



Plan of Management
Proposed Child Care Centre
1 – 3 Careel Head Road Avalon Beach



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Version 6

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C: Evacuation diagrams

Introduction

This is a mixed use development application so this Plan of Management only provides guidelines and controls for the operation and management of the proposed child care centre at 1 – 3 Careel Head Road Avalon Beach.

The proposed child care centre is on Level One of the site with no other uses on this level so it will have no contact with other site users.

This Plan of Management has been prepared to ensure children in attendance at the centre receive the highest quality of care in a safe environment and to ensure the centre operates in a manner which minimises impacts on neighbours.

The aim of the centre is to provide a high quality programme which is based on the intellectual pursuit for excellence in early childhood education and care through collaboration, informed by reflection, experimentation and practice in view of a child as a capable and competent learner.

In this regard, the centre will:

- recognise and value the child as a citizen with rights and responsibilities;
- respect the child and recognise the value of building an authentic trusting relationship;
- recognise the child as competent and resourceful and a constructor of knowledge;
- value play, respect for others and the physical world, the centre, commitment to others' well-being and to the good of the community;
- encourage connection, relationship and collaboration, feelings, as well as thoughts and, as ways of understanding and communicating, beauty, thoughtfulness and critical reflection, continuous pursuit of knowledge and understanding;
- facilitate cooperation, creativity, children's initiative, and an open setting that encourages resilience and perseverance, confidence and autonomy;
- recognise that care and education are interwoven and cannot be separated;
- value and promote a home like, ecological sustainable, healthy and safe physical environment;
- respect families and value the need for professionals to work in collaboration with families;
- recognise and honour diversity;
- recognise that staff work collaboratively in a mutually supportive environment;
- recognise the need for management to support the components underlying the continual improvement process in provide high quality early childhood care and education;
- respect and value the important role of our service in the broader community; and
- recognise that families and the community share responsibility for all children.

The Plan aims to ensure that the child care centre at 1 – 3 Careel Head Road Avalon Beach.

- Operates in a manner consistent with good management;

- Operates in accordance with the relevant Education and Care Services National Law and Regulations;
- Takes a proactive role in being a responsible neighbour/land owner within the Northern Beaches Council Area.
- Operates in a manner so as not to disturb the surrounding area.

This Plan of Management will set out controls for:

- Hours of operation and staffing
- Governance/administration
- Safety, security and maintenance
- Program schedules including meals and hygiene practices
- Parent/Family Involvement
- Noise control
- Car parking and traffic
- Delivery of goods and services
- Waste management
- Complaints procedure
- Evacuation and emergency procedure
- Annual review of Plan of Management/policies

All staff at the centre will be required to be acquainted with the Plan of Management and conduct their work within the Plan of Management.

A copy of the Plan of Management will be provided to parents/carers and neighbours. Parents/carers are required to observe the requirements of the Plan of Management.

The indicative daily program and the areas referred to in this Plan of Management is based on:

- Architectural Plans prepared by CD Architects Revision D dated July 2024

Operational Matters

Licensing and Approvals

The centre will not commence operation until necessary licences have been issued by the relevant authorities.

The centre will be operated strictly in accordance with the relevant licence conditions and regulations including (but not limited to) the *Children (Education and Care Services) National Law (NSW)* and *Education and Care Services National Regulations*.

Hours of Operation

The hours of operation of the childcare centre are:

- Monday – Friday: 7.00am – 6.00pm
- Saturday/Sunday: Closed
- Public Holidays: Closed
- The centre will operate 52 Weeks of the year
- No staff or deliveries on site prior to 6.45 am

Capacity

A total of 60 children will be accommodated at the centre.

For the purposes of this Plan of Management the indicative numbers of children in each age group are as follows:

Level One:

Play room One: 0 - 2 years – 8 children (2 educators)

Play room Two: 2 - 3 years – 15 children (3 educators)

Play room Three 3 – 5 years – 37 children (4 educators)

Staffing

Staff ratios at the centre will be in accordance with the Education and Care Services National law and the Education and Care Services National Regulations 2011.

Educators within the centre will be employed to ensure that minimum qualification requirements are met through the employment of trained Educators.

At least 2 members of staff will be present during operating hours. A staff member with a current first aid certificate, including emergency asthma and anaphylaxis training will be present throughout the day between 7:00am and 6:00pm.

Based on the indicative number in each age group, a total of 9 permanent childcare educators are required to be working directly with the children.

