

**Operational Plan of
Management
Proposed Childcare Centre**

**16 Bangaroo Street,
North Balgowlah**

Table of Contents

1. Introduction
2. Aim of the Childcare Centre
3. Maximum Number of Children
4. Hours of Operation
5. Staffing
6. Daily Routine/Outdoor Play
 1. Noise Management Policy
7. Laundry Facilities
8. Bathroom Facilities
9. Kitchen/Food Preparation
10. Deliveries
11. Maintenance and Cleaning
12. Staff Room
13. Waste Management
14. Parking
15. Access & Security
16. Emergency and Evacuation Plan
17. The Community
18. Complaints Management

1. Introduction

This Management Plan has been prepared for the proposed childcare centre at 16 Bangaroo Street, North Balgowlah. The childcare centre is designed to cater for 12 children aged 3-5. In preparing this document consideration was given to the requirements of:

- Australian Children's Education and Care Quality Authority (ACEQA)
- National Quality Framework
- Education and Care Services National Regulation 2013
- Education and Care Services National Law 2013
- State Environmental Planning Policy (Educational Establishments and Child Care Facilities) 2017

2. Aim of the Childcare Centre

The aim of the centre is to meet community demand for high quality care that is intimate and homely. The aim is to meet and exceed the elements of the national quality framework which comprises the Education and Care Services National law, the Education and Care Service National Regulations and the National Quality Standards.

The child care centre will focus on providing children, ages 3 – 5, with quality care within an early learning environment. The smaller sized centre will allow the child care professionals to focus on providing quality and individual attention to each child's development.

3. Maximum Number of Children

12 children aged between 3 – 5 years of age.

4. Hours of Operation

The centre will operate from 8.30am to 4pm, Monday to Friday. It will be closed on Public Holidays.

5. Staffing

3 staff will be employed by the centre at all times.

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, co-ordinators and other staff members who can best meet the needs of children and their families

Educators within the centre will be employed to ensure that minimum qualification requirements are met through the employment of trained Educators. Educators within the centre will also be employed to ensure the minimum number of educator to children ratios set by the Education and Care Services National Regulations, 2013, is also met.

All Educators will maintain qualifications in First Aid, Asthma and Anaphylaxis, Child Protection and will engage in regular Professional development opportunities to meet the National Quality Standards. 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, to children and families using the service.

An Educational Leader will be appointed to guide and mentor all Educators with all aspects of the program and a certified supervisor approved by the Australian Children's Education and Care Quality Authority (ACECQA), will be in attendance at all times as per regulation 146.

6. Daily Routine & Outdoor Play

The following is a typical daily routine:

8.30am	Meet and Greet Indoor Play table / mat activities
9.00am	Morning Grouping - Indoors
9.30am	Outdoor play (including Activity Room 2) Explore and discover Organised activities
10.15am	Morning Tea
10.35am	Show and Share / News – Indoors (Activity Room 2)
11.00am	Outdoor play (including Activity Room 2) Explore and discover Organised activities
11.45am	Transition to lunch – Story Time (Activity Room 2)
12.00pm	Lunch
12.30pm	Yoga, Rest, Relaxation
1.45pm	Table activities - Indoors
2.30pm	Afternoon Tea – Outdoors (weather permitting)
2.50pm – 3.30pm	Indoor / Outdoor play (including Activity Room 2)
3.30pm – 4.00pm	Indoor Play – table / mat activities

Daily Outdoors Play – approximately 2.5 hours daily

The early years are the ultimate time to instil a lifelong learning skill on sun protection. Regulation 114 of the Education and Care Services Regulation states that “the approved provider of a centre-based service must ensure that outdoor spaces provided at the education and care service premises include adequate shaded areas to protect children from overexposure to ultraviolet radiation from the sun”. Outdoor play areas will have natural shade from trees. The centre will require all staff and children to wear the appropriate sun smart clothing, apply sun protection sunscreen and to limit outdoor play time to sun safe times of the day.

