

Plan of Management

11 Lewis Street Balgowlah Heights

December 2020 – Version 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.

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### **Capacity of Centre**

The centre has a capacity of 57 children on any one day of operation.

### **Hours of Operation**

The centre will be open daily Monday to Friday from 7:00am – 7:00pm 52 weeks a year. The centre will be closed for public holidays. Staff will generally remain on site in reduced numbers until 7:30pm to undertake cleaning duties and preparation for the next day.

### **Staff arrivals**

Staff who arrive using a car will park in designated parking spots. Part-time or casual staff work shifts as required. All staff that use the centre will need to sign in and out.

### **Staffing arrangements and distribution**

The centre will be operated by up to eleven (11) staff including the primary contact staff, supervisor, and administrative/support staff. It is expected that the centre will employ up to 20 staff on a full/part time basis depending rostering preferences.

There will be structured routine for the children and will be divided into their age groups 0-2 (babies) 2-3 years (toddlers) and 3-6 years (pre-schoolers). A daily programme will be based on each child's interests and needs as required by the Early Years Learning Framework.

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

### **Outdoor Activities**

Play time will be separated to a morning and afternoon session.

To help manage any adverse nuisance on surrounding neighbours, activities will be designed to limit the number of children undertaking a certain activity. The Early Years Learning Framework encourages children to choose their own learning experiences in an outdoor setting. If one activity attracts too many children they will be encouraged to participate in another activity to return later once the children in the crowded area move to another activity.

Music will not be recommended to be played outdoor. If it is, then a sound system with volume control should be used so that volume can be controlled and limited to a specific activity and not to be played as background music.

Crying children will be comforted as quickly as possible and moved away from noise sensitive receivers.

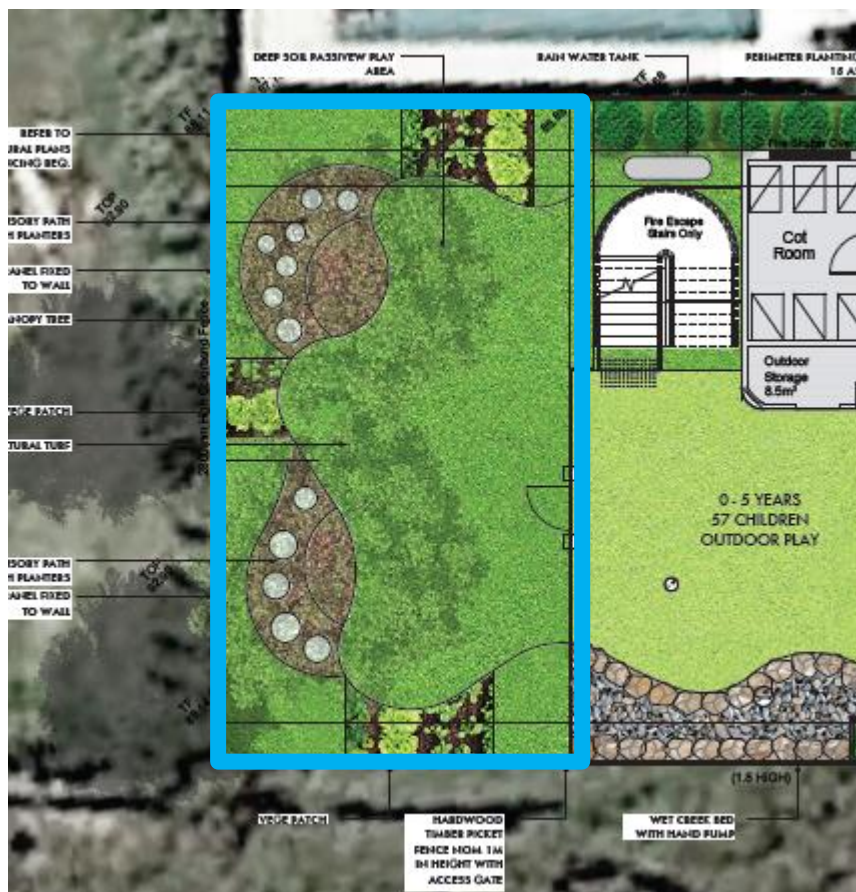
*The maximum number of children outdoors at any one time will be limited to 30 children.*