The service will also employ a part time director who will assist with relief during staff lunch breaks, programming time, and other general administration work.

The service will also employ 2 part time educators who will assist with relief during staff lunch breaks and programming time. All part time staff will work outside of peak arrival and departure times

There will also be a part time cook or another staff to assist with food heating/serving who will only work between 9.30 am and 2.30 pm.

Generally routine daily cleaning is done by the educators thorough the day therefore a cleaner will not be required. There would be an external cleaner come when required for deep cleaning carpets and windows.

Consistent and committed educators and coordinators support good quality standards and continuity of care for children. Effective, transparent and equitable recruitment processes ensure the service attracts and retains educators, coordinators and other staff members who can best meet the needs of children and their families.

To safeguard children against risks to their safety and wellbeing:

- All educators and coordinators need to verify their fitness and propriety by providing a current and valid 'working with children' check prior to commencing employment.
- Any student or volunteer will also need to verify their fitness and propriety by providing a current and valid 'working with children' check prior to attendance at the service.

Nominated Supervisor

The Education and Care Services National law and the Education and Care Services National Regulations 2011 require the service to designate a Nominated Supervisor. If this person is not present, then the service will have delegated responsible people.

All staff must agree to follow the code of conduct/code of ethics that applies to management, educators, coordinators and staff members which clearly explains the responsibilities of all parties in relation one another and to children and families using the service. The approved provider of an education and care service must designate, in writing, a suitably qualified and experienced educator, coordinator or other individual as educational leader at the service to lead the development and implementation of education programs in the service.

Insurances

In order to be licensed the operator will take out the following insurances:
Childcare Insurance which covers all aspects of a childcare centre and includes Public liability Insurance of \$20 Million
Workers Compensation Insurance
All insurances will be provided to stakeholders on request.

Governance

Governance is the process that directs and controls the Service, ensuring accountability, and supporting decision making.

The Approved Provider and Nominated Supervisor of the Service accept the legal responsibilities associated with establishing, administering, and maintaining the Service. The governance structure and prescribed information will be displayed at the service entry and families will be informed of this information during the orientation visit.

Administration

The service will use a software application that is approved by the Child Care Subsidy scheme to manage all parent enrolments, fees and attendances. These attendances will be reported on a weekly basis as required by the relevant Child Care Subsidy Laws. Parents will pay the fees via electronic direct debit so no cash is kept on the premises.

Other administration such as wages/taxation will use a software application and will be carried out by the approved provider.
The director will manage all other daily matters such as phone/email correspondence and enquiries when not required to be supervising the children.
The operator may also choose to use a child care application for daily communication with the parent/s.

Drop off/Pick up procedures

The following drop off/pick up procedures will be followed by all parents/carers:

- All children must arrive and leave the centre accompanied by a parent or other adult that has been nominated, in writing, by the parent.
- All children must be signed in and out by the parent (or other nominated adult on an attendance register) with arrival and departure times recorded.
- Parents will be advised to use the designated visitor parking in the basement.
- The use of public transport and/or walking will be encouraged.
- The arrivals and departures policy as required under regulation 168 of Education & Care Services National regulation will include parents complying with all safety and signage procedures in the basement car park and storage of any prams in the designated spaces.
- If parents wish to have an extended conversation with educators or the management they will be advised to make an appointment outside of the peak arrival and departure periods.

Staff Arrival/departure

The roster will be organised to ensure that there are always at least 2 staff on premises. The educators will be consulted as to their preference to do rotating or fixed shift and each room will have consistent educators working with their group of children.

6.45 am – 2 staff to arrive

Ratio staff to arrive (time flexible)

10am – 2 staff arrive

3.00pm – 2 staff leave

Ratio staff leaves (time flexible depending on departure times of children)

6.00 pm – 2 staff leave

Security Measures/Supervision:

There is a separate / dedicated lift for child care users only and this entry point will be access coded to prevent unauthorised entry from the public. Staff and parents will be provided with a personal code/card.

There must be enough staff in accordance with The Education and Care Services National law and the Education and Care Services National Regulations 2011 ratios present at all times while children are inside/outside in designated play areas. Staff will be positioned in all areas to effectively supervise children playing in those areas.

Management will supply an indoor and outdoor supervision diagram to indicate where educators should be positioned.

Educators will have direct supervision of all children at the centre at all times and a sign in/out record will be maintained throughout the day to identify the number of children in the service at all times. Educators will be required to ensure all children have signed out and left the centre before close each day and reconfirm this with a secure sign in/out system. Clear pathways, regularly maintained and cleaned will provide safe access for all children, families and staff between rooms.

