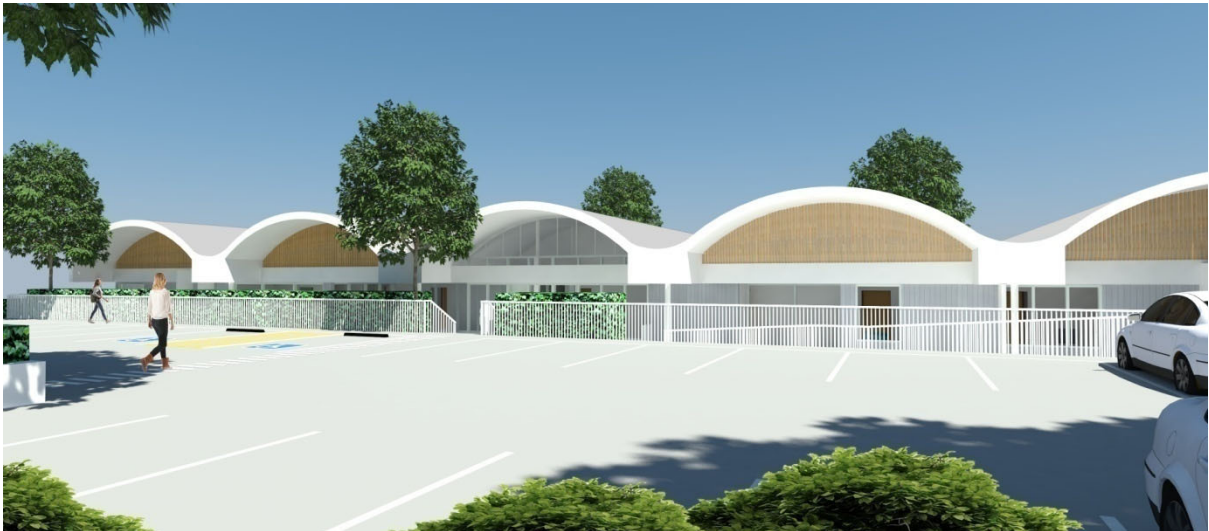


CHILDCARE CENTRE PLAN OF MANAGEMENT

Proposed Early Learning Centre

167 Serpentine Road Terrigal NSW

Prepared November 2025



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Travel Management Plan

All Staff and Parents of the centre are to be made aware that the drop off and pick up of children between 8:00am - 9:15am and 3:00pm - 4:00pm is not permitted. This is a council requirement.

The Centre is to ensure parents drop children off in the morning between Centre opening at 7:30am to 8:00am, or after 9:15am, and schedule afternoon pick-ups before 3:00pm or otherwise after 4:00pm to Centre closing at 5:30pm.

In addition, traffic management directions apply to all vehicles leaving the site. To minimise disruption to through-traffic, no right-hand turns are permitted from the centre driveway onto Serpentine Road. Instead, parents are required to turn left when exiting.

For those needing to travel back towards Terrigal Drive, vehicles must continue along Serpentine Road and use the nearby roundabout to safely turn around.

The following information is to be contained within a flyer handed to each parent on induction:

Travel Management- Instructions to Parents

- *Morning drop-off: Arrive between **7:30am–8:00am, or after 9:15am***
- *Afternoon pick-up: Collect children **before 3:00pm or after 4:00pm-5:30pm***
- *Exiting the driveway: **No right turns are allowed onto Serpentine Road.***
- *Safe turnaround: **Always turn left when leaving**, then use the nearby roundabout on Serpentine Road to return towards Terrigal Drive.*

Thank you for your cooperation — these measures help minimise congestion and keep everyone safe.

Signage similar to the image below is to be installed and maintained adjacent to the centre driveway exit.



Introduction

This Plan of Management document has been prepared for the operation and management of a proposed Child Care Centre on 167 Serpentine Road Terrigal, NSW 2250.

This document is required by council and is in place to provide an overview of the proposed operational approach by the child care operator. By having this in place, the child care operations aim to minimise any adverse effects on the neighbours and community. Further, this operational plan highlights the areas that will be met as contained in the council's conditions of development consent for a child care centre.

Ongoing Review

Reviewing and updating an operational management plan for a childcare centre is vital to ensure compliance, quality, and safety. This process involves evaluating the current policies and procedures, identifying areas for improvement, and incorporating changes in regulations or best practices. Key areas of focus include staff qualifications, child safety protocols, educational programming, and parental engagement strategies.

Involving staff in the review process fosters a collaborative environment and provides valuable insights from those directly involved in daily operations. Regularly updating the Operational Management Plan ensures that the centre can adapt to evolving needs and maintain high standards of care. Implementing a schedule for reviews, such as annually or biannually, helps maintain consistency and accountability. Additionally, seeking feedback from parents and caregivers can provide a well-rounded perspective and highlight areas for further enhancement. Through ongoing review and updates, a childcare centre can continue to provide a nurturing and safe environment for children to learn and grow.

