

Plan of Management:

Childcare Centre



BROS NAN & MOORE
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**Subject Site: 73 Murray Farm Rd,
Carlingford**

PREPARED ON BEHALF OF:

Wongala Consultants

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Prepared by:



Brosnan & Moore

Town Planning Services

E: info@brosnanmoore.com

W: www.brosnanmoore.com

IG: @brosnan.moore

M: 0477 215 007

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INTRODUCTION

B&M Town Planning Services has been retained to prepare a Plan of Management for the proposed Centre Based Child Care Facility (“Child Care Centre”) at 73 Murray Farm, Carlingford.

Purpose

The primarily purpose of the Plan of Management is to establish the day-to-day operations and management procedures under which the childcare centre will operate to ensure the safety of the children on the premises and that the operation maintains a high level of amenity for neighbouring properties. The Plan of Management has been informed by the advice from various consultants on the operation of the centre.

Its objectives are to:

- a) To detail the nature of the operation so as to ensure compliance with Council approvals.
- b) To minimise disturbance to neighbours.
- c) To provide a procedure to receive and resolve complaints.
- d) To maintain the internal and external appearance and cleanliness of the premises.
- e) To ensure a person is readily contactable to assist in the ongoing implementation of this Management Plan.
- f) To ensure the use of the premises will be controlled by the Management Plan, and that the Management Plan is enforceable.
- g) To ensure that the premises will be operated in strict accordance with the conditions of development consent.
- h) To make provision for this plan to be amended from time to time to facilitate an improvement operation for the children cared for in the centre and for the amenity of the neighbourhood.

THE SITE AND THE CHILD CARE CENTRE

The site of the proposed child care centre is:

Lot 5, DP 542112 at 73 Murray Farm Rd, Carlingford, 2118.

Child Care Centre Operation Details

The childcare centre will operate with the following hours of operation for 52 weeks per year:

- Monday to Friday: 7am to 6pm
- Saturday to Sunday and Public Holidays: Closed

The centre has been designed to cater to a maximum of 65 children with the following age ratio:

- 16 x 0-2 years
- 25 x 2-3 years
- 24 x 3-6 years

The following schedule details the play rooms, maximum occupancy and staff numbers:

Play Room	Age	Number of Children	Staff to Child Ratio	Staff
1	0-2 years	16	1:4	4
2	2-3 years	25	1:5	5
3	3-6 years	24	1:10	3

The educator to child ratio is in accordance with the Education and Care Services National Regulations 2011. At maximum operation, the maximum number of educators to monitor the children is 12.

The centre is designed with indoor and outdoor play areas for the children to experience, learn and enjoy. The areas have been designed to comply with the National Regulations requirements.

The following schedule details the indoor and outdoor play area are noted within the S.E.E. The child care centre provides for a total of 16 on-site car parking spaces within the basement and adjacent to the basement entry ramp with the following allocation:

- 9 x staff car parking spaces
- 7 x visitor car parking spaces

Centre Facilities

The child care centre has been designed with a clear objective to maximise accessibility between indoor and outdoor areas. Each indoor play room sits adjacent

to an outdoor play area with step-free glass sliding doors provided to allow easy transition between the indoor and outdoor areas, whether at the ground floor on the first floor. The openings are wide for ease of use and minimal conflict, but also to facilitate supervision from multiple viewpoints to minimise blind spots.

Glazing between indoor corridors and play areas is also proposed to facilitate further casual surveillance opportunities.

All required facilities to care for the children in the centre are provided and have been designed to meet relevant legislative requirements. Cot rooms, toilets, nappy change and bottle preparation facilities are positioned adjacent to or around the perimeter of the indoor classrooms for the convenience of children and educators.

The centre also provides for a kitchen, laundry, staff room and office area. All areas where access is restricted for children will be lockable.

The entry foyer has been sized to cater for multiple parents arriving for drop-off/pick-up simultaneously.

The outdoor areas have been designed to maximise learning opportunities while maintaining a safe environment. Further, the outdoor areas have been designed with shading and weather protected areas to enable children to still play outdoor during warmer days and those with mild inclement weather, so the children are not completely restricted to indoor spaces in times of such weather. All outdoor play time will require a sun hat to be worn. Sunscreen will be applied as necessary throughout the day.

