

**Operational Plan of
Management
Proposed Childcare Centre**

**16 Bangaroo Street,
North Balgowlah**

Table of Contents

1. Introduction	2
2. Aim of the Childcare Centre.....	2
3. Maximum Number of Children	3
4. Hours of Operation	3
5. Staffing	3
6. Outdoor Play	4
I. Noise Management Policy	5
7. Laundry Facilities.....	6
8. Staff Room.....	6
9. Waste Management	6
10. Parking	7
11. Access and security in the Centre	7
12. Fire Evacuation Procedures	8
13. The community	8
14. Complaints Management	8

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 20 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

20 children aged between 3 – 5 years of age.

4. Hours of Operation

The centre will operate from 8.00am to 4pm, Monday to Friday. It will be closed on Public Holidays. Between 8am and 8.30am will be the drop off time for parents. Parents will enter into an agreement with the child care provider allocating a specific drop off time between 8am-8.30am to ensure that drop off's are staggered.

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. Outdoor Play

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.

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. 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.

9. Waste Management

Waste will be placed in the garbage bins located in the waste storage area. These bins will be emptied via normal household collection and commercial contractor when required.

6

10. Parking

Appropriate signage will be utilised to inform parents where to park and how to access the centre.

11. 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.

12. Fire Evacuation Procedures

Prior to opening the centre a full Fire Evacuations procedure will be created and implemented by a licensed and accredited fire expert. A fire evacuation plan will be place around the centre as per the expert's guidance.

This plan and the procedures will be checked by DeCS before a license to operate the centre will be approved.

The centre will practice fire drills every 2 months to ensure that all staff and children are proficient in the procedures.

13. 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.

14. 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.