

Operational Plan of Management

Proposed Childcare Centre

8 Eliza Place

PICTON, NSW 2571

MAY 2022

MANAGEMENT PLAN FOR CHILD CARE CENTRE

1 EXECUTIVE SUMMARY

This Plan of Management (POM) forms an essential part of the ongoing management requirements for the Child Care Centre. It is a document required by Council and that reflects a reasonable agreement between the Centre Operators and the Council in order to minimise any adverse effects upon neighbours. It is required by and reflects the intention of the requirements of Council's conditions of development consent for the centre.

2 CAPACITY OF CENTRE

The Centre's capacity is for a total of 87 Children as follows:

0-2 years	12
2-3 years	15
3-4 years	30
4-6 years	30

Weeks of Operation: 52 weeks per annum

Hours of Operation: 6:30am – 6pm

3 HOURS OF OPERATION

The Centre opens daily Monday to Friday from 6:30 am to 6.00pm, fifty-two (52) weeks a year.

The Centre closes for public holidays, professional development and public holidays.

4 STAFFING

The Centre will be operated by a minimum of fourteen (14) (including the 12 primary contact staff, 1 Director and 1 cook) at any one time

There will be a structured routine where the children will be divided between their age groups of 0-2 years (Babies), 2-3 years (Toddlers) and 3-4 years, 5-6 years (Pre-schoolers). A daily programme will be based on their needs and individual development/progress.

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

Our analysis of Arrival and Departure times across our current Exceeding centre supports the staffing requirements and is in accordance with the requirements of the Children's Services Regulations

5 STAFF ARRIVAL

Not all staff arrive at the same time. The arrivals are usually staggered between the hours of 6.30am to 9.30am. All staff are appointed Full-time or Part-time staff working a 4 day week of 9 hours a day or work for 8 hours a day. Or if required Casual appointment of staff work shifts as required.

6 PARENTS/CHILDREN ARRIVAL AND DEPARTURE

In the morning, parents usually arrive between the hours of 6:30am-10:00am. Similarly for pick-up, the parents would start arriving from 3.30pm and stagger until 6.00pm.

The trends of arrival and departure times are also based upon our analysis of Arrival and Departure times across our existing centre.

7 INDOOR ACTIVITIES

Indoor activities are programmed depending on children's' needs and developmental stages. Typically, the daily routine is as follows:

6:30am-8:30am:	Settling in for early arrivals, breakfast, family grouping and Centre Program Individual Work
8:30am – 11:00am:	Program – Individual Work indoor/outdoor
9:30am – 10:30am:	Morning Tea
11am – 11:30pm:	Group Time
11am – 12:30pm:	Lunchtime
1pm - 2:30pm	Sleep or Rest/Time
2:30pm – 3:30pm	Afternoon Tea
2:30pm – 5pm:	Other play and educational activity (eg music, painting, dance) indoor/out, and Afternoon Tea
5pm – 6pm:	Indoor activities

All Indoor and Outdoor Activities are supervised by the regulated number of trained staff.

8 OUTDOOR ACTIVITIES AND SUPERVISION

Outdoor Play Schedule

The outdoor play schedule is set out below: (children get to choose between indoor/outdoor learning)

Mornings:	8:30 – 11:30
Afternoons:	2:00 – 5:00 (maybe longer in summer or if weather appropriate)

Activities

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

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

Monitoring

The monitoring process for outdoor play is the same as for indoor as follows:

Age Group	Monitoring Ratio – 2016
0-2 Years	1 Staff: 4 Children
2-3 Years	1 Staff: 5Children
3-6 Years	1 Staff: 10 Children

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

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

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

9 AFTER HOURS EVENTS

The Centre may conduct the following events after 6.00pm and until 8.00pm:

- (a) Parent/Teacher's Information Evening (maximum 4)
- (b) Teacher Training (maximum 4)
- (c) Staff Meetings (1 per month)

Items (a), (b) are held inside of the centre with doors and windows closed

10 ENROLMENT AND TERMS AND CONDITIONS

The Centre has an established enrolment procedure and terms and conditions which parents sign.

The centre operates approved childcare software "Qikkids".

11 FAMILY INVOLVEMENT AND GREIVANCE

The Centre actively encourages family involvement and communication relating to the centre, children, curriculum and activities.

In addition, we have an established policy to properly manage any grievances:

These are attached as the following Annexures:

- Annexure D – Policy 6.2 Family Communication Policy
- Annexure E – Policy 6.3 Family Grievance Procedure
- Annexure F – Policy 6.4 Family Involvement in Evaluation Policy
- Annexure G - Policy 6.5 Family Involvement Policy

In addition, Parents receive a detailed Handbook, which provides an overview on all aspects of our company, philosophy, curriculum and policies. This is Policy number 6.8 and a copy can be provided upon request.

12 INSURANCES

In order to be licenced the operator will take out the following insurances:

- 1 Childcare Insurance which covers all aspects of a childcare centre and includes Public Liability Insurance of \$20 Million
- 2 Workers Compensation Insurance

13 CENTRE POLICIES and PROCEDURES

The centres operations are documented in our Policies and Procedures, including the Car Park Policy – Attached as Annexure "C".

A listing of all the Centre's Policies is attached to this Plan of Management as Annexure "A".

These Policies and Procedures make up many volumes. All staff 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 are continually updated and redistributed as they are amended to retain relevance and compliance.

A listing of the Contents of our Policies and Procedures Manuals is attached for reference.