The use of natural features such as trees, sand and natural vegetation will provide the opportunity for children to engage in safe physical play in a natural environment. Regulation 113 states that “the approved provider of a centre-based service must ensure that the outdoor spaces provided at the education and care service premises which will

allow children to explore and experience the natural environment”.

Outcome four of the Early Years learning framework encourages us to provide children with the opportunity to engage in the natural environment to assist a child to develop to be a confident and involved in learner with an appreciation for the environment around them. Equipment which is developmentally and age appropriate that meets all Kids Safe standards will be provided to ensure the children are provided the opportunity to engage in a stimulating high quality learning environment.

Daily outdoor play has been limited to approximately 2.5 hours and is split between morning and afternoon to limit any noise concerns.

I. Noise Management Policy

Aim of Policy

To implement strategies in order to reduce noise emitted from the operation of the Child Care Centre.

Implementation

1. The following actions shall occur at all times during the operation of the Child Care Centre:
 - (a) Erection and maintenance of signs of appropriate dimensions, to advise the following:
 - i) that the Child Care Centre's staff, as well as parents, must converse quietly at all times when outdoors;
 - ii) that parents not call out loudly when delivering or collecting their children;
 - iii) that gates and doors not be slammed;
 - (b) The abovementioned signs are to be located at the entry to the outdoor play areas and in the outdoor play areas.
 - (c) Music shall be played indoors only. This music will be played at a volume that limits the noise emission, when measured at any point on the boundary of the childcare centre and the adjoining residential properties;
 - (d) Educators are directed;
 - i) to supervise children at all times.
 - ii) to speak to children and to each other quietly whilst outdoors;
 - iii) to provide stimulating and engaging play activities and zones that keep the children engaged in outdoor activities.
 - iv) to approach parents who are talking too loudly and request that they speak quietly;
 - v) to approach children and get down to their level to talk to children or resolve conflicts, rather than shouting across the playground area.

- vi) If children are yelling or screaming, educators will redirect the child to quieter play.
- (e) The Noise Management Policy will be included in our Parent Handbook, which is given to all parents upon enrolment of their child;
- (f) A reminder of the existence of the Noise Management Policy, and the need to adhere thereto, will be sent to all parents and staff at least once a quarter;

7. Laundry Facilities

The centre includes a laundry facility. The laundry will be operated by the centre staff and used to wash and dry clothes, linen and such when required. The laundry will be locked at all times while not in use by staff.

8. Bathroom Facilities

All children will be required to have been reasonably toilet trained before being enrolled in the centre. The centre is limiting the intake to pre-school aged children from 3 – 5 years.

Staff will be responsible for supervision of children using the bathroom. Age appropriate disposable underwear will be available when required. Laundry facilities onsite will allow staff to clean clothes as required.

9. Kitchen/Food Preparation

No children will be permitted within the kitchen area. Little Gems will require that they be informed of any dietary, allergy or cultural/religious sensitivities that the children may have with regard to food/drink consumption.

Mealtime Responsibilities:

- Encourage healthy eating habits with supervising hand washing before and after meals
- Ensure children are seated while eating
- Provide age appropriate eating utensils
- All meals will be supervised by Staff
- Food sharing and sharing utensils will be discouraged
- Encourage water consumption throughout the day, especially during the warmer months.

Meal Preparation Responsibilities:

- Handwashing before and after preparation is required.

- Gloves will be worn as needed
- Wash and dry all plates and cutlery
- Throw out leftovers and inform parents/guardians what food was uneaten.
- Clean food preparation surfaces, meal tables and chairs before and after meals. Clean floors after mealtimes.
- Check and maintain fridge temperature at 5°C or below.
- Store all dairy products in the body of the fridge, not the door.
- Ensure food belonging to a child with allergies is stored separately in a sealed, airtight container in the refrigerator.

10. Deliveries

A 12 child centre does not require regular or substantial deliveries. Any deliveries required can access the centre via the clearly defined entry which will be securely locked and require staff to open.

11. Maintenance & Cleaning

Centre will be kept clean by both staff and external professional cleaners and gardeners.

12. Staff Room

The staff room facilities provided are intended for the use of educators while on lunch breaks as well as to provide a quiet area for educators to work on documentation such as children's portfolios, program and planning and observations.