Executive Summary

This proposed child care service is designed to cater for children from birth (six weeks) to five years of age. The layout of the premises has been designed to be efficient for operational purposes, staffing and management while providing facilities for children that are compliant with the National Quality Standards. The design of the child care facility will also be compliant with the Building Code of Australia, and The Education and Care Services National Regulations.

Philosophy

Our philosophy is that every child should be provided with a warm, nurturing and safe environment with a strong emphasis on learning, which caters to each individual child and the needs of their families.

The Operator endeavours to provide a 'family-like' atmosphere and as educators we recognise the importance of creating a link between the home and our Centres, where both families and educators work in partnership to develop the child as a whole in an educating and caring environment. Children and families are welcomed into the Centres regardless of cultural, religious or family beliefs and our educators are respectful of these practices.

Our values, which guide our choices and decisions, are placing the children at the very core of what we do. Children, parents and educators are the cornerstone of our success and we not only take pride in what we do but how we do it.

Our belief is that our innovative Child Care Centres are the best facilities where a child will gain their early social development and educational skills which will lead them to have the very best head start in life.

Centre Design

The centre has been designed in consultation with a Childcare Operator to ensure that the centre is purpose-built as a high quality facility for young children, and meets all NSW Children's Services Regulations and the National Quality Standards (NQS) while allowing for a smooth flow of operations within the service.

Business Location

167 Serpentine Road Terrigal NSW

Hours of Operation

The centre will operate from 7.30am – 5:30pm Monday to Friday, 52 weeks of the year and close on all Public Holidays.

Number of Children

The centre accommodates a maximum of 113 (one hundred and thirteen) children per day between the ages of six weeks and five years.

The children will be cared for in 5 groups based on their ages and in accordance with the Child Care Regulations. The rooms will be divided as follows:

- Room 1 - 0-1 YEARS 12 PLACES and 3 STAFF
- Room 2 – 1-2 YEARS 16 PLACES and 4 STAFF
- Room 3 - 2-3 YEARS 25 PLACES and 5 STAFF
- Room 4 - 3-4 YEARS 30 PLACES and 3 STAFF
- Room 5 - 4-5 YEARS 30 PLACES and 3 STAFF

The daily program will be based on their needs, individual development and progress. Each room will also be compliant at all times with the Child Care Regulation's child to staff ratio.

Upon obtaining an Occupational Certificate, the Operator will submit an application to arrange a formal inspection of the premises with the purpose of obtaining service license approval.

Playroom Facilities and Storage

Each group will be provided with developmentally appropriate learning programs within a purpose-built playroom. The playrooms have been designed as large, open rooms to maximise a “clear line of sight” between staff and children at all times.

Each group has access to a purpose-built bathroom facilities or nappy changing facilities adjacent to their playroom, allowing staff clear supervision of the children at all times. The bathrooms incorporate hand wash facilities and child sized toilets in accordance with the Building Code of Australia.

All playrooms incorporate a dedicated craft sink (including sink, bench top and lockable cupboards) for the clean-up of craft activities. Each play room includes a store room adjacent to their room that accommodates learning aids, in room play and sleeping equipment where required.

Play Room Lockers + Sign In

Each playroom includes a combined Sign in and locker joinery unit that will accommodate the appropriate number of spaces for children to store possessions such as bags and personal items.

The joinery unit is designed to accommodate a ‘Sign In / Sign Out’ Facility at bench height for parents or carers to complete each day.

Staff Structure

The Centre management structure will consist of a Centre Manager, Educational Leader and a Compliance Officer.

The centre will be overseen by a Centre Manager, assisted by a Second-in-Charge (2IC), with a team of no fewer than eighteen teaching staff. This brings the total staff number to 20 staff, along with one part-time cook. Depending on staff market conditions at time of opening, the service will aim to employ four of the teaching staff with an Early Childhood Teaching degree or similar and the other staff will operate as trainees, assistants, all possessing either a TAFE Diploma in Centre Based Care or practical experience within the childcare industry. Ratios will be in accordance with the Childcare Regulations.

All teaching staff must be able to demonstrate:

- The ability to create a safe environment for children.
- Knowledge of the stages of physical, emotional, cognitive, social and cultural development of children.
- Knowledge of activities and experiences appropriate for the various ages and stages of development of children.
- Knowledge of health, hygiene and nutrition needs of children.
- Experience caring for children

Teaching staff will work a daily eight or ten hour shift with a minimum of two staff present at the Centre at all times. One qualified staff member will be appointed Authorise Supervisor of the centre.

