

**Plan of Management
Childcare Centre**

339-377 Forest Road Bexley

June 2021

Contents

1.	INTRODUCTION.....	3
2.	AIMS AND OBJECTIVES OF THE CHILDCARE CENTRE	3
3.	CHILDCARE LICENSE NUMBER AND OPERATOR	4
4.	POLICIES AND PROCEDURES	4
5.	NUMBER OF CHILDCARE SPACES AND STAFFING.....	4
6.	DAYS AND HOURS OF OPERATION	6
7.	PARKING SPACES AND PEAK DROP OFF AND PICKUP TIMES	6
8.	ACCESS AND SECURITY	6
9.	LAUNDRY FACILITIES	7
10.	FOOD PREPARATION AREAS	7
11.	MUSIC AND NOISE MANAGEMENT	8
12.	DAILY ROUTINE	9
13.	DELIVERIES.....	11
14.	WASTE MANAGEMENT	11
15.	FIRE SAFETY	11
16.	SHADE.....	11
17.	NEIGHBOUR COMPLAINT HANDLING AND RESOLUTION POLICY	12
18.	EMERGENCY EVACUATION PROCEDURES.....	12

1. Introduction

This Plan of Management (PoM) has been created for a proposed childcare centre at No 339-377 Forest Rd Bexley. The childcare centre will provide long day care services for a total of 60 children.

Preparation of the PoM has had regard to the requirements of the following:

- Australian Children's Education and Care Quality Authority (ACEQA)
- National Quality Framework
- Education and Care Services National Law 2013
- Education and Care Services National Regulations 2013
- State Environmental Planning Policy (Educational Establishments and ChildCare Facilities) 2017
- NSW Government Child Care Planning Guidelines.

The PoM is designed to ensure that the Centre, its facilities and daily operation complies with all relevant National, State and Local Government requirements at all times, and that the Centre provides high quality education and care programs for children.

2. Aims and Objectives of the Childcare Centre

The principal aim of the centre is to achieve an excellent rating against each of the seven Quality Areas under the National Quality Standard and meet the community's demand for high quality child care and provides a safe, engaging and stimulating environment which enhances children's learning and development.

The key objectives of the PoM are to outline:

- Policies and procedures
- Hours of operation
- Staffing arrangements
- Code of conduct
- Access and security
- Emergency procedures
- Workplace health and safety
- Waste management
- Noise management
- Complaint handling and resolution
- Access and accessibility to and within the Centre

Under the National Law and Regulations, services are required to base their educational program on an approved learning framework. This should focus on addressing the developmental needs, interests and experiences of each child, while taking into account individual differences.

There are 2 nationally approved learning frameworks which outline practices that support and promote children's learning:

- [Belonging, Being and Becoming: The Early Years Learning Framework for Australia \(EYLF\)](#)
Approved learning framework under the NQF for young children from birth to five years of age
- [My Time, Our Place: Framework for School Age Care in Australia](#) Approved learning framework under the NQF for school age children.

The Centre's program will be focussed on the National Quality Framework and The Early Learning Framework: Belonging, Being and Becoming which is a national curriculum for the 0-5 year age group. Staff will be encouraged, through play based learning and formal teaching, to explore the learning outcomes specified in the early years learning framework with all children both individually and in groups. Parental involvement will be a key aspect of the program.

3. Childcare License Number and Operator

Prior to the commencement of operation the Centre will need to obtain a license approval from the NSW Department of Education (formerly DECS) to operate a childcare centre.

4. Policies and Procedures

The policies and procedures of the Centre meet the requirements of Regulation 168 of the *Education and Care Services National Regulations* and the *National Quality Standard*.