CCTV surveillance will be installed at key points throughout the centre, and within the basement carpark.

Visitors

The following guidelines will relate to any visitors to the centre:

- Visitors to the centre include maintenance personnel and any other person not employed by the centre (excluding the parent of a child enrolled at the centre).
- All visitors must sign in and out on a centre visitor's register with the arrival and departure time recorded.
- The access gate will be a coded/locking system with audio and visual surveillance points in each of the internal/ external play spaces and office areas.
- All visitors are always accompanied by an educator/staff member and not left with any child or children.

Laundry Arrangements

Laundry services will be provided on site for kitchen items and child bibs/washers and be done by the educators on a roster system.

The children typically wear disposable nappies. Any cloth style nappy would be bagged and sent home daily with the child for laundry at home.

If a child has wet or soiled clothing this is bagged and sent home for laundering.

The parent will supply sheets for sleep/rest time and these will be sent home weekly or more often if required for laundering at home.

Food preparation and Service

A catering company will deliver freshly prepared food on a daily basis with the morning tea for the following day included or a cook will prepare freshly cooked food on a daily basis. At least one staff member will have food safety supervisor training and monitor all aspects of food purchase, delivery, storage, cooking and serving. All other educators who serve food will have food safety training.

The operator will make a decision about how food is provided at the service approval stage.

All food will be stored, prepared and served in line with food safety standards as outlined in the service food safety policy.

Serving of food will be part of the educational program therefore self serving will be encouraged.

Children will have an individual drink bottle for water which is taken into the play room and stored in the child's locker.

Centre Cleaning & Maintenance

Routine daily cleaning is done by the educators thorough the day therefore a cleaner will not be required. There would be an external cleaner come when required for deep cleaning carpets and windows.

Cleaning schedule will use current best practice guidelines that is currently the National Health and Medical Research Council. (2012). *Staying healthy: Preventing infectious diseases in early childhood education and care services*. Fifth Edition (updated 2013).

There will be a routine maintenance schedule including pest control, fire and emergency equipment checks and internal/external painting.

Safety Checklists

Regular safety checks maintain basic standards of safety within our Service. Educators will complete daily checks to assist and record inspections of the physical environment where foreseeable risks may be evident and cause harm or injury to a child:

Any findings that require attention will be either dealt with immediately or submitted into the maintenance book depending on priority.

Storage of hazardous substances

We reduce the risk of harm to children and educators by using eco-friendly products. Our Service will endeavour to provide a safe environment where necessary chemical and hazardous equipment are safely stored away from children and handled appropriately.

Management and Educators will keep a register of hazardous chemicals used at the Service, including Safety Data Sheets.

Equipment and Building Maintenance

There are several factors that can contribute to a hazard, such as a deprived program, insufficient supervision and dilapidated equipment. To ensure a child safe environment free from hazards, we have implemented practices and continue to monitor Service policies and procedures that uphold Australian Safety Standards.

The premises and all equipment and furniture used within the Service are audited to ensure all aspects are safe, clean and in good repair. We understand that hazards are specific to developmental stages; Educators are aware that toys and equipment need to be checked to ensure they are safe and developmentally appropriate for children. Regular checks occur within the Service to ensure that all toys, furniture and equipment are in good condition and working order.

Incursions/excursions

Excursions/incursions enhance children's learning by providing them the opportunity to participate in curriculum planned activities and experiences to extend on their skills and knowledge in the current interest topic. The service recognises that excursions provide opportunities for children to explore the wider community as a group and extend on the educational program provided.

Excursions will be conducted with the children's safety and wellbeing in mind at all times. We will regularly schedule incursions and visitors to our Service however, if we feel an excursion will benefit the children and offer a valuable experience, we will adhere to the National Regulations and Service policies and procedures to plan and manage an experience that is enjoyable and educational for children. The service will have a policy to ensure all requirements under the National Education and care services regulations are followed.

Parent/Guardian and Family Involvement

Enrolment

When a family has indicated their interest in enrolling their child in our Service, we will organise an enrolment meeting to share information and build relationships.