14 CENTRE CLEANLINESS, WASTE MANAGMENT and MAINTENANCE

Centre is kept clean by both staff and external professional cleaners and gardeners. The centre has a designated WH&S officer who maintains a schedule of required maintenance which is routinely undertaken by handymen, builders and other tradesmen as required.

As the Centre educates children on environmental issues, it is a core objective to recycle our waste as best as possible.

We will ensure adequate pest control is undertaken

Waste Management Policy 7.30 is attached as Annexure "B".

15 FIRE SAFETY and EMERGENCY

The centre must carry certified fire equipment commensurate with the standards.

All equipment is certified as required by the law.

The centre has documented Emergency Evacuation Plans as well as Evacuation diagrams on display throughout the centre.

16 COMMUNITY and NEIGHBOURS

Our car parking policy, takes into account minimising inconveniences caused by unthinking parking.

Complaints from neighbours are very rare, however, when received they are taken seriously and resolved in a positive manner. The company's internal risk and governance management processes

ensures that these issues are brought to the attention of the Centre Manager and Approved Provider.

17 ADMINISTRATION

In addition to the onsite staff, the centre has access to a central office which provides administration, technical, accounting, human resource and general management resources to the Centre as required.

This ensures that centres can operate with less onsite staff, in addition to the centres having access to highly skilled specialists to ensure that the centre operates at maximum professionalism and efficiency.

18 SECURITY and SAFETY

The centre has the following security measures in place:

- Surrounding child-proof fences and gates
- Security cameras and CCTV – external and internal
- Back to base alarms.
- Swipe card access to all staff and parents to the centre.

In addition, Annexure “A” – Section 3, lists the existing policies relating to the safety and security of four centres, including Emergency Evacuation, Lockdown and Supervision of Children Policies. Copies of specific policies can be provided on demand if so required.

19 SALES and MARKETING

The Centre’s sales and marketing plan may include the following avenues for publicising the centre:

- Branding
- Banners
- Site advertising
- Bulk advertising – e.g. flyers
- Internet/web page
- Centre opening
- Newsletters
- Social Media

Annexure “A”

Part 1 - Administration Policies

- 1.1 - Accreditation QIAS Policy
- 1.2 - Administrative Policies, Procedures & Priority of Access
- 1.3 - Allowable Absences and Approved Absence Policy
- 1.4 - Child Care Fees Policy
- 1.5 - Confidentiality Policy
- 1.6 - Evaluating the Inclusiveness of our Policies and Procedures
- 1.7 - Fundraising Policy
- 1.8 - Late Collection Policy
- 1.9 - Our Goals
- 1.10 - Philosophy
- 1.11 - Public Liability Policy

Part 2 - Health and Hygiene Policies

- 2.1 - Anaphylaxis and Allergy Policy
- 2.2 - Asthma Policy
- 2.3 - Bathing Policy
- 2.4 - Cleaning Policy
- 2.5 - Clothing Policy
- 2.6 - Dental and Oral Hygiene Policy
- 2.7 - Food Handling and Hygiene Procedures
- 2.8 - Gloves Policy
- 2.9 – Hand Washing Policy
- 2.10 – Head Lice Policy

- 2.11 – Illness, Infectious Diseases & Exclusion Policy
- 2.12 - Immunisation Policy
- 2.13 - Medication Policy
- 2.14- Nappy Change Procedure
- 2.15 – Nutrition & Meals Policy – Families Provides Main Meal
- 2.16 – Nutrition & Meals Policy – Service Provides all Meals
- 2.17 - Sleep/Rest Policy
- 2.18 - Toileting Procedure

Part 3 - Safety Policies

- 3.1 - Authority for Emergency/Accident Treatment Policy
- 3.2 - Child Arrival, Departure & Access Policy
- 3.3 - Child Protection Policy
- 3.4 - Children with Specific Protection Needs
- 3.5 - Death of a Child Policy
- 3.6 - Emergency Evacuation Procedure
- 3.7 - Fire Safety Policy
- 3.8 – Lockdown Procedure
- 3.9 - No Smoking, Alcohol or Unlawful Substances Policy
- 3.10 - Playground Improvement Plan Policy
- 3.11 - Safety Buildings, Equipment Policy & Accident Policy
- 3.12 - Smoke Free Policy
- 3.13 - Storage of Dangerous Chemicals and Equipment Policy/Non Hazardous Policy/ First Aid Action Plan on Dangerous Products
- 3.14 - Sun Safety and Protection Policy
- 3.15 - Supervision of Children Policy and Procedures
- 3.16 - Toy Policy

- 3.17 - Visitor Policy
- 3.18 - Water Safety Policy

Part 4 – Curriculum & Program Policies

- 4.1 - Excursion Policy
- 4.2 - Inclusion & Equity Policy
- 4.3 - Indoor Program – Gross Motor
- 4.4 - Interests of Children in Programming
- 4.5 - Program Policy
- 4.6 - Road Safety Policy

Part 5 - Policies Relating To Children

- 5.1 - Accident/Injury and First Aid Policy
- 5.2 - Additional/Special Needs Policy
- 5.3 - Behaviour Guidance Policy
- 5.4 - Children with Specific Medical Needs
- 5.5 - Electronic Media Policy
- 5.6 - Extreme Behaviour Policy
- 5.7 – Grouping of Children Policy
- 5.8 – Orientation Policy
- 5.9 - Sleep/Rest Policy
- 5.10 - Staff and Child Interaction Policy
- 5.11 - Toy Policy
- 5.12 - Transition Between Rooms Policy
- 5.13 - Transition to School and/or Early Childhood Programs Policy