5. Number of Childcare Spaces and Staffing

A total of sixty (60) licensed childcare places will be available for children between the ages of 6 weeks and 5 years and allocated as follows:

- Under 2 years: 15 children (and 4 staff members)
- 2-3 years: 15 children (and 3 staff members)
- 3-4 years: 15 children (and 2 staff members)
- 4-5 years: 15 children (and 2 staff members)

Appropriately qualified and experienced Educators will be employed to ensure high quality education and care programs. The number of Educators employed will be in accordance with the staff to children ratios as set out in Regulation 123 of the *Education and Care Services National Regulations* as follows:

Children's Age	Ratio of Number of Educators to Children
0-2	1:4
2-3	1:5
3-5	1:10

There will be a maximum of 12 staff comprising:

- 11 teachers
- 1 director

The maximum number of staff on site at any one time during each weekday is anticipated to be as follows:

- 7am: 2
- 8am: 6
- 9am: 8
- 10am: 12
- 11am: 12
- 12 noon: 12
- 1pm: 12
- 2pm: 12
- 3pm: 12
- 4pm: 10
- 5pm: 4
- 6pm: 2

It is also noted that all staff, including casual staff, will have appropriate qualifications as Educators to ensure that child/staff ratios are maintained during staff lunch breaks.

Staff will commence work on a staggered basis between 7.00am and 9.30am as childcare places are progressively filled. Similarly, staff will finish work on a staggered basis as children are collected from 3.00pm onwards.

Staff will be provided with a roster and allocated their respective shifts fortnightly.

All Educators will maintain qualifications in First Aid, Asthma and Anaphylaxis, Child Protection and will undertake regular professional development opportunities to meet National Quality Standards.

All staff must agree to follow the code of conduct/code of ethics that applies to management and educators which clearly explain the responsibilities of all parties in relating to one another, to children and to families using the care service.

An Educational Leader will be appointed to guide and mentor all Educators in all aspects of the program and a Responsible person approved by the Approved Provider, who meets the requirements set out by the NSW Department of

Education and Care, will be in attendance at all times as required by Regulation 150.

6. Days and Hours of Operation

The Centre will provide long day care Monday to Friday between the hours of 7.00am to 6.00pm. The centre will be closed on public holidays.

7. Parking Spaces and Peak Drop Off and Pickup Times

The parking spaces for the childcare centre are located in the basement and comprise:

- 6 dedicated car spaces for staff parking; and
- 4 car spaces for the drop-off and pick-up of children (including one accessible parking space near the front door); and

The childcare centre is not opened on weekends and use of childcare parking spaces during these times is addressed in the St Mary & St Mina's Coptic Orthodox Parish Plan of Management dated June 2021.

Anticipated peak drop off and pick up times are as follows:

- Drop off: parents usually arrive between 7am and 9am Monday to Friday.
- Pickup: parents usually arrive between 4pm until 6pm Monday to Friday.

Gate 3 will be opened on Monday to Friday from 6.45am to 10pm and will be patrolled during "school zone" hours.

8. Access and Security

Vehicular or Pedestrian Access Options

Parents/carers (who drive) access the site via Gate 3 and the basement carpark. They arrive at the reception area either by the stairs or lift which will be accessed via a swipe card/pin code or similar.

Parents/carers who live close enough to the centre to walk/catch public transport access the centre via the pedestrian path leading from Bayview Street.

Both the front entry and basement lift will be monitored by CCTV. The reception area is always monitored by one of the teachers or the centre director during the peak drop off and pick up times.

Check-in and Check-out Procedures

The Centre will implement the following procedure regarding the drop-off of children to, or the pick-up of children from, the centre.

Arrival

- All children must be signed in by their parent or carer who delivers to the Centre.
- A staff member must meet and greet each child to ensure the child is always cared for at all times.
- Any parents/carers needing to go beyond the reception area must be checked in at reception and greeted by a staff member before being granted access to the individual rooms either at ground or first floor level.

Departure

- All children must be signed out by their parent or carer
- No child will be released into the care of any persons not known to the Educators. If the person is not known they must provide a form of photo identification which confirms that they are a person authorised on the enrolment form to collect the child.

Other

Each staff member must undergo mandatory Working With Children Check before employment and access to children through the NSW Government's Commission for Children and Young People.

The centre also has the following security measures in place:

- Childproof fences and gates to building perimeter;
- Security cameras and CCTV;
- Securable windows and doors across the site.