Lockable storage areas will ensure the safe storage of equipment at the end of the day and during periods of non-use. The storage areas are integrated into the centre building to not obstruct supervision of the outdoor areas.

Centre Schedule and Play Policy

An indicative daily routine is detailed below. The specifics and times will be updated as required to maximise the healthiness and happiness of the children on balance with the amenity impact to the neighbourhood.

The specifics of the schedule will also differ between age groups to meet their needs.

Time	Activity
7:00am – 9:00am	Centre opens, children arrive. Breakfast is served. General indoor activities which may include parents.
9:00am – 9:30am	Morning tea is served while a reading or group game occurs.
9:30am – 11:30am	Indoor and outdoor learning activities, both free play and group experiences.
11:30am – 12:00pm	Lunch time.
12:30am – 2:30pm	Rest or quiet activity time.
2:30pm – 3:00pm	Afternoon tea time.
3:00pm – 6:00pm	Indoor and outdoor learning activities, both free play and group experiences. A late snack is provided.
6:00pm	Centre closes.

The design of the outdoor play areas has been to integrate numerous learning opportunities within a fun and safe environment.

All indoor and outdoor play times will encourage socialising amongst children or solo play as appropriate for the child's mood and the activity type.

Staff will respond to the children with warmth and patience to create a trusting environment for children to grow in.

The dignity and rights of all children, family and staff will be maintained at all times. Children will be supported to manage their own behaviour and how to effectively communicate. All conflicts will be collaboratively resolved in a professional manner.

OPERATION OF THE PREMISES

The following details the operation of the premises that must be abided by to achieve the objectives of the Plan of Management.

Site Management

It is the responsibility of the assigned supervisor to oversee the implementation of this Plan of Management as well as the conditions of development consent as granted by Council.

Staff

The staff of the child care centre will be employed based on their experience, knowledge and appropriate qualifications within the industry. All staff will be briefed upon their employment with the centre on the requirements of the operation within this Plan of Management. Staff will be available to answer questions of parents during the enrolment process, orientation and beyond.

Parents

Family involvement is encouraged to allow the fostering of trust and strong relationships with the staff caring for their children.

Families are encouraged to ask questions so they can feel comfortable and have peace of mind leaving their children in the centre.

Car and Bicycle Parking and the Basement Operation

A total of 16 car spaces are proposed on the site with 16 car spaces within the basement with 1 accessible car space provided.

A total of 9 x staff spaces and 7x visitor car spaces. All car spaces will be signposted and line-marked per their approved allocation between staff and parent spaces.

The centre will inform parents of the car parking arrangements upon their first visit and reminded through other communication avenues such as emails, newsletters and the centre's website. All parents will be instructed not to use the available car parking within the basement and not to park on the street.

Parents will also be encouraged to walk to the centre where possible.

All bicycle users will be instructed to dismount their bicycle within the basement and store their bicycle in the designated bicycle parking area.

Deliveries

All deliveries to the child care centre will be programmed to occur outside of peak parent drop-off/pick-up hours. The drivers will be instructed to use a car space within the basement for the duration of the delivery and not to park on the street.

All visitors, including delivery drivers, will be required to sign-in on entry into the premises.

Cleaning and Maintenance

The child care centre will be cleaned and maintained to a high standard at all times, internally and externally. All procedures must be in accordance with relevant legislation including the Education and Care Services National Regulations 2011.

A private contractor will be engaged to regularly undertake comprehensive cleaning of the centre.

Staff of the centre will also be responsible for day-to-day general cleaning to ensure the children are cared for in a safe, clean environment.

The centre will have a designated Workplace, Health and Safety representative who maintains a schedule of required maintenance. The maintenance will be routinely undertaken by contractors as required.

All maintenance persons will be instructed to park within the basement and arrive outside of peak hours, unless the nature of the maintenance is an emergency. All maintenance persons will be required to sign-in to the centre.

Contact information for contractors must be kept easily available in case of need for emergency maintenance.