Part 6 - Policies Relating To Families

- 6.1 – Car Park Policy
- 6.2 - Family Communication Policy
- 6.3 - Family Grievance Policy
- 6.4 - Family Involvement in Evaluation of Their Child's Progress
- 6.5 - Family Involvement Policy
- 6.6 - Insurance Policy
- 6.7 - Non Compliance Policy
- 6.8 – Parent Handbook
- 6.9 - Settling Children into the Service
- 6.10 - Welcoming New Families to Childcare Centre

Part 7 - Policies Relating To Staff

- 7.1 - Authorised Supervisor Policy
- 7.2 – Car Park Policy
- 7.3 - Code of Conduct for Staff Policy
- 7.4 - Confidentiality Policy
- 7.5 - Continuity of Care for Children Policy
- 7.6 - Hot Beverages Policy
- 7.7 - Induction of New Staff and Staff Returning from Leave
- 7.8 - Induction for New Staff - Relief Staff
- 7.9 – Non Compliance Policy
- 7.10 - Opening and Closing Policy
- 7.11 - Policy Compliance
- 7.12 - Sign In and Out Policy for Staff and Visitors

- 7.13 - Staff Appraisals Policy
- 7.14 - Staff Complaints & Grievance Policy
- 7.15 - Staff Development and Training Policy.
- 7.16 - Staff Discipline Policy
- 7.17 - Staff Dress Code Policy
- 7.18 - Staff Handbook
- 7.19 - Staff Immunisation Policy
- 7.20 - Staff Occupational Health and Safety Policy
- 7.21 - Staff Phone Policy
- 7.22 – Staff Guidelines for Infectious Diseases

[Which Affect Pregnancy and All Childcare Staff](#)

- 7.23 - Staff Pregnancy Policy – Safety
- 7.24 - Staff Professionalism Policy
- 7.25 – Staff Recruitment Policy
- 7.26 - Student/Volunteer Policy
- 7.27 - Student/Volunteer Handbook
- 7.28 Traineeship Policy
- 7.29 Staff Policy Review and Acknowledgement
- 7.30 – Waste Management Plan

Part 8 - Policies Relating To Babies

- 8.1 - Bottle Procedures for Formula, Breast Milk, Milk – Heating and Storage
- 8.2 - Soother/Pacifier Policy
- 8.3 - Cleaning of Mouthed Toys

Part 9 - Policies Relating To Occupational Health and Safety

- 9.1 - Manual Handling & Carrying Children Procedure
- 9.2 - Chemical Product Control Form
- 9.3 - Controlling Risks Procedure
- 9.4 - Hazard Identification Form
- 9.5 - Identifying OH&S Hazards Procedure
- 9.6 – Indoor & Outdoor Daily Safety Checklist
- 9.7 - OHS Representative/Consultant Nomination Form
- 9.8 - OHS Policy
- 9.9 - Procedure for Assessing Risks
- 9.10 - Risk Priority Calculator
- 9.11 – Workplace Checklist

Annexure “B”

7.30 – Waste Management Plan

Aim: To ensure that centre waste is properly and safely disposed of in accordance with local government regulations, workplace health and safety policies and environmental guidelines.

Reason: Proper rubbish removal and waste management is an important aspect of the day to day operations of a child care centre. Waste must be held and disposed of in a manner which is safe to children, staff and families, does not impact negatively on the community and has regard to the environment. Waste management practises must also comply with relevant local government regulations, other centre policies and work place health and safety guidelines.

Internal Rubbish Bins

- Use separate garbage containers in the nappy change (must be covered bin), bathrooms, kitchen and play areas.
- Ensure indoor garbage containers are waterproof and have a tightly fitting lid.
- Line indoor garbage containers with appropriate bin liners.
- Empty daily at a minimum unless required more frequently and insert new liners.
- Clean indoor garbage containers weekly.

Nappy Disposal

- Disposable nappies must be disposed off immediately.
- They are to be placed in the covered bin, besides the nappy change table. The bin then needs to be removed and placed in the external waste bin, making it inaccessible to children.
- The nappy change bin needs to be emptied after a series of nappy changes or after an individual nappy change that is a bowel movement.
- All Nappies are to be placed in plastic bags that are tied or otherwise sealed appropriately.

External Waste Management

Local Governments can have varying requirements for waste removal. Some allow for Council bins to be utilised, others require commercial waste management services to be used or a mixture of both. It will be necessary to determine the best waste removal option that works in a particular local government area.

Practise, Cleanliness and Hygiene

- All boxes should be broken down prior to placing in bins.
- All decomposable rubbish should be tied or sealed bags.
- Keep outdoor garbage area clean.
- Do not place rubbish outside unless it will fit into the bin.
- Clean outdoor garbage container if there has been a spill.
- Monitor external waste bin and area for signs of pests and rodents and odours.

- Report any sign of pest build up or infestation to cleaner to provide a complete clean of the rubbish area.
- Report odorous bins that cannot be effectively cleaned or damaged bins to The waste removalist and request replacement.
- If Removing bin is complete prior to regular weekly collection date, contact The waste removalist to arrange for interim collection.
- Ensure The waste removalist be aware of any special needs of local community and neighbours when collecting rubbish.
- Hands should be cleaned after any handling of garbage.