9. Laundry Facilities

The Centre includes a laundry facility. The laundry, which will incorporate a laundry tub connected to hot and cold water together with a washing machine and dryer, will be operated by the Centre staff and used to wash and dry bedlinen used in cots and beds and face cloths and bibs.

10. Food Preparation Areas

The centre has a designated food preparation and storage area that is both safe and hygienic. The area will be operated in accordance with the:

- Food Act 2003
- Food Regulation 2010
- FSANZ Food Standards Code
- AS 4674:2004 Design, Construction and Fitout of Food Premises.

The kitchen will only be accessible by one lockable door to prevent unsupervised access by children.

Facilities in the designated area include a fridge, oven, cook-top and hood, dish washer, preparation bench, microwave oven, garbage bin, and impervious bench- top and tiles. These facilities are suitable for staff to be able to co-ordinate, distribute and clean up the catered food that is brought to the site each day.

A separate area designated for the preparation of bottles for children under the age of two is provided. The bottle preparation area is separate from the nappy changing room.

11. Music and Noise Management

Appropriate acoustic fencing is located around the upper level play area in accordance with the Acoustic Report dated June 2021 prepared for the site. The acoustic report is based on typical noise generation levels from a survey of childcare centres. The proposed childcare centre has been designed in accordance with those findings. In particular:

- **Small groups:** Indoor and outdoor play times are monitored to limit noise and appropriate room sizes (up to 15 children per room). Where possible, when playing outside, staff will facilitate children being in smaller groups of 5 or less so as to not allow a large number of them to congregate in a single area at any one time.
- **Music:** Throughout the day, staff may arrange indoor music sessions for children's learning and for sleep times to create an ambient atmosphere as children settle throughout daily transitions. The volume is to be at a soothing level to ensure children's comfort and prevent opportunity for music to be heard from surrounding noise receivers. No music is to be played outside.
- **Equipment:** The types of equipment used outdoors is generally either silent or very low noise generating.
- **Signage:** Signs are erected in the basement entry area and in the reception area, reminding staff and parents to arrive and depart in a quiet and orderly manner at all times;
- **Staff voices levels:** The staff are encouraged not to raise their voices to children or other staff;
- **Fencing:** Appropriate acoustic fencing is located around the upper level play area in accordance with the Acoustic Report dated June 2021 prepared for the site. The acoustic report is based on typical noise generation levels from a survey of childcare centres. The proposed childcare centre has been designed in accordance with those findings;
- **Gates, Doors and Windows:** Doors have soft closing mechanisms to assist in minimising noise levels. External windows and doors are generally closed when the children are indoors;

- **Complaints:** a contact phone number is provided at the front of the childcare centre so that any complaints regarding noise from centre operation can be made.

Furthermore, in accordance with the recommendations of the Acoustic report prepared by Acoustic Logic dated February 2021 it is noted that Management will “ensure children are supervised at all times to minimise noise generated by the children whenever practical and possible.”

Refer also discussion regarding outdoor playtimes.

12. Daily Routine

The internal design and fit out of the centre has had regard to Part 4.3 Physical environment of the Education and Care Services National Regulations.

Cot rooms, toilets, nappy changing rooms and bottle preparation facilities are conveniently located directly off indoor play rooms. Fixed clear glazing within the upper wall section of these service areas ensure clear and unobstructed lines of sight to facilitate supervision of children by staff.

Mechanical ventilation is provided to all internal ground floor areas to ensure maintenance of an ambient temperature which ensures the safety and wellbeing of children.

The following routine is indicative only but provides a guide to the extent of daily activities.

Time*	Activity
7.00am	Centre opens.
7.00am – 11.00am	Breakfast – Indoor/outdoor play (structured/free play). Breakfast for babies commences at 9.am, Toddlers at 9.30am and Pre-schoolers at 10am*
11.00am – 2.30pm	Lunch time followed by rest time
2.30pm – 3.30pm	Indoor structured/free play. Afternoon tea commences at 2.30pm
3.30pm – 5.00pm	Indoor/outdoor play (structured/free play). Many parents have collected children by this time.
5.00pm – 6.00pm	Indoor free play. Children are typically grouped into one room as many children have been collected
6.00pm	Centre closes

*Times are approximate.