- Families will be provided with a range of information about the Service in a parent handbook that will include key policies.
- Parents will be shown where/how to access all the policies.
- Families will be invited to ask questions and seek any further information they may require
- Families will be provided with possible vacancies and start date
- Families will be invited to bring their child into the Service at a time that is mutually convenient to familiarise themselves with the environment and educators as part of the Orientation process
- Any matters that are of a sensitive nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with management. Families will be required to bring any documents required in relation to court orders, medical needs or plans.
- Families will complete the enrolment form informing management of their child's interests, strengths and individual needs
- If a family or child uses English as a second language or speak another language at home, we request that families provide us with some key words in the language/s the child speaks so that educators can learn these words. Educators may use visuals to assist the child's understanding and be able to communicate with others.
- Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.
- Information about gap fees and absences will be discussed.
- It is a legal requirement that prior to the child starting at the Service we have all required documents including
 - the completed enrolment form
 - medical management plans (if relevant) completed by the child's general practitioner
 - birth certificate or passport
 - a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age *and*
 - details of any court orders, parenting orders or parenting plans (if applicable)
- It is a requirement of the Family Assistance Office that immunisation information held by the Service is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Service in order to continue receiving childcare subsidy.

- Parents must notify the Service if their child is not up to date with their immunisations for their age via the enrolment form and attach the required documentation on their *AIR immunisation History Statement*.
- Families are advised that since January 2018 children who have not been immunised due to parent's conscientious objection cannot be enrolled at an early childhood education and care service.
- If a child cannot be immunised due to a medical condition they may still be enrolled at the Service with supporting documentation (Medical Exemption Form).
- If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service. The child's immunisation history statement will indicate that the child is on a catch-up schedule.

Ongoing Communication

The service will regularly communicate with parents either via a digital application or written newsletter. These will be used to convey any updates or changes to service policies/procedures, upcoming events and invitations to participate in service program or quality improvement plans.

Events and Parent Information Day/s

Management will consult with parents on their choice of family events that could include inviting parents to share in learning experiences with the children, or group event such as Mother's Day morning tea.

Parent information would be provided on an individual basis during the enrolment/orientation process or there may be an open day once a year to promote the service within the community.

Centre Management

Daily Program

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 eating/snack routines can be flexible (progressive) which means the children can choose when to eat. The lunch routine for infants is flexible and for the toddlers and preschool aged children they usually eat as a small group.

Sleep/rest routines are again flexible for infants who will all have individual sleep times. For toddlers and pre-schoolers the service will provide stretcher style beds for each child. All children will be offered a short rest time where beds are located in the sleep room or taken

into the play room depending on how many children wish to rest. Children who do not sleep/rest children will have quiet activities in the play room. The stretcher beds can either be hung from a wall or stacked depending on the style chosen.

The indicative scheduling program has been structured having regard to:

- The above principles
- The nature of the anticipated activities

The schedule may be changed from time to time dependent upon weather and daylight saving. However, the usage will at all times remain within any conditions of the development consent issued by Council.

Activities can be either passive or active.

Passive activities include:

- Literature/Poetry
- Arts & Craft
- Natural science
- Environmental and exploring lessons
- Dining
- Interactive Garden/dry creek bed
- Role play
- Sand pit
- Manipulative play/puzzles

Active activities include:

- Creative movement/dancing
- Gross motor play (running, jumping, climbing)
- Ball games
- Group games such as parachute

Passive and active play activities can be offered both indoors and out through the flexible daily timetable. A mixture of free play time and structured group times will include both active and passive play activities

The indicative daily program assumes the centre will be at maximum capacity 60 children for the total operating hours – 7.00am – 6.00pm. In reality, this is a situation that is unlikely to occur. Typically, the morning drop off times occur from 7.30am to 9.30 am and the afternoon pick up times will commence around 3pm.

The outdoor play area is on the level one open deck with all indoor play rooms having direct access to it.

For acoustic compliance the service will stay within background +10dB with outdoor play occurring for up to 4 hours a day.

The timetable allows for the 8 x 0 - 2 years and 15 x 2 - 3 to out as a whole group and the 37 x 3 – 5 year old children to be out at a separate time as a whole group.