Environmental Sustainability

- Our educators model sustainable practices by embedding sustainability into all aspects of the daily running of our service operations including:
 - recycling materials for curriculum and learning activities
 - minimising waste and effectively using service resources
 - turning off equipment and lights when not in use
 - using the least hazardous cleaning substance appropriate for the situation, for example, ordinary detergent for cleaning dirt from tables and other surfaces.
 - Where possible, composting
 - where possible, maintaining a worm farm
 - maintaining a no dig vegetable/herb garden
 - incorporating water wise strategies such as drip irrigation and ensuring taps are turned off and leaks fixed.
 - where possible, using food that we have grown in meals on our weekly menu
 - implementing environmentally friendly pest management

Specific Centre Requirements

- Any specific requirements that may occur from centre to centre should be added to this policy for that centre.

ANNEXURE “C”

7.2 - Car Park Policy

Aim: To ensure the safety and wellbeing of children, their families, staff and visitors, when using the centre’s car parking facilities including street parking.

Reason: The car parking facilities are used by families with children, staff and visitors to the centre. When vehicles are continuously entering, parking their vehicle and exiting the car park, particularly in peak periods, it can pose a safety issue for the users of the car park. Therefore, it is necessary that procedures are followed for safety reasons and out of courtesy for all users of the car parking facilities.

Procedures for families when car park facilities are located within centre premises:

- Ensure that vehicle is parked strictly in allocated parking bays. This includes parking within parking bay lines; ensuring vehicle does not cross over the parking bay lines or double parking.
- Obey any signage and markings within the car park.
- Ensure that adults and children are entering or exiting the vehicle only when the vehicle is at a complete stop and parked in an allocated parking bay.
- Ensure that when driving in the car park that the speed limit of 5kms per hour (5km/h) is observed.
- Where centre car park has separate entries and exits, vehicles must enter and exit the driveway in a forward direction.
- Ensure that vehicles are entering and exiting the car park using the correct entry and exit points.
- Be aware, when entering or exiting the car park and parking the vehicle, of pedestrians (especially children) using the car park, entering and exiting their vehicles and/or the centre.
- Please do not block exit by waiting to turn right. If the road is too busy to turn right, then turn left.
- Ensure that no children are left in the vehicle when it is unattended. This is illegal and children can be exposed to heat stress, dehydration, car thieves, playing with car controls etc.
- At all times, ensure that children are supervised (preferably by holding the child’s hand) when in the car park.
- Ensure that drop off and collection times are carried out efficiently to ensure parking spots are available to other families. Should a parent or visitor plan to remain at the centre for over 15 minutes during peak periods i.e. 6:30am -10:00 and 3:30 – 6:00pm, they may be required to park their vehicle outside the car park on Argyle Street to ensure there are adequate parking spots for other users.
- Please be mindful of local residents when parking your vehicle and keep noise to a minimum.
- Any parent found to be driving dangerously can be excluded from using the car park and if deemed serious enough can be requested to leave the centre.

Procedures for families when car park facilities are located outside or adjacent to centre premises:

- Ensure that vehicle is strictly parked in allocated parking bay following the legal parking requirement/s outlined on street/parking signage.
- Ensure that adults and children are entering or exiting the vehicle only when the vehicle is at a complete stop and parked in an allocated parking bay.
- Be aware, when entering or exiting the car park and parking the vehicle, of pedestrians (especially children) using the car park, entering and exiting their vehicles and/or the centre.
- Ensure that local speed limits are observed.
- Ensure that no children are left in the vehicle when it is unattended. This is illegal and children can be exposed to heat stress, dehydration, car thieves, playing with car controls etc.
- At all times, ensure that children are supervised when in the parking area.
- At all times, ensure that children are supervised (preferably by holding the child's hand) when in the parking area.
- Ensure that drop off and collection times are carried out efficiently to ensure parking spots are available to other families, residents and other road users.
- Please be mindful of local residents when coming or going to the centre. Things to take into consideration are:
 - o Not blocking driveways or parking too close to driveways.
 - o Not always taking the same parking spots. Try and use a variety of spots.
 - o Keep noise to a minimum.
 - o Be as fast as possible in picking up and dropping off.
- Any parent found to be driving dangerously can be excluded from using the car park and if deemed serious enough can be requested to leave the centre.

Procedures for Staff:

- Each centre has a 'car park plan' that outlines where staff members must park their vehicles. The car park plan will be a diagram with positions as to where staff vehicles need to be parked. Staff members who are closing the centre will be given parking positions that are closest to the centre's door for safety purposes.
- Please be mindful of local residents when parking your vehicle for the duration of your shift. Things to take into consideration are:
 - o Not blocking driveways or parking too close to driveways.
 - o Not always taking the same parking spots. Try and use a variety of spots.
 - o Keep noise to a minimum.

References: Roads and Traffic Authority – Passenger Safety
(<http://www.rta.nsw.gov.au/roadsafety/children/passengersafety.html>)

ANNEXURE “D”

6.2 - Family Communication Policy

Aim: To ensure frequent and effective communication between The Centre and families.

Reason: The Child Care Centre Management respects and values that the child's family need to be aware of the daily events that have occurred at the centre and the activities that their child has participated in for the day; therefore effective procedures for communication with families will be implemented.

Procedures:

- Families should be greeted and farewelled each day by staff, and any messages from the parents need to be passed on to relevant staff members and recorded in the staff diaries.
- Families are requested to fill in the communication through Kidyhub if they need to pass on a message to staff.
- Families also have individual communication books which can be used by both the family and staff to communicate.
- Daily reports are compiled and indicate activities that have occurred in each setting.
- If a family wish to have an in-depth meeting with staff, then an appointment needs to be made in advance. Meetings are limited to 15 minutes at a time.
- Families are encouraged to inform staff of any recent events that may affect a child's behaviour or experience at the centre, including but not limited to the death of family members, divorce, recent birthday, marriage, etc.