Ground Floor Play Area

The ground floor play area is used only by the Babies (0-2 year old children) and the Toddlers (2-3 year olds).

It is noted that the babies do not use any other play area at any time.

The ground floor play area is used as follows:

- Before 8am: a maximum of 8 children outdoors (any additional children in either the baby or toddler rooms during these time are supervised by centre staff for indoor play);
- Between 8am and 5pm: a maximum of 15 children outdoors (each adjacent classroom uses the area on rotation); and
- 5pm – 6pm: a maximum of 8 children outdoors (any additional children in either the baby or toddler rooms during these time are supervised by centre staff for indoor play).

First Floor Play Area

The first floor play area is used exclusively by the 3-4 year old class and the 4-5 year old class. It is used as follows:

- Before 8am: a maximum of 15 children outdoors (any additional children in either of the adjacent rooms during these time are supervised by centre staff for indoor play);
- Between 8am and 5pm: a maximum of 15 children outdoors (each adjacent classroom uses the area on rotation); and
- After 5pm: a maximum of 15 children outdoors (any additional children in either of the adjacent rooms during this time are supervised by centre staff for indoor play).

Rooftop Play Area

The rooftop play area is used by all children other than the babies. It is used as follows:

- Before 8am: No children are permitted on the rooftop play area during these times.
- Between 8am and 5pm: a maximum of 38 children between the ages of 2 and 6 (and generally no more than 20-30 at any one time), playing outdoors. The children are walked up the stairs, accompanied by teachers, using the low child handrails. Should a disabled child in a wheelchair need to be transported to the roof top play area the director is called to take the child in the lift so as to ensure that appropriate child/staff ratios are maintained for the other children; and
- After 5pm: No children are permitted on the rooftop play area during these times.

13. Deliveries

Food deliveries are daily and usually from a small van or truck, the size of a standard vehicle. They occur within childcare facility hours and are coordinated to be outside peak drop off or pick up times. Accordingly delivery vehicles use the parent drop off spaces which are located outside the basement entry lobby.

Cleaning and other general small equipment and consumables (for example: art and craft products, nappies, paper towels, stationery, staff room milk, tea and coffee) for the childcare centre will be purchased as required by centre staff and will generally be brought to the site by staff car or delivered by small vans. Such deliveries are managed as per the food deliveries in the parent drop off area, outside of peak times. Deliveries of such items are likely to be in the order of up to 1 - 2 per week.

14. Waste Management

The centre will generate limited waste including a small amount of food, nappies and cleaning consumables. Waste storage areas are

Child Care Centre waste is collected on site and stored in a blue commercial bin located at ground level, adjacent to parking space 57.

Collection of Child Care Centre waste will be undertaken by the private contractor that collects College waste.

Collection of Child Care Centre and College waste will occur concurrently. As at 2021, collection is Mondays at 7:00am.

15. Fire Safety

The Centre must install and maintain certified fire equipment in accordance with the Building Code of Australia (BCA) and Regulations.

16. Shade

Regulation 114 of the *Education and Care Services National Regulations* states that *"The approved provider of a centre-based service must ensure that outdoor spaces provided at the education and care service premises include adequate shaded areas to protect children from overexposure to ultraviolet radiation from the sun."*

The Centre will join the Sun Smart Child Care Program provided by the NSW Cancer Council and establish a Sun Protection Policy incorporating the following key components;

- All outdoor activities will be planned and sited to occur in shaded areas and moved as necessary throughout the day to follow the

sun/shade path.

- Principal fixed play equipment will be permanently shaded with shade sails or the like. Other play equipment will be shaded by portable umbrellas.
- All sun protection measures (shade, sunsmart hat, clothing and sunscreen) together with recommended outdoor times will be adopted.

As the proposed outdoor play area located on the first floor comprises a predominantly indoor area designed as a simulated outdoor space compliance with shading requirements is readily achieved as a consequence of retention of approximately 50% of the existing roof.