Time	Outdoor Play
7.00 am	No use
8.00 am	Under 3 years
9.00 am	Over 3 years
10.00 am	No use
11.00 am	No use
noon	No use
1.00 pm	No use
2.00 pm	Under 3 years
3.00 pm	Over 3 years
4.00 pm	No use
5.00 pm	No use
6.00 pm	Close

Daily Timetable

Daily Routines

Infants 0 – 2 years

7.00am – 8.00	Flexible/family grouping with other age groups as needed Indoor free play
8.00 am – 9.00	Outdoor free play
9.00 – 10.30	Progressive morning tea and child indoor play Nappy change and some infants will sleep.
10.30 – 10.45	Story and movement group/handwashing
11.00 – 12.00	Lunch
12.00 - 2.00pm	Sleep time or quiet activities (indoor). Nappy change
2.00 – 3.00	Outdoor free play Progressive afternoon tea
3.00 – 5.00	Indoor planned movement/games then free play indoors
5.00 – 6.00	Flexible/family grouping with other age groups as needed - late snack served indoors

Early Learners (2-3 year-old)

7.00am – 8.00	Flexible/family grouping with other age groups as needed Indoor free play
8.00 am – 9.00	Outdoor free play
9.00 – 10.30	Progressive morning tea and child indoor play Nappy change and toileting
10.30 – 10.45	Story and movement group/handwashing
11.00 – 12.00	Lunch
12.00 - 2.00pm	Sleep time or quiet activities (indoor). Nappy change
2.00 – 3.00	Outdoor free play Progressive afternoon tea
3.00 – 5.00	Indoor planned movement/games then free play indoors

5.00 – 6.00	Flexible/family grouping with other age groups as needed - late snack served indoors
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Preschool (3-5 year old)

7.00 – 8.00	Flexible/family grouping with other children as required
8.00 – 9.00	Indoor free play with progressive morning tea
9.00 – 10.00	Outdoor free play
10.00 – 12.00	Indoor planned group time – literacy and free play
12.00 – 12.30	Lunch
12.30 – 1.30	Rest time/quiet activities (indoor)
1.30 – 2.00	Planned group music/movement/games
2.00 – 3.00	Indoor and Progressive afternoon tea
3.00 – 4.00	Outdoor play
4.00 – 5.00	Indoor free play
5.00 – 6.00	Combined grouping with other age groups – late snack served

Noise Management Plan

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.

Staff will consider elements such as noise reduction both between and within spaces when planning and evaluating play.

Outdoor play experiences will be supervised by staff in accordance with The Education and Care Services National law and the Education and Care Services National Regulations 2011 to encourage quiet play and in addition to the centre philosophies, care and learning approach and NQF High Quality Practice Standards.

Air conditioning will only be run during business hours.

No amplified music will be played outdoors and windows/doors to be closed when music played indoors.

When playing outdoors educators will constantly monitor children's behaviour and take any child inside who is crying or screaming if they cannot be settled quickly then returned to outside play.

Educators will use quiet voices when interacting or guiding child behaviour indoors and outdoors.

Acoustic fencing and balustrades will be installed and maintained in accordance with the approved development application plans and in accordance with the recommendations of the acoustic consultant.

Property maintenance shall be undertaken at times and in a manner so as to not cause "offensive noise" as defined by the Protection of the Environment Operations Act 1997. Maintenance activities shall also satisfy relevant provisions of the Protection of the Environment Operations (Noise Control) Regulation 2017 at all times.

The phone number of the approved provider or person whom complaints can be directed to will be displayed at the entry.

Car Parking

Vehicular access into the basement is from Careel Head Road and there is a shared basement car park with dedicated spaces for the child care facility. The exit is onto Barrenjoey Road. There is also additional at ground level car spaces for the commercial units. There is a total of 41 off street parking spaces.

The basement car park has 15 dedicated car spaces including 1 space with disability access for the child care use.

- Upon enrolment of a child, parents/carers will be provided with information regarding the availability and use of the dedicated car parking spaces.

Staff and parents/carers will be encouraged to walk or use public transport.

Upon enrolment of a child, information / instructions will be provided to all parents/carers regarding the need to comply with parking rules and signage. A sign to this effect will also be displayed in prominent locations within the centre.

The wording of the information/instructions will include the following:

*Parents **MUST NOT** park cars in the following manner when visiting the centre:*

1. *Within any bus zone.*
2. *Double or triple park on any public street.*
3. *Across driveways.*
4. *On footpaths or road verges.*
5. *In any "No Stopping" zone or other areas where vehicles are prohibited to park under Motor Traffic Regulations.*

The traffic/parking arrangements will be reviewed within 6 months and 12 months of the commencement of service operations and then again every 12 months in line with the regular review schedule.

Delivery of Goods and Services

The delivery of goods and services will only occur outside peak drop off/pick up hours and whilst staff are present at the centre to accept delivery.