13. Waste Management

Proper rubbish removal and waste management is an important aspect of the day to day operations of a child care centre. Waste must be held and disposed of in a manner which is safe to children, staff and families, does not impact negatively on the community and has regard to the environment. Waste management practises must also comply with relevant local government regulations, other centre policies and work place health and safety guidelines.

Internal Rubbish Bins

- Ensure indoor garbage containers are waterproof and have a tightly fitting lid.
- Line indoor garbage containers with appropriate bin liners.
- Empty daily at a minimum unless required more frequently and insert new liners.
- Clean indoor garbage containers weekly.

The small scale of the centre can be serviced via the regular Council garbage collection.

Practise, Cleanliness and Hygiene

- All boxes should be broken down prior to placing in bins.
- All decomposable rubbish should be tied or sealed bags.
- Keep outdoor garbage area clean.
- Do not place rubbish outside unless it will fit into the bin.
- Clean outdoor garbage container if there has been a spill.
- Monitor external waste bin and area for signs of pests and rodents and odours.10 Report any sign of pest build up or infestation to cleaner to provide a complete clean of the rubbish area.
- Report odorous bins that cannot be effectively cleaned or damaged bins to Council and obtain replacements.
- Hands should be cleaned after any handling of garbage.

14. Parking

Appropriate signage will be utilised to inform parents where to park and how to access the centre. The centre will have 3 spaces for drop off and pick up. The drop off and pick up area around the car park will be supervised by a staff member.

Procedures for families during drop off/pick up

- Obey any signage and markings within the car park.
- Ensure that adults and children are entering or exiting the vehicle only when the vehicle is at a complete stop and parked in an allocated parking bay
- Be aware, when entering or exiting the car park and parking the vehicle, of pedestrians (especially children) using the car park, entering and exiting their vehicles and/or the centre.
- Ensure that no children are left in the vehicle when it is unattended. This is illegal and children can be exposed to heat stress, dehydration, car thieves, playing with car controls etc.
- At all times, ensure that children are supervised (preferably by holding the child's hand) when in the car park.
- Ensure that drop off and collection times are carried out efficiently to ensure parking spots are available to other families.
- Please be mindful of local residents when parking your vehicle and keep noise to a minimum.

15. Access and security in the Centre

Regulation 99 of the national Childcare Regulations, 2013, state that a child may only leave the relevant premises if the child;

(a) is given into the care of

- (i) a parent of the child; or
- (ii) an authorised nominee named in the child's enrolment record; or
- (iii) a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or

(b) leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record;

Security into the centre will require a system in place to ensure families have direct access to children and their rooms and all visitors will be attended to by staff before accessing the service. All visitors will be required to meet the Director and/or staff to sign in/out.

Educators will have the 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.