We have a specific plan for communicating with families and this information is obtained at the time of enrolment. Families are asked of their preferred method of communication which includes; verbal communication, meetings, phone discussions, email, notices/newsletters, interpreting/translating services. Should families not select their preferred option the service will use the most appropriate form of communication based on the needs of the majority of families.

Reference: Making Links: Parent Partner: A Guide for Parents About What Matters in Early Childhood Services. Anne Stonehouse. 2006

Building a Partnership in Your Child Care Service. NCAC. 2007.

ANNEXURE “E”

6.3 - Family Grievance Procedure

Aim: Our Centre welcomes information and feedback from all families as it enables the quality of the services to be improved. All families should be made aware of their right to complain and should understand the complaints procedure.

Reason: Grievances or complaints may arise from time to time and it is important that they are not ignored. An unexpressed or unresolved grievance can often escalate unnecessarily. The following procedure is designed to make sure that:

- Families feel that they have someone to turn to when they disagree with the way their child is being treated.
- Centre Manager have somewhere they can turn for help in dealing with disagreements with parents.
- The whole matter can be dealt with in a professional manner, to the child's best advantage.

Families have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly.

The Nominated Supervisor/ Centre Manager should take steps to ensure that families feel comfortable to continue accessing the service after making a complaint.

NQS

QA7	7.3	Administrative systems enable the effective management of a quality service
-----	-----	---

National Regulations

Regs	168	Education and care service must have policies and procedures
	173	Prescribed information to be displayed
	176	Time to notify certain information to Regulatory Authority

Centre Procedure:

The procedure for dealing with complaints is described below:

1. All complaints are to be recorded on the Complaints Record Form, which is to be completed by the Nominated Supervisor/Director (Appendix 1).
2. Any disagreement between a family member and a teacher over an educational matter, care matter or any other matter relating to the centre matter must first be discussed by the parent and the teacher/Nominated Supervisor at a meeting held specifically for that purpose.
3. If either the parent or the teacher is unhappy with the outcome of the first discussion, the teacher or parent may ask the Nominated Supervisor or Centre Manager to sit in on a second meeting.

The role of the Nominated Supervisor or Centre Manager will be to try to resolve the disagreement for the child's best benefit.

4. In the event that the parent is still unhappy with the state of affairs, they should raise the matter with the Director who will take the matter in writing to the Approved Provider, who will decide how best to resolve the matter in conference with the parent(s).
5. The procedure is designed to achieve the best possible outcome for the party who is most likely to lose out in any disagreement: the child.
If the matter cannot be resolved, the following steps must be implemented:

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

Procedure when Informing NSW Early Childhood Education and Care Directorate (ECECD):

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

The following procedure must be adhered to;

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

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

SI01 Notification of serious incident

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

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

The NQA IT System can be accessed from ACECQA web site:
<https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>

2. Upon completion of the forms, the Nominated Supervisor will notify the Approved Provider and who will review the forms and provide further instructions to the Nominated Supervisor. The Nominated Supervisor/Approved Provider/Administration officer will submit the forms to DEC
3. Give written notice to ECECD of any actions taken in response to the complaint as soon as reasonably practicable after the action is taken.

Management will take into consideration the patterns of the complaints received. If there is an obvious pattern of complaints, management will look at existing policies and procedures and revise or create policies if necessary.

Management will track the complaint/grievance from initial knowledge of the grievance/complaint until its resolution.

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

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

NSW Early Childhood Education and Care
Directorate
Department of Education and
Communities

Website: www.det.nsw.edu.au

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

Locked Bag 5107
PARRAMATTA NSW 2124
Phone: 1800 619 113 (toll free)
Fax: (02) 8633 1810

Reference:

Education and Care Services National Regulations 2011

NSW Ombudsman (2004) 'Effective Complaint Handling'. NSW

Ombudsman NSW Ombudsman (2009) "Complaint Handling Kit". NSW

Ombudsman

Community Child Care Cooperative Policies

Appendix 1

Complaints Record Form

Name of Complainant:

Date:

Address:

Phone Number:

Complaint Received by:

- ☐ Telephone
- ☐ Letter or email (copy should be attached)
- ☐ In person
- ☐ Other (please specify)

.....

Details of the Complaint (attach pages if there is insufficient space below):

.....
.....
.....
.....
.....
.....
.....
.....
.....

Action to be Taken:

.....
.....
.....
.....
.....
.....
.....

Outcome & Follow-Up:

.....
.....
.....
.....
.....
.....

Name & Signature of Complainant:

Name & Signature of Nominated Supervisor:

.....

.....

.....

.....

.....

.....

APPENDIC “F”

6.4 - Family Involvement In Evaluation Of Their Child’s Progress

Aim: For families to be involved in their children’s progression at the centre.

Reason: The centre realises that the child’s parent/family is the child’s most influential teacher and including the family in the child’s progression can further extend the child’s development.

Procedure: The centre has several methods implemented to enable and ensure that families are aware of their child’s progression. This occurs through:

- The general communication book
- Individual communication book
- Group parent meetings
- Individual parent meetings
- Half-yearly and yearly report cards
- Appointments for individual teacher meetings
- Verbal communication on a daily basis
- Our newsletters
- The parent handbook
- Children’s portfolios

After individual teacher meetings, staff need to follow any issues or points raised. Any suggestions which may have been made by the parent need to be followed up by the staff member, and also in the centre’s program also.

Staff encourage families to be involved in regular evaluation of their child’s progress. Staff ask that families read the daily reports and read their child’s individual observations/evaluations. Families are then asked to evaluate their child’s progress by writing their evaluation in their child’s observation/evaluation.