Delivery will be done within the basement parking and outside of peak child set-down / pick-up hours (between 10:00am - 2:00pm) and the deliveries are via utes and utility vans that can be accommodated within a single standard passenger vehicle parking space.

Waste Management

Where possible, food waste will be recycled as compost used in the gardens and as an integral part of the process of promoting on-site sorting and storage of waste products pending re-use or collection with the aim of maximising re-use and minimising disposal.

In addition to composting kitchen and green waste, the centre will use recyclable materials such as paper, plastics etc for the use of children's creative/cognitive box construction. Each play space will have its own storage for re-usable material. This is our way of providing on-going management for waste handling and minimisation in the premise by making it part of the daily life of the centre. Further, this process helps towards promoting and minimising waste and fostering the principles of ecologically sustainable development (ESD) involving the community.

Waste collection for the development would be undertaken using a 6.4-metre-long small Refuse Collection Vehicle from the loading bay adjacent to the bin storage area. Waste collection would be undertaken by a private contractor and scheduled to occur during off-peak periods.

Childcare staff will be responsible for storing the waste and recyclables in each play room on a daily basis. General waste and recycling receptacles should be paired next to each other in convenient locations such as offices, kitchens, and playrooms.

On completion of each trading day or as required, nominated staff or contracted cleaners will transport the waste and recyclables to the Bin Storage Area via the lift or stairs, and place into the designated receptacles within the basement.

The collection schedule will be determined when operation commences and it would typically occur twice weekly for each type of bin as per the waste management report.

The service will have general waste bins and separate bin for recyclables with 4 x 240L bins for waste and 4 x 240L bins for recycling.

The centre will use waste services such as Pink Hygiene Solutions for special waste such as sanitary items. Specialised waste will be collected as required.

Soft Plastics

Soft plastics cannot be placed in kerbside recycling bins; however, they can still be diverted from landfill. Management can engage a waste service such as Cleanaway to collect soft plastic waste or RedCycle program which accepts this stream through a collection point in all Woolworths and Coles stores for smaller amounts of soft plastic.

These soft plastics would be collected in a separate bin and taken by an educator at the end of the week to a designed collection point at a local Woolworths or Coles store when this service resumes.

Complaints Procedure

The child care centre will implement a complaints procedure, including a complaints telephone number which will be capable of receiving and recording complaints at times the centre is not operating.

The owner/operator will maintain a "Complaints Register" recording details of any incident that occurs (including the time of the incident), a description of the incident and any actions

taken by the management of the Centre in response to the incident. All complaints must include the details of the person reporting the incident including a contact phone number so that management may follow up any complaint. The option will be given to a Complainant as to whether a complaint is confidential or non-confidential.

An “*Incident*” includes:

- any breach of this Plan; or
- any complaint by any person about the operation of the Child Care Centre.

The owner/operator must investigate any incident within 5 working days and the Complainant will receive a response within 10 working days detailing what action has been taken (if any action is deemed necessary) in order to address the complaint or concern.

The Complaints Register must be updated within 24 hours of any incident/complaint. The owner/operator must review and initial and date all entries made in the Complaints Register in his/her absence whenever he/she is next at the centre.

The Complaints Register will be made available to Council officers for inspection upon request.

The owner/operator must review the Complaints register regularly and where appropriate amend this Plan so as to eliminate the possibility of the incident recurring or to minimise the impacts of the incident should it recur.

All valid complaints shall be investigated and resolved to the best of the childcare centre’s abilities as soon as possible.

TBA at operational stage.

Review of Plan of Management

In order to ensure the Plan of Management remains relevant, the Plan of Management will be reviewed:

- Upon any change in relevant legislation.
- If, as a result of a complaint and actions taken in response to that complaint, changes to the Plan of Management are warranted.
- Annually, in relation of centre policies and procedures as required by the National Quality Standards.

Emergency Procedures

Prior to commence of operation of the centre, a risk management plan will be prepared to assess the likelihood of possible emergencies and develop a range of emergency procedures in line with these risks.

These procedures will include emergency evacuation and lock down.

Regulation 97 requires emergency and evacuation procedures to be rehearsed at least every 3 months. Rehearsals should take place at various times of the day and week to ensure that everyone at the service has the opportunity to rehearse. These drills are to be documented to allow for reflection on their effectiveness.

The service will conduct emergency drills more often than required under the Education & Care Services National Regulations as these will be done on a monthly basis.

