



Plan of Management

CHILD CARE FACILITY
7 YATES AVENUE, DUNDAS VALLEY

17 OCTOBER 2022



QUALITY ASSURANCE

Project: *Plan of Management – 83 Place Child Care Facility*

Address: *7 Yates Avenue, Dundas Valley*

Lot /DP: *Lot 599 & Lot 600 in DP36700*

Council: *City of Parramatta*

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Date	Purpose of Issue	Rev	Reviewed	Authorised
<i>October 22</i>	<i>Co-ordination</i>	<i>Draft</i>	<i>SK</i>	<i>JW</i>
<i>17th October 22</i>	<i>DA Submission</i>	<i>Final</i>	<i>SK / JW</i>	<i>JW</i>

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PLAN OF MANAGEMENT OVERVIEW

This Plan of Management has been prepared for the operation and management of a 82 Place Child Care Facility at 7 Yates Avenue, Dundas Valley.

The Child Care Facility accommodates a total of 83 child care placements, with a total of 12 educators and will operate 7am to 6pm Monday to Friday. The development is serviced by a total of 22 car spaces that are located within the lower ground floor/ basement level.

This plan of management identifies appropriate strategies and procedures to address potential elements of the facility.

A plan of management is an accepted concept in environmental law and can be used in a range of circumstances. This plan of management assists in addressing a better understanding of the proposal and the way in which it is proposed to operate.

This Plan of Management will require ongoing revision to reflect operational needs and may need to be updated to reflect any DA conditions of consent imposed by Council.

CHILD CARE FACILITY OPERATION DETAILS

The Child Care Facility accommodates a total of 83 child care placements, with a total of 12 educators and will operate 7am to 6pm Monday to Friday. The development is serviced by a total of 22 car spaces that are located within the lower ground floor/basement level.

The various age groupings of the children are as follows:

- 0-2 years: 8 places;
- 2-3 years: 25 places; and
- 3-5 years: 50 places.

Educator Ratios and Educators on Site

Staffing arrangements are proposed to align with the provisions of the Education and Care Services National Regulation as follows:

Age Group & Children Number	Educator Ratio	Staff Required	Educators Provided
0-2 years: 8	1 per 4	2	2
2-3 years: 25	1 per 5	5	5
3-6 years: 50	1 per 10	5	5
Total		12 Educators	12 Educators

On the basis of the above there are a total of 13 educators required and it is noted that this will exclude any person associated with the administration of the centre. Therefore 1 additional staff member will be on site or a total of 14 staff.

Waste Collection

Waste collection is to occur via a private contractor and pickup will occur between 7am and 6pm being the operational hours of the facility noting that this is via a dedicated loading bay within the lower ground floor/basement level.

Waste collection will occur between 10am and 2pm to avoid the peak pick-up and drop-off times.

DAILY PROGRAMMES AND ROUTINES

Daily Programme and Routine for Ages 0-2 Years

For children aged 0-2 years, we follow individual routines based on family input. This routine is extremely flexible to allow for this to occur.

Daily Programme and Routine for Ages 2-3 Years

The below program is the general program for the 2-3 year old's.

The general daily programme and routine is set out via table below.

Time	Activities
7.00am	Child care facility opens
7.30am-8.30am	Breakfast/morning tea (a quiet time for children)
8.30am-10.00am	Free indoor/outdoor play (small groups – discuss child's interest, transition)
10.00am-10.15am	Indoor child interest-based learning (talk about child's interests, weekly topics, story time)
10.15am-10.30am	Packing away followed by music & movement
10.30am-10.45am	Art and craft
10.45am-11.00am	Nappy changing & preparing beds
11.00am-11.30am	Lunch time
11.30am-1.30pm	Rest time/quiet activities for the children who do not sleep
1.30pm-2.00pm	Small group activities
2.00pm-2.15pm	Afternoon nappy change
2.15pm-2.30pm	Afternoon tea
2.30pm-4.00pm	Interest based learning (indoor and outdoor)
4.00pm-4.15pm	Late afternoon tea/snack
4.15pm-5.00pm	Free outdoor/indoor play
6.00pm	Child Care Facility closes

Daily Programme and Routine for Ages 3-5 Years

The below program is the general program for the 3-5 year old's.

The general daily programme and routine is set out via table below.