Parents should be encouraged to come and take part in the program, such as a group time presentation or story times.

Reference: Early Years Learning Framework. Council of Australian Governments. 2009.

ANNEXURE “G”

6.5 - Family Involvement Policy

Aim: For families to be involved in the centre’s program.

Reason: With diverse families enrolled at The centre, the centre can utilise families to share their talents, interests and professions in the program.

Procedure: Parents are encouraged to participate in the activities of the Centre, e.g. communicate to staff in the diaries provided for you and your child, attend excursions/incursions and join in celebrations. If anyone has a little time to volunteer an hour or so to assist us with activities for the children such as multicultural activities, reading, playing an instrument or repairing toys and equipment, you are most welcome to come and discuss your skills and availability with the staff.

Special religious, medical or cultural requirements (e.g. diet, celebrations or medical) must be notified by parents at the time of enrolment of the child into the Centre so that these requirements can be considered in the program.

Parents are invited to participate in the formulation of curriculum guidelines for the Centre by passing on ideas to staff verbally and in writing. Questionnaires will be circulated throughout the year giving parents the opportunity to comment on the program offered at this centre.

Parents are invited to be involved in policy development and review through reading policies and making suggestions.

Reference: Education and Care Services National Regulations 2011

ANNEXURE “G”

EMERGENCY EVACUATION POLICY

PURPOSE

This policy will provide a framework for:

- emergency and evacuation procedures and practices guidelines
- raising the awareness of everyone attending the Centre about potential emergency situations and appropriate responses.

POLICY STATEMENT

The aim is to:

- provide a safe environment for all children, staff and persons at and associated with the Centre.
- having a plan to manage emergency situations in a way that reduces risk to those present on the premises
- ensuring effective procedures are in place to manage emergency incidents at the Centre
- ensuring an appropriate response during and following emergency incidents to meet the needs of the children, their families, staff and others at the Centre.

Definitions

The terms defined in this section relate specifically to this policy.

Attendance record: Kept by the service to record details of each child attending the service including name, time of arrival and departure, signature of person delivering and collecting the child or of the Nominated Supervisor or educator (Regulation 158(1)).

NSW Rural Fire Service (NSW RFS): The NSW Rural Fire Service (NSW RFS) is the world's largest volunteer fire service. Their members provide fire and emergency services to approximately 95 percent of NSW. NSW RFS members attend a range of incidents and activities:

- Bush and grass fires
- House and structure fires
- Storm damage
- Search and rescue
- Motor vehicle accidents
- Community education
- Bush fire mitigation.

The responsibilities of the NSW RFS are set out under the [Rural Fires Act 1997](#).

Duty of care: A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury.

Emergency: Includes any situation or event that poses an imminent or severe risk to the persons at the education and care service premises e.g. flood, fire or a situation that requires the service premises to be locked down (National Regulations, page 5).

Hazard: A source or situation with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment or a combination of these.

Incident, Injury, Trauma and Illness Record: Contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for by the service. Any incident, injury, trauma or illness must be recorded as soon as is practicable but not later than 24 hours after the occurrence.

NSW State Emergency Service (SES) is an emergency and rescue service dedicated to assisting the community. Major responsibilities are for flood and storm emergencies, but the NSW SES also provides the majority of general rescue effort in the rural parts of the state.

Notifiable incident: An incident involving workplace health and safety that is required by law to be reported to SafeWork NSW and icare. Notification is required for incidents that result in death or serious injury/illness, or dangerous occurrences. For a complete list of incidents that must be reported to SafeWork NSW and icare, refer to the Incident, Injury, Trauma and Illness Policy.

Risk management: A structured approach to managing uncertainty related to a threat; a sequence of activities including the identification, assessment and prioritisation of risks followed by co-ordinated and economical application of resources to minimise, monitor and control the probability and/or impact of those risks.

Serious incident: An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the regulations or is mistakenly locked in/out of the service premises (Regulation 12).

A serious incident should be documented in an Incident, Injury, Trauma and Illness Record (sample form available on the ACECQA website) as soon as possible and within 24 hours of the incident.

The Regulatory Authority (ECECD) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)).

Records are required to be retained for the periods specified in Regulation 183.

State of emergency: A situation in which the government is granted special powers, by constitutional or legal provision, to deal with a perceived threat to law and order, or public safety.

SafeWork NSW: SafeWork and icare role is to assist in securing the health, safety and welfare of workers in NSW (<https://www.safework.nsw.gov.au/>), (<https://www.icare.nsw.gov.au/>)

PROCEDURES

The approved centre operator will be responsible for:

- Ensuring that plans to effectively manage incidents and emergencies are developed in consultation with the relevant authorities, practised, implemented and regularly reviewed.
- conducting a risk assessment to identify potential emergencies that the service may encounter
- providing instructions for what must be done in the event of an emergency
- ensuring that the emergency and evacuation procedures are rehearsed at once a month
- ensuring that the rehearsals of the emergency and evacuation procedures are documented
- ensuring that a copy of an emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit at the service premises
- ensuring that those working at, or attending the centre, have access to a phone or similar for immediate communication with parents/guardians and emergency services and that phone numbers of emergency services are displayed in each room of the service, near the phone
- identifying potential onsite hazards and taking action to manage and minimise risk
- ensuring all infrastructure and service equipment are regularly checked for condition and maintenance, including emergency exit lighting
- ensuring the location of first aid kits, fire extinguishers and other emergency equipment are clearly signposted
- ensuring all emergency equipment is maintained on a regular basis in accordance with requirements specified by regulations, such as the Australian Standards Building Code e.g. fire extinguishers, smoke detectors, evacuation kits, sprinkler systems and alarm or duress systems
- providing a fully-equipped portable first aid kit
- developing a regular training schedule for staff to ensure that they are able to deal with emergency situations e.g. first aid, emergency management and WHS training
- regularly reviewing, evaluating and updating emergency management plans, manuals and procedures (at least annually or following an emergency incident)
- developing procedures to debrief staff following emergency incidents
- conducting spot checks of documentation and practices to ensure all requirements of this policy are being complied with
- notifying ECECD in writing within 24 hours of a serious incident (refer to Definitions)