This Authorised Supervisor will maintain overall supervision of the services and will present at the centre as required by the Children's Service Regulations 2004 (as amended).

A part-time qualified kitchen hand/cook will be employed to prepare nutritious meals daily on the premises for the children. The cook will hold a certificate attesting to the completion of a basic training course in food safety and nutrition.

Supervision of Children

The centre is bound by the Education and Care Services National Regulations 2011 (as amended) to provide adequate levels of supervision to all children with all staff/child ratios to be maintained at all times. In the case of a staff member being absent from the centre a casual employee with the equivalent qualification or experience will be employed as a replacement.

All staff-child interactions will act to ensure that the dignity and rights of each child are upheld. At no time will the child be subject to physical, verbal or emotional punishment, or be isolated for any reason other than illness. Children will be directed to acceptable behaviour through respect, emotional support, positive guidance and encouragement.

Security

Security is extremely important and an electronic high security system will be installed which limits and monitors who accesses the building. Entering the premises will require electronic access which will be in form of a password that is provided to parents and will need to be keyed in the high security keypad system. The password will provide access to the centre if you are arriving by foot or by car via the car park. The password will unlock the door to the centre reception area and will be provided to parents upon enrolment at the service.

The password is unique to each parent and the service is able to disable parent access once they have left the service. If a visitor requires access to the centre, there will be a door buzzer available which links to the centre director inside.

Every staff member including centre maintenance personnel will undergo a Working with Children Check (WWCC).

All parents/carers dropping their child to the centre and receiving them at the end of the day must sign the child in/out at the sign in/sign out facility allocated in each room.

Deliveries

Suppliers delivering food, stationery, equipment, and cleaning products may use the Loading Bay or available visitor parking spaces. To minimise disruption, the limited number of deliveries required will take place during the day outside peak pick-up and drop-off times, utilising the vacant visitors' spaces. Visitors must activate the intercom to request access to the centre.

Centre Car parking

A designated car parking area with 38 car spaces for both staff and visitors to the child care centre are provided at the entrance to the building. These parking spaces will be made available to the child care centre at all times reducing the impact on surrounding neighbours.

Disabled parking provisions have been provided at the entrance to the centre and must be used by people with a valid disability permit only.

STAFF PARKING - A designated staff member—typically the Centre Director—will be scheduled to arrive early each day to open the centre. This individual will occupy one of the staff parking spaces. Stacked staff parking is allocated to bays 36, 37, 38, 31, 30, and 29 and operates on a “first in, last out” basis, with the earliest arrivals assigned to the innermost positions. Daily coordination ensures that staff who may be blocked in are aware of one another’s schedules and remain contactable during operational hours. A nominated staff member will oversee the parking area during peak periods. Staff must park responsibly, maintain communication, and promptly advise the Centre Director of any changes to their expected departure times to ensure efficient and safe management of the stacked parking arrangement.

On waste collection days, car spaces 33 to 35 must be used first to ensure the stacked parking bays remain clear, allowing unobstructed waste truck access if required prior to the centre opening.

Overflow Car parking

A designated overflow parking area with 3 parking spaces is located at the end of the maintenance access driveway, via the turning area at the rear of the property. These spaces are freely available for daily staff use, and where deemed acceptable by the centre director, available for able visitor use during unexpected circumstances, or peak parking events. In the unlikely event that a staff member arrives at the centre and the main carpark is full, the lower overflow parking spaces are available for use.

Outdoor Play Times

Play is a vital component of a quality early childhood care and education program. Centre staff plan and program outdoor activities to meet the needs of children within their care, assessing their developmental level, areas of need, areas of strength and areas of interest. Programmed activities are provided for the development of gross and fine motor skills, language skills, creative skills, social skills and cognitive skills. This planned approach to outdoor play aims to maximize levels of child engagement in specific play experiences.

In recognition of the value of outdoor play, the centre playground has been designed in such a way that it can operate with separate outdoor play areas, allowing staff to plan activities most appropriate to the level of development of the children in their group and area.

Each group of children will have a different daily routine as a consequence of their age-appropriate developmental needs. This variation in daily routine reduces the incidence of all children accessing

the outdoor play environment at the same time. This has the additional benefit of reducing noise for neighbours

The planned time for outdoor play is scheduled with respect to the weather and seasons. In summer, to avoid the heat of the middle of the day, outdoor play will generally be scheduled earlier in the morning (anywhere between 8.00am – 11am) and later in the afternoon (anywhere between 3.00pm- 5.30pm.) In winter, outdoor play will be scheduled to avoid the cooler mornings and darker evenings (morning 9.00 – 11.30am) and afternoons (2.00 – 4.30pm). It should be noted that these times fall within standard working hours and are restricted to the Monday to Friday operational hours.

