draft Evacuation Procedure

Evacuation and emergency procedures will be finalised in consultation with experts prior to service approval.

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

The protocol is the person sounding the whistle will also call where the emergency is located within the building. Upon hearing the signal, each educator will gather the group of children and tell them where they are walking to. For example "Let's hold hands and walk to the front door."

The responsible person on duty will collect the sign on sheets (or tablet if electronic sign in) from reception area 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: In the event of an emergency, at no time will an educator be left alone to supervise 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.

A dedicated evacuation point will be nominated and where all staff and children are to assemble in emergencies.

Children will be seated at the evacuation area and sing songs/have stories until given the 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.

COMPLAINTS HANDLING PROCEDURE

General Complaints

The operator of the child care facility will maintain a “Complaints Book” recording details of any complaint or incident that occurs.

The “Complaints Book” is intended to deal with operational matters only.

The record shall include date and time of the incident, sufficient details to fully describe the incident, the identity and contact details of the person reporting the incident, the identity and contact details of any witness to the incident, and any actions taken by the management of the Centre in response to the incident.

The contact number and email address for the child care centre is to be provided at the front of the centre so that any complaints regarding centre operation can be made.

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 operator must investigate any incident within 5 working days and advise the complainant within 10 working days with details of what action has been/is intended to be taken - if any action is deemed necessary - in response to the complaint.

The complaints must be documented in the complaints Book within 24 hours of the alleged incident.

The operator must review and initial and date all entries made in the Complaints Book as soon as is practicable. The Complaints Book must be produced for inspection within a reasonable time by any authorised Council officer holding the appropriate delegation.

The 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.

Complaints Involving Staff

Complaints involving staff are to be directed to the operator at first instance and the operator (or the operator’s authorised nominee) is to provide guidance in respect to the manner in which the complaint is to be dealt with.

Community Engagement

The operator will also schedule at least 1 community meeting per year, extending written invitations to residents of all properties sharing a common boundary with the subject property, but otherwise ensuring those meetings are open to anyone wishing to attend.

The purpose of these meetings is to allow any concerns to be raised and aims to develop positive relationships within the community.

MAINTENANCE

Graffiti Management Plan

The premises is to be inspected monthly for any vandalism and/or graffiti.

Graffiti is to be removed within 2 weeks of being identified.

CCTV is to be monitored and reported to Police to identify the offender.

Landscape, Fencing and Building Maintenance

The operator is to organise building and landscaping maintenance as required through the engaging of contractors to undertaken maintenance, landscaping and cleaning functions.

Any damage to buildings, fencing or landscaping are to be identified and suitably repaired.