Time	Activities
7.00am	Child care facility opens
7.30am-8.30am	Breakfast/morning tea (a quiet time for children)
8.30am-9.15am	Education (talk about child's interests, weekly topics, story time, colours, numbers, shapes, days of the week)
9.15am-9.30am	Packing away followed by music & movement
9.30am-10.00am	Art and craft (children explore and express ideas through creative arts)
10.00am-11.30am	Free indoor/outdoor play (small groups – discuss child's interest, transition)
11.15am-11.30am	Preparing their beds
11.30am-12.00pm	Lunch time (children wash their hands and choose a seat to be served an alternate meal)
12.00am-1.45pm	Rest time/quiet activities for the children who do not sleep
1.45pm-2.15pm	Small group activities (indoor and outdoor)
2.15pm-2.30pm	Learning centres (encourages children to explore, and try things- indoor and outdoor)
2.30pm-3.00pm	Afternoon tea (children are given an alternate nutrition snack/fruit)
3.00pm-4.00pm	Interest based learning (children will b-e engaged with educators and focus on their own interest to further their development)
4.00pm-4.15pm	Late afternoon tea/snack
4.15pm-5.00pm	Free indoor play
4.00pm-5.30pm	Free indoor/outdoor play
6.00	Facility closes

TRAFFIC AND PARKING MANAGEMENT

The following procedures are to be adopted for the use of the child care facility car parking area:

- There should be a total of 22 car parking spaces made available, being 12 staff car parking spaces including 3 within a stacked parking arrangement and 10 visitor/parent parking spaces including 2 accessible car parking spaces.
- All parking associated with the child care facility must occur within the sign posed spaces
- Vehicles must enter and exit the site car parking area in a forward direction at all times
- The 2 x accessible car parking spaces must be used by people with a valid disability permit
- No double parking is permitted in the car parking aisle
- Staff, parents and carers must be encouraged to report improper use of the car parking area to the centre's manager
- Staff are to regularly monitor the car park during operating hours to ensure the above items are adhered to, particularly during peak drop off/pickup periods
- This traffic & parking management plan must be issued to all new parents, staff, with a copy to be included on the facility's website
- This traffic & parking management plan is to be regularly reviewed & amended as deemed necessary

NOISE MANAGEMENT

The following procedures are to be adopted in relation to the management of noise:

- Ensure all staff and parents are provided with a copy of the Facilities Noise Management Plan and its implications for them during their time at the facility
- Time out of doors is an essential component of the child's experience of the facility. When children are in the 'active' play area, each group will be fully supervised at all times
- Neighbours should be provided with the name and contact details of the facility's manager, and an invitation to contact that person at any time the facility is operating
- Facilitating children's small group play when outside, and encouraging educators to engage in children's play and facilitate friendships between children
- Crying children should be comforted as quickly as possible and moved indoors
- Children who are making excessive noise outdoors – screaming and loud crying – who cannot be settled are to be taken inside to calm them
- In-house training will include familiarisation with the procedure in the operation of the facility
- Staff will be instructed to engage the children in educational play and activities that children find mentally and physically stimulating at all times
- Centre management will maintain a log of any, and all complaints received
- Centre management will endeavour to respond to any noise complaint at the time of the event and record such events in a daily log
- Windows and doors to the indoor play room should be closed during noisy activities, such as when amplified music is being played
- A laminated copy of the noise management plan will be displayed in the foyer. All educators are required to read the noise management plan
- Outdoor play is limited to four hours per day

MECHANISM FOR CONVEYING POLICIES & UPDATES TO PARENTS

- The facility operations are documented in our policies and procedures.
- These policies and procedures make up many volumes. All educators and carers must read the policies in procedures and confirm in writing that they have done so. The policies and procedures are discussed at staff meetings and continually updated and redistributed as they are amended.
- Policies are also located in the front foyer for all families and visitors to have access to at all times
- Facility policies are reviewed throughout the year on a monthly basis following a schedule. All revised policies are mentioned in the facility monthly newsletter and displayed in the front foyer for the families to be updated and advised of any changes that have been made.

POLICY & PROCEDURAL ASPECTS

The following provisions of the National Quality Standard are relevant and will be adhered to:

QA4

4.2 Educators, coordinators and educators are respectful and ethical.

4.2.1 Professional standards guide practice, interactions and relationships.

4.2.2 Educators and coordinators work collaboratively and affirm, challenge, support and learn from others to further develop their skills.