This proposed procedure has been prepared in accordance with AS 3745:2010

Emergency Evacuation Plan

Prior to commencement of operation of the centre, a comprehensive Emergency Evacuations procedure will be prepared by a licensed and accredited fire expert. Fire evacuation plans will be installed around the centre as per the expert's recommendations. This plan and the procedures will be checked by DET before a license to operate the centre is issued.

All play rooms and the outdoor play area will have an emergency pack which includes whistles for teachers, roll call list, emergency contact details, a torch, water bottle. Staff will take this should an emergency evacuation be necessary.

All rooms will also have the relevant evacuation equipment for each age group including an emergency evacuation slide devise S-CAPE kids (used for children who cannot walk yet); grab and go straps for the toddler age group and rope with straps for the preschool aged children to hold on to.

Management will ensure staff are appropriately trained in the use of fire safety equipment and fully understand the evacuation procedures in the case of a fire emergency. In addition, practice fire drills will occur at least every 3 months to ensure that all staff and children are proficient in the procedures.

Emergency evacuation procedures that are based on the service's floor plans will be prominently displayed near each emergency exit. The Emergency Evacuation Procedure will detail the steps to be taken in the event of an evacuation including specific roles that need to be carried out by staff.

The service will maintain an up-to-date and compact register of emergency telephone numbers that must be taken in an emergency or evacuation.

Emergency telephone numbers will be displayed prominently throughout the service near all telephones.

The service will ensure educators are provided with training on how to use fire extinguishers, fire blankets and other emergency equipment.

Fire extinguishers, fire blankets and other emergency equipment will be tested as recommended by the manufacturer by recognised authorities. All tests must be documented.

Emergency and evacuation procedures will be discussed with families and regular information will be provided to families.

The Nominated Supervisor is responsible for ensuring that all educators, including relief educators and staff members, are aware of the service's policies and procedures relating to Emergency Management and Evacuation.

Informal games and discussions will be used to familiarise children with the service's evacuation and emergency procedures.

The service has a range of evacuation equipment to cater to the various ages and mobility of children. This will include 'grab and go' straps and evacuation ropes. Part of the evaluation process when evacuation practices are done is to determine any issues or challenges that need to be addressed.

Proposed Evacuation Procedure

Evacuation and emergency procedures will be finalised with consultation from expert prior to service approval.

Evacuation signal will be a whistle blown for 3 seconds and repeated as necessary until all areas are aware of need to evacuate.

Whom ever blows the whistle will also call where emergency is within the building.

Upon hearing the signal the educator in the area will gather the group of children and tell them where they are walking to. For example "Let's hold hands and walk to the safe haven room"

The 0 – 3 children will muster in the safe haven room closest to fire stair 3. Non mobile children will be placed in the evacuation devise capable of going down the fire stairs. All other mobile children will be secured onto the grab and go straps. They will then walk down the stairs following a head count.

The 3 – 5 year old children will muster in the safe haven room closest to fire stair 2. They will be secured to the evacuation rope and walk down the stairs following a head count.

The responsible person on duty will collect the sign in tablet and the emergency evacuation bag/phone on the way out. They will call emergency services.

If the responsible person is supervising a group of children another educator who is close by will take over supervision of those children.

When all children and staff are assembled the responsible person will call the roll to ensure everyone is at the assembly area.

Egress evacuation point is out the front of the site and then the emergency evacuation safe haven meeting point is the grass verge adjacent to the centre in front of 5 – 7 Careel Head Road as per the evacuation diagram below.

Children will be seated at the evacuation area and sing songs/have stories until the all clear to return to the play rooms is given or await collection from the parent.

The service has a supply of food available on site should an emergency occur that prevents children leaving the site.

Flood emergency

As per the flood report prepared by C & S Engineering Services Issue C dated June 2025 the child care service outdoor area is located above the PMF level so safe refuge is possible during that level of flooding however safe evacuation to the Careel Head Road emergency meeting point is the preferred option before Barrenjoey Road is possibly cut off.

The site warden will advise the child care centre when to evacuate and parents will be notified via the software application and email to collect their children. If water level rises such that vehicles could not access Careel Head Road safely the children will be taken back into the premises to shelter in place until vehicle access is restored.

Draft Lock down Procedure:

Whilst many emergency situations will require staff and children to evacuate from the Service, there are potential situations that will require the Service to go into 'lockdown'.