Contractor gardeners be engaged to regularly maintain the landscaped areas in the front garden and in the children's outdoor play area.

Safety and Security

The centre is a purpose-built facility designed with a high level of security to ensure the safety of all staff and children.

All access to the premises is restricted to two entries:

- The ground level entry off Stuart Street which has a dedicated footpath leading into the entry foyer/reception area.
- The lift from the basement car parking.

Monitors at the reception area ensure that visitors are screened before access is permitted. All visitors, including the parent dropping off a child, will be signed into a register. For extra security, CCTV will be installed at the front entrance, within the car park, basement lift area and reception area.

The basement car parking area will have a dedicated pedestrian pathway to direct foot traffic safely around the vehicle manoeuvring areas. The pathway will be line marked and signage will be installed for children to hold the hand of their parent.

All parents and staff will be inducted on the parking and pedestrian pathways and access arrangements upon enrolment and employment.

Noise Reduction Measures

The centre has been designed in recognition of the residential area in which it resides in.

A Noise Impact Assessment was prepared for development application. The report included recommendations on how the centre is to operate to ensure the noise criteria are met. This includes the following:

- During loud vocal activities internally within the childcare centre, all windows and doors shall be closed
- Outdoor play is to be limited to 2hrs in the morning and 2hrs in the afternoon
- External windows are to be minimum 6.38mm glazing with acoustic seals
- Signage in the parking areas advising parents and their children to enter the building quickly/quietly and to be respectful of neighbours
- Speed limit in the basement car park to be limited to 10km/hr (i.e. signposted speed limit to be displayed in the basement in a clearly visible location)

In addition to the above, the following measures of good practice will be adopted:

- Signage will be erected at the entrance and exit of the centre to remind families, children, staff and visitors to minimise noise while outside. The signs are to be in visual and written forms to ensure eligibility for those of all ages, reading abilities and language limitations.
- Parents are not to arrive prior to 7:00am when the centre opens.
- All parents are to keep noise to a minimum when dropping off/collecting
- Visitors to the site are to ensure that they do not gather near residential properties and are to be considerate of all surrounding properties when arriving/departing
- No slamming of doors on the premises nor of private vehicles
- Vehicles are not to idle outside the premises
- All out of hours cleaning and maintenance is not to occur between 10:00pm and 7:00am.

- All staff will be given appropriate training on how to care for upset children and to take them inside.
- No music systems/speakers are to be used outside.

A complaint handling system will be implemented which records all complaints received regarding noise. A phone number shall be clearly visible at the entry point of the premises, so that any complaints can be heard and noted. All complaints are to be investigated, with a summary of the results to be provided. Any required remedial actions shall be put into place. A log of all complaints and how they were dealt with shall be easily accessible to interested parties/statutory authorities upon request

Waste Management

The child care centre includes a dedicated garbage storage room. The room is accessible from within the basement and will be locked to prevent authorised access.

Staff from the child care centre will manage internal waste using bins placed throughout the internal rooms. At the end of each day, the waste is to be transferred to the bin storage area where necessary ensuring recyclables and general waste are separated and placed in their appropriate bins.

The centre will be serviced by private waste contractors. Staff will be responsible for taking out and returning bins on collection days. Waste will be collected on an as needed basis. Staff will wheel the bins out to Murray Farm Road on the designated bin collection days. Once the bins have been collected, the bins will be wheeled back into the bin storage area.

A contractor will be engaged to collect and dispose of all sanitary items.

A document shredder will be kept on the premises in the office area to destroy all private and confidential information as necessary.

Any green waste that is created through maintenance of gardens and soft landscaping areas will be collected and removed by a contractor hired by the child care centre to undertake garden maintenance.

Fire Safety

The child care centre will comply with essential fire safety measures outlined in the Environmental Planning and Assessment Regulation 2000, including but not limited the following:

- An annual fire safety statement is to be obtained and a copy is to be displayed prominently in the child care centre entry area.
- An evacuation plan detailing the emergency egress route is to be fitted to all indoor play areas and the entry foyer.
- The centre's supervisor and staff are to be trained in relation to the operation of the evacuation plan, including casual/relief staff members.