4.2.3 Interactions convey mutual respect, equity and recognition of each other's strengths and skills.

QA7

7.2.3 An effective self-assessment and quality improvement process is in place.

7.3.2 Administrative systems are established and maintained to ensure the effective operation of the service.

7.3.5 Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

The following provisions of the Education and Care Services National Regulations are to be complied with:

- 31 – Condition on service approval – QIP
- 55-56 – QIP
- 168 – education and care services must have policies and procedures
- 170 – policies and procedures to be followed
- 1114 – policies and procedures to be kept available
- 172 – notification of change of policies and procedures affecting ability to family

POLICY & PROCEDURAL IMPLEMENTATION

Our centre believes that reflection and evaluation is an important aspect of quality improvement. Reviewing the centres practices and strategies will ensure that we continually strive to improve our service to families and the children in our care. To this end, we have implemented the strategies below.

Policies and procedures will be made available to families, located in the service.

Educators will ensure that families can have access to policies and procedures, this gives both families and educators opportunities to suggest elements the need improving.

For educators and management this will occur: -

- At meetings
- At the policy review points
- Family meetings
- Newsletters
- Parent educator meetings

Who is affected by this policy: -

- Children
- Families
- Educators/staff
- Management

SECURITY MEASURES

The facility will have the following security measures in place:-

- Surrounding child proof fences and gates, security cameras and CCTV

The relevant legislative provisions outlined below are also to be complied with.

QA2

2.3.2 Every precaution is taken to protect children from harm and any hazards likely to cause injury.

2.3.4 Educators, coordinators and staff members are aware of their roles to respond to every child at risk of abuse or neglect.

National Regulations

84 Awareness of child protection law

99 Children leaving the education and care service premises

158 Children's attendance record to be kept by approved provider

Aim

The aim of this policy is to ensure that delivery and collection procedures are consistent with the safety of children. Children are delivered and collected from the facility by an authorised person only.

Implementation

The nominated supervisor, educators, staff will adhere to the following procedures at all times to ensure the safety of children.

Children and families will not be allowed to enter the facility before opening hours.

We encourage you to drop children off before 10.30am, as we program daily for children and a late drop off may make it difficult to effectively include children in learning stories/daily journals.

If your child is going to be away on the day for any reason, please inform the facility via email.

ARRIVAL PROCEDURES

- All children are to be brought into the facility by an adult to an educator
- Parents are required to make contact with educators when collecting their child;
- All children must be signed in by their parent or person who delivers them to the centre. If for any reason they are unable to sign, the nominated supervisor may sign them in;
- An educator will greet and receive the child;
- A locker or shelf space will be available for the child's belongings.

DEPARTURE PROCEDURES

- All children must be signed out by their parent or person who collects the child;
- Children can only be collected by a parent, authorised nominee whose information is located on enrolment;
- It is the parent's responsibility to ensure their information is regularly updated;
- No child will be released into the care of authorised persons;
- Educators will always ensure the safety of the child first, if a person becomes aggressive or violent Educators may not release the child and ring the police on 000;
- Nominated supervisor will make sure that the child's records are kept up to date;
- No child will be released into the care of anyone not known to the educators

Parent must give prior notice when:-

- The person collecting the child is someone other than those mentioned on enrolment;
- There is a variation in the persons picking up of the child;
- If educators do not recognize the person by face, they may need to provide a form of identification (license);
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, educators are to bring the matter to the person's attention before releasing the child;
- Signing in & out is a condition of your child's enrolment at the centre;
- Two educators verify and initial the open and close sign in sheets of the day;
- Individuals visiting the premises must sign in and out of the centre (visitors);

If a child has not been collected by the time we are due to close the service, the Nominated supervisor will: -

- Attempt to contact the parents, authorised person;
- Leave a voice-mail and call again;

- Wait a few minutes and attempt to re dial, if the person has yet not arrived, ring the protection hotline for guidance before ringing emergency services (000)

The review will be conducted by: -0

- Management;
- Families;
- Employees

SUPERVISION OF CHILDREN

Activities

Outdoor activities vary from day to day and are dependent upon the weather and program. They include:

- Ball games
- Team play
- Free Play
- Water-based play
- Sand play
- Balancing and climbing games
- Gross motor skills
- Supervised play

The maximum number of children outside is reflect in table previously in this report in relation to the noise management measures,

Monitoring process for outdoor play is the same as for indoor.