Within early childhood services there are two types of lockdown that may be required:

- **'Full lockdown'** indicating that there is a potential threat outside that you wish to prevent from entering the building. For example:
 - Potentially dangerous unwanted or uninvited intruder
 - Potentially dangerous person due to intoxication or substance abuse
 - Receiving an emergency services warning about a reported incident or civil disturbance
- **'Shelter-in-place'** which generally will be required when there is a real or perceived threat to health or safety. For example:
 - Severe storms
 - Extreme smoke from a local or distant bushfire
 - Chemical or hazardous substance spill
 - Gas leak / atmospheric hazardous substance
 - Unidentified dangerous animal or insects

Lockdown means that all windows and external doors are locked, and where possible internal doors are locked, and blinds closed.

For a 'Shelter-in-place' lockdown children are able to participate in the usual experiences and activities: However, for a 'Full lockdown' children and adults must be moved to a room/position that does not allow them to be viewed.

Risk assessment in possible emergency situations:

Type of emergency	Issue	Risk	Control strategies
Any evacuation	Child wanders off	Possible	Younger children have grab and go straps. Older children hold the rope.
Any evacuation	Traffic	Possible	Responsible person will have a safety vest and stop traffic if required.
Any emergency	Child distress	Likely	Have regular practice drills and discussions about how the children will be kept safe. Regular visits from emergency services such as fire brigade to assist children become familiar with sirens/lights.
Any evacuation	Children may be asleep when evacuation occurs	Possible	Have practice drills during these times.
Any emergency	Phone line is cut	Possible	Responsible person to take alternate phone such as mobile.

Appendix A: Operational Policies

The Education and Care Services National Regulation 168 requires the service to have the following policies that will be developed before the service approval is granted.

- (2) Policies and procedures are required in relation to the following—
- (a) health and safety, including matters relating to—
 - (i) nutrition, food and beverages, dietary requirements; and
 - (ii) sun protection; and
 - (iii) water safety, including safety during any water-based activities; and
 - (iv) the administration of first aid; and
 - (v) sleep and rest for children, including the matters set out in regulation 84B;
 - (b) incident, injury, trauma and illness procedures complying with regulation 85;
 - (c) dealing with infectious diseases, including procedures complying with regulation 88;
 - (d) dealing with medical conditions in children, including the matters set out in regulation 90;
 - (e) emergency and evacuation, including the matters set out in regulation 97;
 - (f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99;
 - (g) excursions, including procedures complying with regulations 100 to 102;
 - (ga) if the service transports or arranges transportation of children other than as part of excursions, transportation including procedures complying with Division 7 of Part 4.2 of Chapter 4;
 - (gb) the safe arrival of children who travel between an education and care service and any other education or early childhood service within the meaning of regulation 102AA, including the matters set out in regulation 102AAB;
 - (h) providing a child safe environment, including matters relating to—
 - (i) the promotion of a culture of child safety and wellbeing within the service; and
 - (ii) the safe use of online environments at the service;
 - (i) staffing, including—
 - (i) a code of conduct for staff members; and
 - (ii) determining the responsible person present at the service; and
 - (iii) the participation of volunteers and students on practicum placements;
 - (j) interactions with children, including the matters set out in regulations 155 and 156;
 - (k) enrolment and orientation;
 - (l) governance and management of the service, including confidentiality of records;
 - (m) the acceptance and refusal of authorisations;
 - (n) payment of fees and provision of a statement of fees charged by the education and care service;
 - (o) dealing with complaints, including matters relating to—
 - (i) the provision of a complaint handling system at the service that is child focused; and
 - (ii) the management of a complaint that alleges a child is exhibiting harmful sexual behaviours.

Appendix B: Evacuation Devise for non mobile children



S-CAPEKIDS Evacuation Mattress *for Childcare and Healthcare*

As the head of a maternity/ children's department or childcare centre, you are responsible for the safety and well-being of all of the children. You work every day to ensure they are well cared for, but what do you do in an emergency? What if the worst happens, and a fire breaks out? How will you get all of the children to safety quickly?

In the case of an evacuation, you can only carry two kids at a time down the stairs and out to safety. Time is of the essence, and the more time you spend going back and forth, their safety could be in danger.



Designed for childcare centres, maternity departments and children's hospitals

Using the S-CAPEKIDS, one carer can evacuate four of five babies. In combination with a baby carrying bag, the carer also keeps one baby on the back shoulder or at the front side. The device allows you to evacuate up and down the stairs.



EvacuLife Evacuation Products
www.evaculife.com.au

Appendix C: Evacuation Diagrams

