

Plan of Management for Childcare Centre

**Property: Lot 8, 1032 Richmond Road and 232 Grange
Avenue, Marsden Park**

May 2021

GENERAL INFORMATION

1. Plan of Management Overview

This Plan of Management has been prepared for the operation and management of a Child Care Centre on Lot 8, 1032 Richmond Road and 232 Grange Avenue, Marsden Park.

This Plan of Management provides guidelines and management practices for the day to day Operation of the child care centre including the scheduling and use of play areas.

The Plan aims to ensure that the child care centre:

- (a) Operates in a manner consistent with good management;
- (b) Operates with regard to the surrounding residential neighbourhood;
- (c) Takes a proactive role in being a responsible neighbour/land owner within the surrounding residential area; and
- (d) Operates in a manner so as not to disturb the surrounding residential area.

2. Licensing

The licensing procedure and proposed facilities and equipment requirement, staffing requirements, child number requirements, operational requirements, administrative requirements, probity checks, miscellaneous and record keeping for each child of the centre will be in accordance with The Education and Care Services National law and the Education and Care Services National Regulations 2018.

3. Opening Hours

The centre's hours of operation will be 7:00am to 6:00pm, Monday to Friday. The centre will close on all public holidays and operate 52 weeks per year.

4. Capacity

A total of 100 children under 6 years are proposed within the following age groups:

- 0-2 years – 20 children
- 2-3 years – 20 children
- 3 years – 20 children
- 3-4 years – 20 children
- 4-6 years- 20 children

5. Staff

The centre will ensure that the ratio of primary contact staff to children is as per The Education and Care Services National law and the Education and Care Services National Regulations 2018.

The centre will ensure that at least 2 members of the primary contact staff are present on the premises during operating hours. Centre policy and by Regulations, all staff rosters will take into consideration

current first aid certificates, asthma and anaphylaxis training & child protection training. A staff member (responsible persons) with a current first aid certificate will be present throughout the day between 7:00am and 6:00pm.

A total of 18 childcare staff are proposed including a part time chef to work between the hours of 9.30am and 2pm.

Staff Required:

0-2 years x 20 children: 5 staff

2-3 years x 20 children: 4 staff

3 years – 20 children: 4 staff

3-4 years x 20 children: 3 staff

4-6 years: 20 children 2 staff

Kitchen

1 chef: Food handling / menu planning experience & training

Nominated Supervisor

The Education and Care Services National law and the Education and Care Services National Regulations 2018 and Nominated Supervisor is present at the service.

6. Supervision of children

There must be enough staff in accordance with The Education and Care Services National law and the Education and Care Services National Regulations 2018 ratios present at all times while children are outside in designated play areas. Staff must be positioned in all areas to supervise children if they are playing in those areas.

7. Programming

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

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

The indicative scheduling program has been structured having regard to:

- The above principles
- The recommendations of the acoustic consultant
- The nature of the anticipated activities

Activities can be either passive or active and learning spaces will be adaptive with movable shelving/tables and other equipment so that a combination of passive and active activities would be offered indoors and outdoors.

Passive activities include:

- Literature/Poetry
- Arts & Craft
- Natural science
- Environmental and exploring lessons
- Dining
- Interactive Garden
- Role play
- Creative movement

Passive activities will generally be conducted in Indoor Play Areas.

The indicative program is designed to minimise outdoor noise and having regard to neighbours that allows for 2 hours of active outdoor play for each child per day, before 4pm.

8. Indicative Daily Routine

Daily Programme and Routine For Ages 0 – 2 Years

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

Daily Programme and Routine For Ages 2 – 3 Years

7am- Centre Opens

7.30-8.30am	Breakfast/Morning Tea (A quiet time for children)
8:00-9.00	Free Indoor/Outdoor Play (OPA1).
9:00-10.15	Child interest based learning (Talk about child's interests, weekly topics, story time)
10:15-10:30	Packing away followed by Music & movement
10:30-10.45	Art and craft
10:45-11.00	Nappy changing & preparing beds
11:00-11.30	Lunch time
11:30-1.00	Rest time/Quiet activities for the children who do not sleep
1:00-1.15	Afternoon Nappy change
1:15-2.15	Small group activities and optional outdoor play (OPA1).
2:15-2.30	Afternoon tea
2:30-4.00	Interest based learning
4:00-4.15	Late afternoon tea/snack
4:15-6.00	Combined groups for indoor free play.

Daily Programme and Routine For Ages 3 – 6 Years

7am	Centre Opens
7.30-8.30am	Breakfast/Morning Tea (A quiet time for children)
8:30-10.00	Education (Talk about child's interests, weekly topics, story time, colours, numbers, shapes, days of the week)
10:00-11.00	Free Indoor/Outdoor Play (OPA2).
11:00-11.45	Art and craft (children explore, and express ideas through creative arts)
11:45-12.00	Preparing their beds
12:00-12.30 meal)	Lunch time (children wash their hands, and choose a seat to be served an alternate meal)
12:30-1.30	Rest time/Quiet activities for the children who do not sleep
1:30-2.00-	Small group activities.
2:00-2.15	Learning centres (encourage children to explore, and try things)
2:15-2.30	Afternoon tea (children are given an alternate nutritious snack/fruit)
2:30-3.00	Interest based learning
3:00-4.00	Optional outdoor play (OPA2)
4:00-4.15	Late afternoon tea/snack
4:15-6.00	Combined groups for free indoor play.