## Passive Play Area

The rear yard of the property will be dedicated to passive outdoor play times. Passive play includes:

- Reading
- Drawing
- Art and Crafts
- Puzzles
- Block Play
- Planting
- Painting
- Gardening

The passive play area is indicated below with a blue outline. A 1m high gate which can be used by children will help create a passive barrier to control activities and the number of children in the area if there are too many.



## **Proposed Timetable**

- 7am – 10am: Individual Work – 1 hour play outdoor
- 10am – 10:30am: Morning Tea/ Outdoor play
- 10:30am – 11:30am: Dedicated Outdoor Play time
- 11:30am – 12:30am: Group Time
- 12:30pm – 1:30pm: Lunchtime
- 1:30pm – 2:30pm: Sleep or rest time
- 2:30pm – 5:00pm: Indoor educational activities/Outdoor Play time – see below for limitations
- 5:00pm – 7:00pm: Indoor activities and evening meal if later pick up
  - Drop off = 7:00am – 9:00am
  - Pick Up = 4:00pm – 7:00pm

The outdoor play area will be used only during the centre hours of operation, depending on weather conditions. Times may vary on outdoor play times.

*The maximum number of children outdoors at any one time will be limited to 30 children.*

The proposed timetable may change subject to best practice and industry standards. Any changes will only be taken into consideration that will help enhance children's learning outcomes as well reduce any impacts to neighbours to a satisfactory level as outlined in the accompanying acoustic report.

## **Traffic Management and neighbours**

Car parking noises typically may comprise adults talking and children's voices, car radios, cars starting up and car doors.

Every parent who uses the centre will be given a 'welcome pack' upon their child being accepted into the centre. One of the information packs will contain a parking etiquette form which will outline how parents are to arrive and park to maintain safety and reduce any adverse noise on neighbours.

Parents - Safety is the number one priority and parents will be informed with an information sheet on parking and access of the centre. The information sheet will include:

- Obeying road rules set in place
- Parking will be in the designated spaces, the spaces will be clearly marked and on orientation the location of spaces will be pointed out to parents.
- When entering and leaving the vehicle parents are to be mindful of noise when closing doors and to turn down radios as to not be audible from outside the car. A sign on the entry and exit gate of the pedestrian path from the car park will have a statement to "Keep Noise Disturbance to a Minimum"

Further:

- A sign at the Sign in Desk will be promptly displayed to remind parents that only inquiries of an important nature take place with staff during the drop off/pick up times. Conversations surrounding operations of the centre, enrolment and ancillary details are to take place outside the drop off and pick up period.
- Parents who do not follow the designated instructions will be reminded by staff and be provided with the information sheet to remind them of the policies in place set out in the

Operational Management Plan. Any continued offenders will be followed up by management. In certain circumstances repeat offenders will be asked to find childcare services elsewhere.

### **Sign in and sign out procedure**

Parents are required by law to sign in and out when arriving or leaving the centre.

### **Insurances**

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

- a. Childcare Insurance which covers all aspects of childcare centre and includes Public Liability Insurance of \$20 million
- b. Workers Compensation Insurance

### **Centre Cleanliness, Waste Management and Maintenance**

Centres are kept clean by both staff and external professional cleaners and gardeners. The centre will have a designated OH&S officer who maintains a schedule of required maintenance which is routinely undertaken by handymen, builders and other licenced tradesmen as required.