- completing the Incident, Injury, Trauma and Illness Record (refer to Definitions) where required
- notifying ECECD within 7 days of an incident that required the service to be closed, or a circumstance that posed a significant risk to the health, safety or wellbeing of a child attending the service
- reporting notifiable incidents (refer to Definitions) in the workplace to Workcover NSW
- engaging with Fire and Rescue NSW and/or NSW RFS and SES regarding fire and flood risk safety awareness and training for the service, including demonstrations of fire equipment, basic fire safety, smoke alarm, fire blankets and escape plans
- identifying staff and children requiring additional assistance in the event of an emergency
- ensuring that emergency contact details are provided on each child's enrolment form and that these are kept up to date
- ensuring that an attendance record (refer to Definitions) is maintained to account for all children and staff attending the service
- keeping a written record of all visitors to the service, including time of arrival and departure
- ensuring all staff, parents/guardians, children, volunteers and students on placement understand the procedures to follow in the event of an emergency
- ensuring there are induction procedures in place to inform new staff, including casual or relief staff, of the emergency and evacuation policy and procedures
- ensuring all staff, parents/guardians, children, volunteers, students on placement and others attending the service are accounted for in the event of an evacuation
- developing procedures to deal with loss of critical functions, such as power/water shut off.

The Nominated Supervisor is responsible for:

- ensuring that the emergency and evacuation floor plan is displayed in prominent positions and that all parents/guardians, volunteers, contract staff and relief staff are briefed and aware of the procedures
- ensuring that children are adequately supervised at all times and protected from hazards and harm (refer to Supervision of Children Policy)
- ensuring that the Emergency Evacuation Plan is followed in the event of an emergency
- testing alarms and communication systems regularly
- Informing the Nominated Supervisor and Approved Provider of any serious or notifiable incidents (refer to Definitions) that must be reported to ECECD or SafeWork NSW.

Service Supervisors and other educators are responsible for:

- implementing the procedures and responsibilities in this policy and the service's Emergency Evacuation Plan
- supervising the children in their care and protecting them from hazards and harm (refer to Supervision of Children Policy)
- providing support to children before, during and after emergencies
- checking that the attendance record (refer to Definitions) is completed at the beginning and end of each day
- checking that the emergency evacuation procedure is displayed in prominent positions and that all attending the service are made aware of these
- rehearsing emergency evacuation procedures with the children at least once every 3 months (or more often, as required) and ensuring that these are documented
- providing feedback regarding the effectiveness of emergency and evacuation procedures to inform policy, procedures and manuals etc.
- completing the Incident, Injury, Trauma and Illness Record, as required
- informing the Nominated Supervisor and Approved Provider about any serious incidents or notifiable incidents at the service
- attending first aid, emergency management and WHS training, as required
- communicating with parents about emergency procedures

- raising children's awareness about potential emergency situations and appropriate responses.

Parents/guardians are responsible for:

- familiarising themselves with the service's emergency and evacuation policy and procedures and the service's Emergency Evacuation Plan
- ensuring they complete the attendance record (refer to Definitions) on delivery and collection of their children (refer to Child Arrival, Departure and Access Policy)
- providing emergency contact details on their child's enrolment form and ensuring that this is kept up to date
- reinforcing the service's emergency and evacuation procedures with their child
- following the directions of staff in the event of an emergency or when rehearsing emergency procedures.

Sources

- Education and Care Services National Regulations 2011
- Guide to the National Quality Standard
- Fire and Rescue NSW www.fire.nsw.gov.au/
- NSW Rural Fire Services www.rfs.nsw.gov.au/
- Safe Work NSW <https://www.safework.nsw.gov.au/>
- NSW SES [Flood | NSW State Emergency Service](#)
-

Emergency Evacuation Procedure

Role of Educators

- Immediately when the alarm sounds (3 whistle blows or via PA) educators will return to the group with which they are working if it is safe to do so. Educators will then assist with the evacuation.
- Educators are to ensure that sign in/out rolls and emergency contact lists remain in the vicinity of that particular group of children at all times and if evacuation is required that a primary carer collect that roll and list in the process of evacuating children.
- After the alarm has been raised, group children and evacuate through the nearest exit to the designated safe area with the children's sign in/out roll and emergency contact lists.
- [Educators](#) to call roll and settle children.
- Supervise and reassure children.