9. Noise Management

The childcare centre is to operate as per the relevant recommendations of the approved Acoustic Report.

Staff and parents will be instructed in the importance of being a good neighbour to assist in controlling privacy and noise levels, in particular noise levels from outdoor play areas. Initially, this will be part of the induction process and then ongoing using various strategies such as: National Quality Framework (NQF) high quality practice; tools; training and meetings to convey the message.

When children are in the 'active' play area, each group will be fully supervised at all times.

Any child who is crying or upset while outside will be taken inside to be settled.

OPA1 and OPA 2 can be utilised concurrently as follows:

- up to 40 children aged 0-3 within in OPA1 for up to 2 hours per day; and

- up to 60 children aged 3-6 within OPA2 for up to 2 hours per day.

Signs must be installed and remain in place at the ingress and egress points to remind staff and visitors to minimise noise at all time.

In-house training will include familiarization with the procedures in the operation of the centre.

Centre management will maintain a log of any, and all complaints received. This is detailed further below in the complaints procedure.

No music systems are to be used outside at any time.

The mechanical plant is only to operate between 7:00am and 6:00pm.

A contact number is to be made available at the front of the centre so that any complaints regarding the centre can be made.

A laminated copy of the noise management plan will be displayed in the foyer.

10. Traffic & Parking

- There is a designated car park area for the child care provided on Basement 1. Within the basement, for visitor spaces (including 1 accessible space) and staff parking.
- The total parking spaces will be made available to the childcare centre at all times.
- The disabled car space must be used by people with a valid disability permit only
- Staff, parents and careers must be encouraged to report improper use of the car parking area to the centre's manager.
- Staff are to regularly monitor the car park during operating hours to ensure the above items are adhered to, particularly during peak drop-off/pickup periods.

11. Security Measures Policy

The centre will have the following security measures in place:

- Proof fences and gates;
- Security cameras and CCTV;
- External and internal back to base alarms;
- Individual Pin Code access to all staff and parents to access the centre. Individual Pin codes will be cancelled upon families cancelling their child's position at the service.

12. Events & Parent Information Days

The Centre will conduct centre events and parent information days ONLY during the hours of opening of the Centre, being 7am to 6pm, Monday to Friday (Not on public holidays).

13. Centre Cleanliness, Waste Management and Maintenance

Centres are kept clean by both staff and after hour's 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.

Regarding waste management, general and recycling waste will be placed in the bins in the designated child care bin area provided in basement 1.

The cleaners will be responsible for transporting general and recycling waste from the childcare centre to the designated bin room via lift 3.

14. Emergency Evacuation Plan

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

15. Management of Air Quality Impacts

The following procedures are to be adopted for the use of the childcare center:

- Children's are not permitted to play outdoors after 4pm.
- Mechanical ventilation and air conditioning must be operational between 4pm and 6pm.

16. Mechanism for Conveying Policies & Updates to Parents

The centre operations are documented in our policies and procedures.

These policies and procedures make up many volumes. All educators and carers must read the policies and procedures and confirm in writing that they have done so. The policies and procedures are discussed at staff meetings and continually updated and redistributed as they are amended.

Policies are also located in the front foyer for all families and visitors to have access at all times.

Centre policies are reviewed throughout the year on a monthly basis following a schedule. All revised policies are mentioned in the centres monthly newsletter, and displayed in the front foyer for the families to be updated and advised of any changes that have been made.

17. Complaints Procedure For Parents

Minor Complaint

- Parents are encouraged to discuss minor concerns with the room leader as soon as possible.

Serious Complaint:

- Parents should immediately discuss their complaint with the nominated supervisor.
- Details of the complaint are recorded.
- The nominated supervisor will investigate and keep parents informed of any actions taken.
- Print and complete a *Notice of Complaint Received* form CSDF 14 and *Response to Complaint Received* form CSDF 15, which can be downloaded from www.community.nsw.gov.au
- Complete form CSDF14 and send to the Director, Central Licensing and Regulatory Support, Children's Services Directorate, Community Services, within one week after the complaint is made.
- Complete form CSDF15 and send to the Director, Central Licensing and Regulatory Support, Children's Services Directorate, Community Services, of any action taken in response to the complaint as soon as reasonably practicable after the action taken.
- If parents are not satisfied with the outcome a contact number for the Department of Early Childhood Education and Care Directorate, NSW Department of Education and Communities will be given to them.
- The Department of Early Childhood Education and Care Directorate, NSW Department of Education and Communities contacts will be displayed in the foyer area.
- Please phone (Centre Director) on (Mobile number) for any serious complaints.

18. Complaints Handlings Procedure for external stakeholders

- The name and contact details of the operator shall be provided to Blacktown City Council. The operator is the contact nominee for any complaints that arise from the activities associated with the centre.
- The name and contact details of the operator shall be notified to residents by letter box drop box on an annual basis. The notice shall encourage complaints to be made to the operator.
- The operator shall take a record of complaint and shall take steps to resolve it as soon as practicable, or the next business day if received after 6pm.
- The operator shall keep a log of any complaint and the method of resolution and furnish it to Council upon request. Records shall be kept for 5 years.

19. Review Procedure

- The procedures set out in this Plan of Management must be reviewed annually by the service operator.