As the centre adheres to the Early Years Learning Framework, sustainability practices will be demonstrated amongst staff and these practices will be promoted to children through their learning experiences. Educating children on environmental issues is a core objective to the Early Years Learning Framework and that includes recycling waste as best as possible.

### **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 will have a documented Emergency Evacuation Plan as well as Evacuation diagrams on display throughout the centre. The Emergency Evacuation Plan will be created by a certified fire engineer.

To help minimise panic in the event of an emergency there will be routine fire evacuation drills with the children as outlined in the early learning framework. This will be completed to help familiarise children and teachers of what to do in the event of an emergency. Fire evacuation drills will take place once a quarter.

## **Residential Complaints**

The centre will design its own complaints handling procedure for neighbours to utilise in the event that a neighbour wants to make a complaint. The procedure will meet the below goals:

- a) Strategies to deal with the issue quickly and professionally
- b) Encouragement to raise concerns directly with management wherever possible
- c) A clear outline of the steps that will be followed at each stage of managing the complaint
- d) Procedures for maintaining confidentiality
- e) Processes for documenting discussions between the complainant and the centre
- f) Procedures for keeping the complainant informed of the progress of the complaint
- g) Methods for recording and evaluating the progress of the complaint
- h) A process for evaluating the outcomes of the complaint and for providing recommendations for future policy or practice at the service
- i) Details of external agencies for a complainant to contact if they feel the centre has not resolved their concerns. These contacts might include the council or the National Childcare Accreditation Council

There will be a register available freely and immediately at the centre for inspection by Council, upon request. The register will include date, time, details of all complaints and action taken.

## **Security**

The centre will have the following security measures in place:

- Surrounding child-proof fences and gates
- Security cameras and CCTV – external
- Back to base alarms
- Swipe card access
  - Each parent will have their own swipe card which will allow them access between drop off and pick up periods. Outside of those hours all parents will be required to ring the doorbell.

## **Welcome Package**

Each parent who attends the centre will be given a welcome pack. Each welcome pack will include a backpack, a hat and drink bottle. Most importantly the pack will include a “user manual” which outlines the responsibility of parents when attending the childcare centre. As part of attendance with the childcare centre parents must sign a declaration on enrolment stating that they have read and understood fully everything in the User Manual. Some of the information in the manual is:

- Entering and leaving the centre safely
- Minimisation of noise for neighbours
- Correct parking procedures
- Correct clothing
- Sick procedures
- Emergency and safety procedures
- Vaccinations and parents responsibilities

## **Centre policies and procedures – Children’s Health and Wellbeing**

The centre’s operations are documented in the operators Policies and Procedures.

These policies and Procedures make up many volumes. All staff must read the Policies and Procedures as part of the requirements of their employment. The Policies and Procedures are discussed at Staff Meetings and are continually updated and redistributed as they are amended to retain relevance and compliance.

Below is an outline of what the policies and procedures cover.

- Volume 1 – Administration policies
- Volume 2 – Health and Hygiene Policies
- Volume 3 – Safety Policies
- Volume 4 – Curriculum and Programs Policies
- Volume 5 – Policies Relating to Children
- Volume 6 – Policies Relating to Families
- Volume 7 – Policies Relating to Staff
- Volume 8 – Policies Relating to babies
- Volume 9 – Policies Relating to Occupational Health and Safety

## **Updating/Review of Operational Management Plan**

The Operational Management Plan will be reviewed quarterly by the director to see that the operations of the centre are in line with the details set out in this plan. A feedback box will be available to all parents which will allow them to voice any concerns regarding the centre and feedback on its operations.

If there is an external complaint that requires changes to the Operational Management Plan to resolve the issue, changes will be made immediately.

If the plan is changed the changes will be notified to all staff members and if applicable to all parents. For easy reference there will be a documented history at the back of the plan which will outline where the changes have taken place for easy reference.

Copies of the most up to date Operational Plan of Management will always be promptly available and displayed at the sign in desk and available to neighbours if they wish to have a copy.