16. Emergency and Evacuation Plan

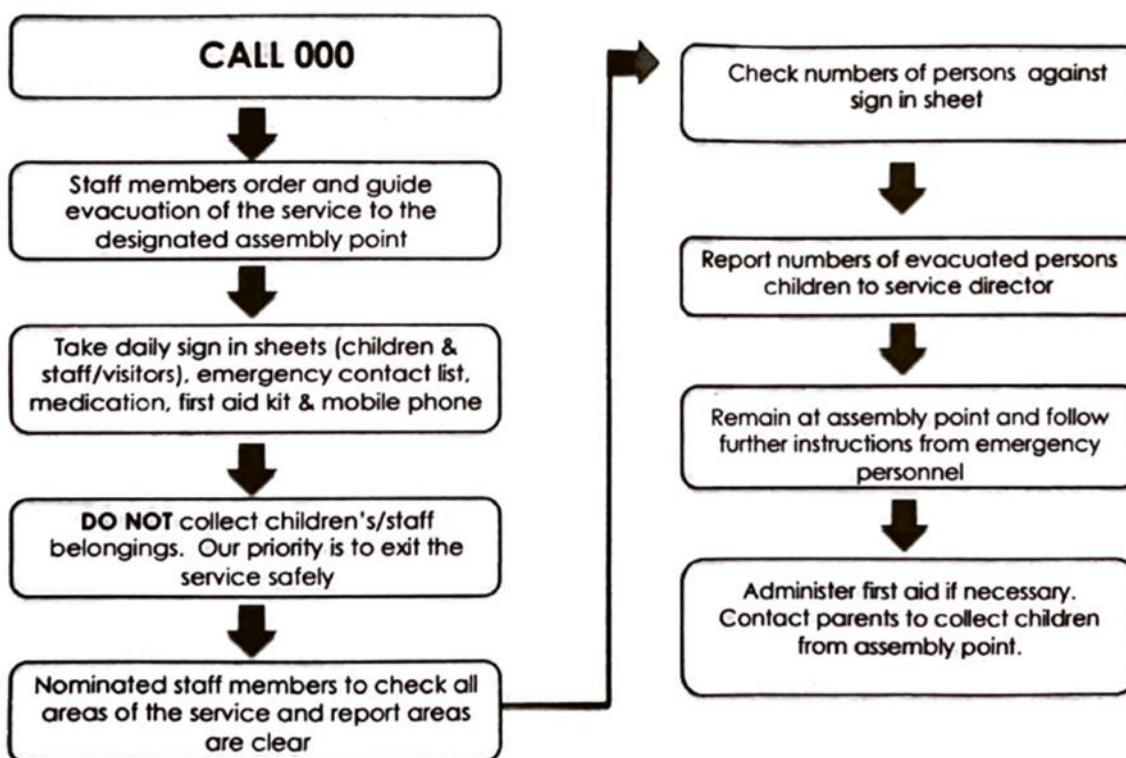
An emergency is defined as any kind of incident that may cause harm or injury to children, staff and/or visitors. Two types of emergencies may occur:

- An emergency requiring the evacuation of premises, (fire, gas leak etc);
- An emergency requiring the Centre to be secured and locked down to ensure children, staff and visitors do not leave the premises (a siege, an environmental hazard)

Procedure for evacuation:

Little Gem Kindergarten Evacuation Procedure

Upon discovery of reason to evacuate blow the whistle to alert all children, educators and visitors of the emergency :-



- The above flowchart will be placed as signage within the centre.

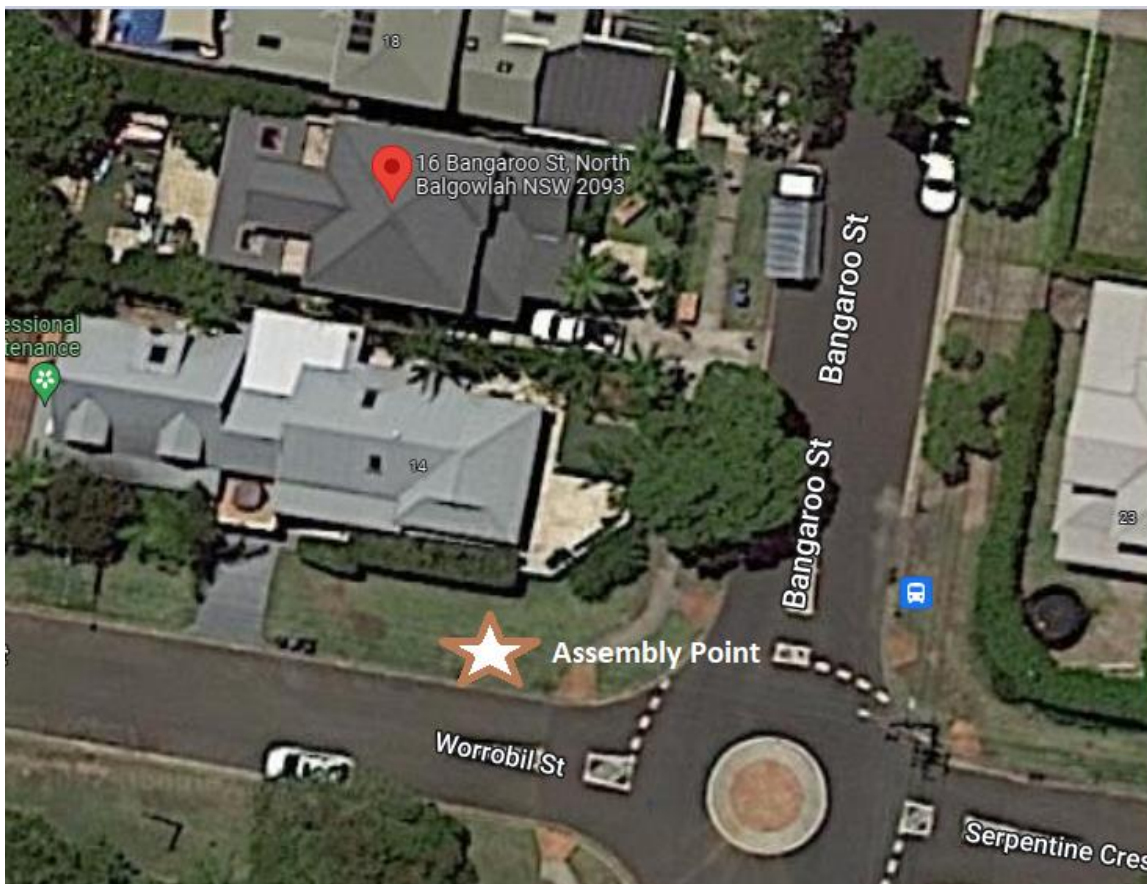
Procedure when to remain in Centre:

- Staff are encouraged to keep children calm at all times. Staff are to inform all other adults in the room, including family members, visitors etc that they must remain with the group and follow instructions.

- Staff must close and lock all doors, windows and blinds and turn off all lights. The children must be moved to an area away from view from outside.
- Staff will remain calm and quiet.
- If safe to do so, Staff will dial 000.
- Where possible staff will take the phone from the room into the area they are in with the children.
- All mobile phones must be put on silent and set to not vibrate.

Evacuation drills will be undertaken throughout the year approximately every 3 months. A record of when the drills were undertaken will be kept.

The proposed assembly point is on the corner of Worroobil Street and Bangaroo Street. A large Council verge can accommodate the children and will be supervised by Staff at all times.



17. The community

The centre located within a residential area and seek to provide local residents a convenient and neighbourhood focused centre. It aims to support the working families of the area with a small scale centre which provides focused early learning to the children who attend the centre.

The operation has a Complaints Management System specifically designed to help in its relations with the community.

18. Complaints Management

The contact person in respect of all enquiries or public complaints in relation to this plan or the operation of the premises is:

**(Kellie Gilles)
(Owner Operator)
(0410331804).**

1. An "Incident" includes:
 - a. any breach of this Plan; or
 - b. any complaint by any person about the operation of the Premises; or
 - c. any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Premises as a result of the conduct or act of any person identifiable as a client of the Premises at that time.
2. The owner/ operator is to maintain a "Complaints Book" recording details of any Incident that occurs including the time of the Incident, a detailed description of the Incident and any actions taken by the management of the Premises in response to the Incident.
3. When an Incident is reported the person recording details of the Incident will be advised that an Incident may be reported on a confidential or non confidential basis and that confidential records will be made available to Council and the NSW Police and any other person required by law and that non confidential complaints will be made available to Pittwater Council, the NSW Police, any other person required by law as well as residents who live within 100 metres of the premises who wish to inspect the Complaints Book .
4. The Complaints Book must be updated within 24 hours of any Incident.
5. The owner/ operator must request contact phone numbers to record in the Complaints Book so concerns can be followed up if necessary.
6. The owner/ operator shall be available at all times during trading hours to deal with any Incident as to the operation and management of the premises. Any such Incident shall be dealt with as soon as possible.
7. If an Incident relates to noise, the owner/ operator must:
 - a. rectify the situation immediately.

- b. contact the individual who reported the Incident to verify that the problem has been addressed.
 - c. take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.
8. The owner/ operator must review the Complaints Book regularly and where appropriate amend operating procedures so as to eliminate the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.