

Plan of Management

11 Lewis Street Balgowlah Heights

August 2021 – Version 2



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 provide care to children Monday to Friday from 7:00am – 7:00pm 52 weeks a year. The centre will be closed for public holidays.

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 on rostering preferences and rotations.

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.

Staff arrivals and Departures

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. Staff will have staggered arrival and departure times, starting from 6:45am with the last staff member leaving between 7:30pm-8:00pm.

Outdoor Activities

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

To help manage and minimise any impact 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 and to return later once the children in the crowded area move to another activity.

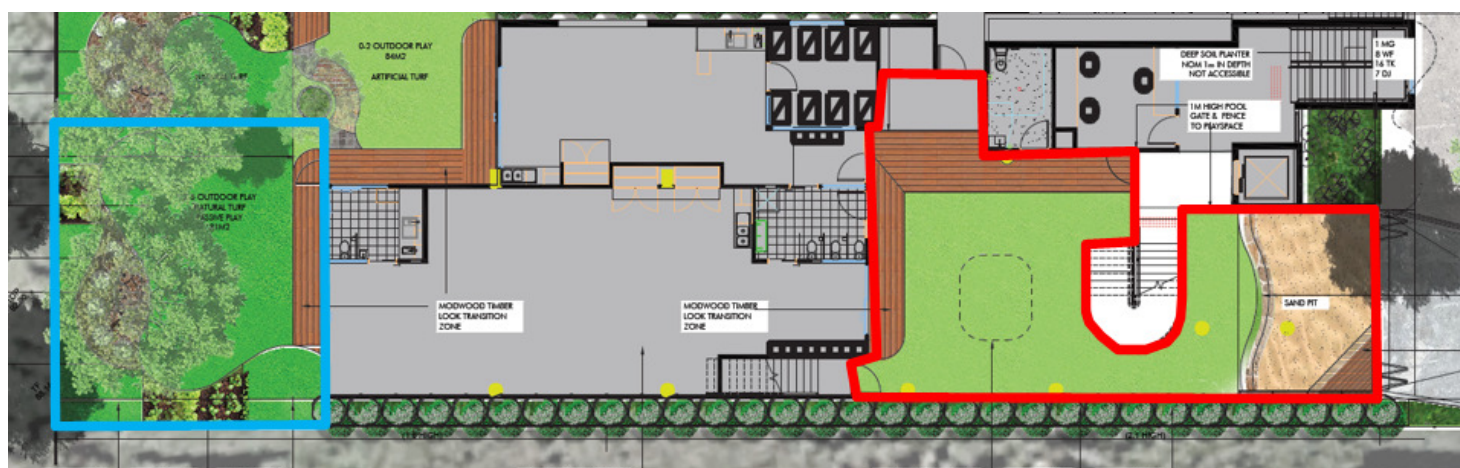
Music will not be recommended to be played outdoor. If it is, then a sound system with volume control should be used so that volume can be controlled and limited to a specific activity and not to be played as background music.

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

Passive Play Area

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

The passive play area is indicated below with a blue outline and limited to just that section of the 3-5 year old play area. Structured learning activities will take place in this area, where as free play for 3-5 year olds will be associated with the play area fronting Lewis Street (red outline below).



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 – 12:30pm: 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
- 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 proposed timetable may change subject to best practice and industry standards. Any changes will only be taken into consideration in order to help enhance children's learning outcomes as well as reduce any impacts on 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 the road rules particularly the 40km/hr speed zone during school drop off and pick up times.
- Parents are reminded to be conscious of the associated pedestrians with the neighbouring primary school.
- Parking 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 their vehicle, parents are to be mindful of noise when closing doors and to turn down radios so as to not be audible from outside the car.

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 peak drop off and pick up period.
- Parents who do not follow the designated instructions will be reminded verbally 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 of 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 prepare in the event of an emergency there will be routine fire evacuation drills with the children as outlined in the Early Years Learning Framework. This will be completed to help familiarise children and teachers with 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.
- The lift will have access control to activate the doors and move up and down through levels.

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. Information in the manual includes:

- 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 operator’s 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 provide 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.