The ground floor outdoor play area will incorporate two shade sails with each positioned over sections of active play areas.

The ground floor shade sails will cover a minimum of 30% of the total play area and have a minimum head clearance of 2.1m to ensure clear access and viewing of the play area by adults. The support posts of the shade sails will incorporate padding to afford protection to children.

17. Neighbour Complaint Handling and Resolution Policy

The Centre will develop and implement a complaint handling and resolution policy and procedure to address neighbour complaints or concerns. The policy will aim to achieve the following:

- Ensure details of any complaints are appropriately recorded in writing;
- Seek to address any complaints in a professional and expedient manner;
- Establish procedures to maintain confidentiality where requested;
- Outline steps or actions necessary for particular complaints and line of responsibility; and
- Establish a procedure for recording the progress of actions to resolve the complaint.

18. Emergency Evacuation Procedures

Emergency and Evacuation Plan

In accordance with Regulations 97 and 168 of the *Education and Care Services National Regulations* the Centre must develop an Emergency and Evacuation Plan which addresses the following matters;

- provide instructions for what must be done in the event of an emergency;
- prepare an emergency and evacuation floor plan;
- conduct a risk assessment to identify potential emergencies that are relevant to the Centre;
- ensure the emergency and evacuation procedures are rehearsed every 3 months by the staff members, volunteers and children present at the Centre on the day of the rehearsal and the responsible person in relation to the Centre who is present at the time of the rehearsal;
- ensure that a copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit of the premises
- ensure that, when educating or caring for children, the nominated supervisor and staff members of the Centre have ready access to an operating telephone or other similar means of communication to enable immediate communication to and from parents and emergency services.

Evacuation equipment must be checked by a competent person on an annual basis and after use. An Evacuation Kit must be retained on the ground floor. The kit must include:

- children information
- children and staff with special needs list
- child release forms
- staff information
- emergency contact list
- high visibility vests
- keys
- portable first aid
- medical and special needs list
- charged mobile phone functioning torch
- megaphone/loudspeaker
- portable battery powered radio
- bottled water
- portable non-perishable snacks
- facility site plan and emergency procedures manual
- toiletry supplies and sunscreen, nappies, wipes etc
- plastic rubbish bags and ties
- notebook and pen

The contents of the Kit must be checked every 3 months and missing or expired items replaced as soon as possible.

Equipment

Ground floor

- 9 x Grab and Go Evacuation Ropes or similar for groups of 10. (The ropes will be utilised for children 2-5 years old and cater for the maximum of 60 licensed places).
- 4 x Evacuation cots.

First floor

- 9 x Grab and Go Evacuation Ropes or similar for groups of 10 (1 rope in case of equipment failure).

Egress Routes & Procedure

Any emergency requires the deployment of staff to ensure that all children are evacuated safely and in a timely manner. In the event of any emergency requiring the evacuation, partially or wholly, of the building by occupants, it is recommended that the following instructions be considered:

- As a rule, more mobile children should be moved first.
- Babies will be removed from the outdoor and indoor play areas and placed in groups of 4 into cots by the staff responsible for that age group. A maximum of 4 babies will be placed in each cot. A staff member takes charge of each cot. The cots are then moved via the main entry to the Assembly Area.
- Toddlers will be assembled in groups of 5 and evacuation ropes applied by staff responsible for that age group. After a head count, they are then moved out of the building via the main entry to the Assembly Area. Toddlers must be moved after older children, if possible, as they are less mobile.
- Children 3-5 will be assembled in groups of 10 and evacuation ropes applied by staff responsible for that age group. After a head count, children are moved via the main entry and along the Carnarvon Street footway to the Assembly Area.

Assembly point

The designated assembly point is located at the Bayview Street site frontage. A triage area should be established by the First Aider for the treatment of any injuries.

Supervision of children at the assembly point

Babies (0-2 y/o) will be kept in the Evacuation cots and grouped together. A minimum of 2 staff are to remain with the cots for child safety and security as well as to attend to children's needs.

Children 2-5 are to remain tethered to the evacuation ropes for safety and security and will be seated on the grass verge.