- Each indoor play area, the staff room, office, and kitchen are to be fitted with hard wired smoke detectors.
- Fire extinguishers, fire blankets and other emergency equipment must be kept in the kitchen, foyer and indoor play rooms.

The building will be equipped with various signage such as:

- NO-SMOKING within the premises.
- DO NOT Disconnect Smoke Detectors.

A regular (Electronic Smoke and Heat Detector Back to Base) inspection contract will be entered into and maintained.

A rehearsal evacuation drill is to be conducted each month. All persons present in the centre must participate and the outcomes are to be documented and evaluated. Any improvements that can be made to the process are to be adopted. Parents are to be notified after a drill has occurred.

In the event of a fire, the fire alarm will sound. The supervisor is to instruct the staff to gather and escort children out of the centre to the designed evacuation point and contact 000. They will also be required to conduct a final check of the building to ensure all children have been escorted to the evacuation point.

It is the duty of the staff to guide and help children to the evacuation point. A register of all children present in the centre will be kept on hand to check and confirm all children have been evacuated.

Review of Plan of Management

The Management Plan is to be reviewed on an annual basis. The operator is responsible for the annual review process and amending the Management Plan as needed.

Any modification to the Plan of Management must remain consistent with the development consent. Any amended Plan of Management must be distributed to Council.

Once amended, the operator must ensure that all staff receive the updated version of the Management Plan and are informed of the changes.

MANAGING AND RESOLVING COMPLAINTS

The child care centre encourages active participation from the community in the ongoing operation of the business. A Complaint Management System will be developed to support a positive relationship between the centre and its surrounding community.

Complaints Procedure

The nominated supervisor will be available, either in person or by phone, during business hours to deal with any complaints as to the operation and management of the premises. Contact numbers will be provided to parents, made available on the website and within the foyer of the centre.

Where practicable, the complaint will be resolved at first contact.

All complaints are encouraged to be put into writing to the email address of the centre or by completing a complaint form.

The supervisor is responsible for recording all complaints, whether by neighbours or parents of children of the centre, in a Complaints Register.

In receiving a complaint, the supervisor is to adhere to the following guidelines: -

- When taking a telephone call or a personal visit, ensure that you remain polite, and the visitor or enquirer is given every reasonable assistance.
- If the comment/complaint is about a problem that is actionable immediately, appropriate action is to be taken to alleviate the problem immediately and the details are to be recorded in the Complaints Register of the action taken.
- If the problem is not actionable immediately, the complainant is to be contacted and informed of what action is proposed to resolve the issue and a time frame provided – again such action is to be recorded in the Complaints Register.
- Once all actions are completed, final details are to be recorded in the complaints Register.

Complaints about noise will be attended to immediately. The supervisor will rectify the situation immediately and take all reasonable steps to prevent future occurrences. The supervisor will follow up by contacting the individual who made the complaint about noise to verify that the problem has been resolved.

A copy of a Complaint Register form can be found under Appendix A and is to comprise the following details:

- Complaint date and time;
- Name of person/police/council officer making the complaint;
- Contact details;
- Nature of the complaint;
- Action taken (by whom and when); and,
- Outcome and/or further action required.

The Complaint Register must be updated within 24 hours of a complaint being made. All complaints will be addressed by management within 24 hours of notification.

The Complaints Register will be made available for inspection by the Police and/or

Council upon request.

Management of the centre will regularly review the Complaints Register and where appropriate amend the operating procedures to minimise any negative impacts of the centre on the surrounding community.

Appendix A Complaint Form

LOCAL RESIDENTS/LANDOWNERS/PARENTS CONCERNS – RECORD

Reference No _____

DATE _____

TIME _____

RESIDENT/LAND OWNERS NAME: _____

RESIDENT/LAND OWNERS ADDRESS: _____

RESIDENT/LAND OWNERS PHONE No: _____

RESIDENT/LAND OWNERS CONCERN: _____

ACTION TAKEN: _____

ACTION COMPLETE: _____

DATE: _____

TIME: _____

BY: _____ (Staff Name)