Daily Routine

The daily routine within the Centre is used as guide and allows flexibility to take in to account changing weather and planned activities/ special interest activities.

Staff will work with families to accommodate, as much as possible, specific sleeping, and eating and toileting needs of the child.

Indicative daily routine

7:30am	Centre opens- Welcome/ free play
8:00am	Breakfast/morning tea/ free play
9:00am	Individual programmed experiences in individual rooms
11:30am	Lunch
12:00pm	Sleep/Rest & Quiet activities
1:30pm	Individual programmed work in individual rooms
2:30pm	Afternoon Tea
3:00pm	Free play- indoor and outdoor
4:30pm	Late afternoon tea
5:00pm	Combined groups for Indoor activities
5:30pm	Centre closed

Playground Surfacing and Landscaping

The playground has been designed to minimize the presence of hard surfaces, reducing potential noise generated by children running with wheeled toys, dropping items etc, and for safety reasons. It has also been designed to feel similar to an outdoor natural environment while providing shade.

Kitchen Facilities & Food

An onsite kitchen for food preparation and storage has been incorporated into the centre. The kitchen includes a stove, microwave, and sink with hot water for washing dishes, refrigerator and rubbish bin facilities.

Meals served to the children are designed to meet the nutritional requirements of growing children. The centre will hire a kitchen hand/cook to help prepare the meals daily.

Waste and Recycling Management

General waste and recycling bins will be provided in each playroom, bathroom, kitchen, and administration area. Food Organics and Garden Organics (FOGO) bins will be located in the kitchen and all dining areas to support organic waste separation. Cleaning staff will empty all bins at least once daily, with additional emptying by centre staff as needed to maintain hygiene and functionality.

A detailed Resource and Waste Management Plan (RWMP) has been prepared to accompany this Operational Management Plan. Please refer to the RWMP for all waste storage, access and waste collection details.

Waste Product and OSSM Management

As part of staff induction, all employees must understand the basic operation of the on-site sewerage management system (OSSM).

OSSM System:

The OSSM treats sewage and wastewater only. It must never be used to dispose of foreign objects (e.g. paper towels, sanitary items, wipes) or chemicals that damage biological treatment. The following are strictly prohibited from entry to any sink, floor waste, or toilet: strong caustic or alkaline substances, acids, oils, bleaches, disinfectants, chemical detergents, solvents, and paints. These substances harm or kill the beneficial bacteria the system relies on, leading to failures, offensive odours, and potential environmental non-compliance.

Use only mild, system-compatible cleaning agents and detergents at the minimum effective dose. Always follow the manufacturer's directions for dilution rates and quantities. Excess detergent can upset treatment balance and impair performance.

Waste Signage:

Mandatory signage is displayed at all sinks and toilets and must remain unobstructed and legible at all times.

Signage includes:

"All sewerage and wastewater from this facility is treated via an On-Site Sewerage Management System using accelerated natural biological processes."

“Do not use strong caustic/alkaline substances, oils, acids, bleaches, disinfectants, or chemical detergents—these harm the system’s beneficial bacteria.”

“Use detergents only in the quantities recommended by manufacturers.”

“Do not dispose of foreign objects in sinks or toilets.”

Waste segregation and disposal:

Any waste products, excess chemicals, liquids, or paints are to be captured at the source, placed in a clearly labelled, purpose-dedicated container, and stored temporarily in the designated chemical waste area with secondary containment. Such wastes must be removed off-site by a licensed contractor to an approved facility.

Laundry Facilities

The centre design incorporates an onsite laundry facility for staff use as per the Children’s Services Regulation.

Centre Maintenance

Professional cleaners will be engaged to clean the centre according to the Operator’s high standards of child care cleanliness. The centre will also be tidied up daily by the staff to ensure that the environment is neat at all times. Outdoor gardening will be attended to by a professional garden maintenance company outside of operational hours. The centre will have regular visits by the Operator’s in-house maintenance personnel to undertake all routine maintenance. All works will be conducted by the appropriate licensed trades.

Centre Support

The centre will have a designated Director and 2IC for every day management and who will be working closely with the staff and parents to ensure all requirements are met. Parents are encouraged to speak to the room leader regarding minor complaints. If the manner of the complaint is more serious in nature, parents are to talk to the nominated supervisor where the details of the complaint are recorded. An established complaint policy and procedure is in place to properly and promptly manage any grievances.

Emergency Evacuation Plan

An Emergency Evacuation Plan is to be integrated with the Operational Management Plan. The Emergency Evacuation Plan will be clearly documented and prominently displayed throughout the centre. The plan includes evacuation routes, assembly points and an action plan for when a fire alarm is activated. All appropriate contacts and phone numbers in case of an evacuation will be maintained in the administrative centre.