Nominated Supervisor's Role:

- Collect educator sign in ipad , a phone, and emergency contact list and evacuation bag.
- Check toilets, kitchen, classrooms, cot room, and laundry and staff room
- Ring 000 as soon as possible.
- Follow children and other educators to designated area (see floor plan)
- Oversee and check attendances of children, educators, volunteers, families and visitors.
- Supervise and reassure children.
- Complete the written record detailing the evacuation

Planning for a service lockdown

Not all emergency situations will require education and care services to evacuate from the premises. Some situations, such as the threat of a violent person or a police operation in the vicinity, may require the service to go into lockdown. Also during severe weather events that cause flooding, access roads leading to the centre may be temporarily cut-off, even though the Centre is not located on flood prone land. Examples of potential lockdown situations include when there is a foreseeable threat of harm to staff, children or visitors caused by but not limited to the following -

- Severe weather including Earthquakes
- Toxic/chemical spills
- Dangerous and/or threatening persons

- Unwanted/uninvited visitors
- Violent, intoxicated and/or drug affected persons
- Dangerous animals
- Unidentified external disturbance

Lockdown means that the Centre locks all doors and windows and where possible, removes children, educators and other adults from view. These situations may take time to be resolved and locations should be selected to allow for easy access to kitchen, bathroom and nappy change facilities. These areas will need to allow for children to engage in small or large group experiences during the lockdown period.

STEP ONE

Whoever finds or is made aware of the emergency sounds the alarm and notifies the Nominated Supervisor.

In regards to the possibility of severe weather events that causes local flooding, Eliza Place and Argyle Street are affected by a 1 in 100 year flood and Probable Maximum Flood (PMF) extents which could be cut off, even though the Centre is located above the PMF level. The Centre operator should monitor Flood Warnings issued by the Bureau of Meteorology and if these indicate the potential for major flooding that inundate these roads then parents and guardians should be advised not to attend the centre if the warning is identified outside of the Centre operating hours. If the warnings are identified during the Centre operating hours, the following steps are to be followed.

- [Flood Warning Services: National flood forecasting and warning service: Water Information: Bureau of Meteorology \(bom.gov.au\)](http://www.bom.gov.au)

Page BreakSTEP TWO

All educators and staff lock external doors and windows and close blinds or curtains where possible. All available adults are to assist with moving babies and younger children to the designated assembly point.

STEP THREE

Where Police did not notify the education and care service of the emergency, the Nominated Supervisor on premises calls either:

- Landline – 000
- Mobile – 112

Stating name, address of the service and the nearest cross street.

If the situation involves extreme weather which is thought to cut-off road access contact the local Council or SES to determine where road blockages exists or may soon exists, and when they are expected to be cleared:

- Council – 02) 4677 1100
- SES – 132 500

The Centre operator should also monitor Council and SES websites and social media pages during such events.

STEP FOUR

Delegated first aid person collects the emergency pack, mobile phone, emergency contact lists, staffs sign in sheets and children's attendance records (there may need to be a delegated first aid person for each room of the education and care service).

STEP FIVE

Check attendance rolls. If a person is missing, advise the Nominated Supervisor as soon as possible.

STEP SIX

All educators and staff support and supervise children's wellbeing until the situation is resolved.

STEP SEVEN

Delegated first aid person administers first aid if necessary.

STEP EIGHT

From the assembly point, the Nominated Supervisor continues to liaise with emergency services and other relevant agencies.

STEP NINE

Delegated communications person contacts families or emergency contacts to notify them of the emergency. If appropriate, arrange for children's collection.

However, in the situation when access roads are cut-off parents and guardians are to be advised that should not travel over inundated roads and that the Centre has evacuation procedures in place that will ensure the wellbeing of their children until it is safe for them to travel to the centre to collect them.

Page Break

STEP TEN

Remain in lockdown until advised of the all clear by emergency services.

When and how to ring an emergency service:

To contact emergency services dial 000 from landlines or 112 from mobile phones. Be prepared for the information they may ask you by having the following information ready:

- A contact phone number
- Your name and the education and care service name;
- Your location - know your street address and the nearest cross road;
- Note any specific landmarks;
- The exact location of the emergency within your service – e.g. in the playground.
- Best entrance to use;
- A brief description of the emergency; and
- The name of the person who will meet the emergency services

Power Cuts

In the event of power failure, the Nominated Supervisor should immediately try to determine if the failure is based at the centre or whether it covers a larger area.

The following procedures will be taken:

- Ø Contact Nominated Supervisor to inform them of the power failure.
- Ø Nominated Supervisor to contact Power Company to determine the extent of loss and when power will be restored
- Ø Children will remain inside if fallen power lines are near the centre
- Ø If the power cut is expected to continue for some time, and the incident is not associated with road closures caused by fallen powerlines, contact parent/ guardians to collect children.
- Ø If the problem is within the centre, The Nominated Supervisor will call an Electrician and arrange for the problem to be fixed.

Water Cuts

In the event of water cuts the Nominated Supervisor should immediately contact the Sydney Water board and try to determine if the cuts are based at the centre or whether it covers a larger area.

The following procedures will be taken:

- Ø Contact the Nominated Supervisor
- Ø If the water cut is expected to be long term please notify The Approved Provider
- Ø If the water cut is expected to continue for some time, and the incident is not associated with road closures caused by flooding, contact parent/ guardians to collect children.

Emergency packs

Emergency packs should be checked to ensure there are adequate and replenished supplies available should an emergency occur. Schedule monthly checks of emergency packs as part of the audit process for your first aid kit.

Emergency pack contents guide:

- A fully stocked portable first aid kit
- A site plan identifying exits from the building, safe spaces to shelter and assembly points
- Asthma inhalers, auto adrenalin injection devices and / or other emergency medications required by children and staff
- Bottled water and plastic cups
- Packet of biscuits or an easily transported snack
- Spare nappies, gloves, wipes, plastic bags and tissues
- Sunscreen
- Portable emergency contact sheet (laminated)
- A fully charged, working mobile phone
- A copy of the evacuation plan and procedure
- Some books or resources to entertain children (only if possible)