Supervision Policy

The following legislation is to be followed with regard to supervision.

NQS

QAS

2.3.2 Every reasonable precaution is taken to protect children from harm and any hazards or injury

4.1.1 Educator to child ratios requirements are maintained at all times.

5.2.3 The dignity and rights of every child are maintained at all times

National Regulations

168 – Policies & procedures are required in relation to health & safety

Implementation

The service defines 'supervision' as actively watching and attending their environment. Educators should avoid carrying out activities that will draw attention away from supervision. The supervision policy is committed to: -

- Complying with education and care services
- ensuring that children are supervised at all times

- considering the design and arrangement of children's environments
- guiding educators to make decisions about when children's play needs to be interrupted
- identifying high risk experiences and developing strategies, depending on the age and development of children.

The procedures relating to the supervision policy are laminated, clearly labelled and displayed for everyone to read: -

- Supervision procedures & practices are made easy to read and interpret
- The service will consider obtaining information in community languages
- The centre will have a supervision plan.

Procedure

Supervision is one of the most important care giving strategies and skills required by educators to develop and master. Listening and watching is an active combination of supervising.

Children learn about who they are, how they react in situations, and discover interests. There are vital skills to develop as they assist staff to predict children's play patterns.

Positioning of Educators

- It is important carers are able to move around effortlessly and view play areas from different angles
- Carers should be close enough to children to intervene promptly and prevent injury;
- Educators should ensure that students are being considered when coordinating supervision.

Listening when children play

- Listening is important and different sounds can alert educators to potential risks.

Knowledge of the environment and its potential risks

- Please refer to the maintenance policy

Setting up of the environment

- It is important that the design and layout should be safe enough to allow adults to freely interact.

Promoting play and learning experiences

- Supervision can ensure that children's play is enjoyable, and their learning opportunities are promoted.

Risk management strategies

- Please refer to the services OH&S policy

Children's arrival & departure

- To ensure only authorized-persons collect children from the centre
- Upon enrolment and first starting day a parent is shown where to sign the child in & out

In relation to parents

- Parents or authorised persons MUST be responsible for the supervision of children not enrolled at the centre
- Parent must ensure that staff are aware of their child's arrival/departure
- Parent must hand the child over personally to staff/educators

In relation to staff

- Educators are to ensure that no child will exit the centre without a parent or authorised person
- While on duty, educators have a first priority to ensure safety of children

Nappy changes & toileting

- Please refer to the policy (toileting, nappy change)

Transporting children

- Please refer to the services OH&S policy

Protective behaviours & practices

- Staff, students, carers are role models
- Children learn through example and modelling to teach children

Staff professional development opportunities

- The service aims to maintain and strengthen the skills and knowledge of educators in relation to active supervision

WASTE MANAGEMENT AND COLLECTION

Waste management and collection during the ongoing use of the building is as follows:

- Waste collected by a commercial contractor as required- generally twice per week
- Waste will be collected on site between 10am and 2pm from the at grade loading bay by the commercial contractor.
- See the waste management plan prepared for the development for detail.

EMERGENCY EVACUATION PLAN

An Emergency Evacuation Plan will be prepared and attached to this Plan of Management prior to commencement of operations of the child care centre.

The plan will contain pictorial instructions detailing evacuation steps in the case of an emergency.

The plan is to include evacuation routes, assembly points, and a plan of action once a fire alarm has been activated.

The Emergency Evacuation Plan is to be prominently located in each room and in the common area.

The phone numbers of appropriate contacts will be maintained in the administrative centre.

COMPLAINTS HANDLING PROCEDURE & INCIDENTS

As per regulation 173 of the Education and Care Services National Regulations the name and telephone number of the person at the education and care service to whom complaints may be addressed will be displayed at the entry to the service. The contact details of the regulatory authority will also be displayed here.

Minor Complaints

Parents are encouraged to discuss minor concerns with the room leader or service nominated supervisor as soon as possible. These will be recorded in a complaint register and addressed with relevant people. Parent will be advised of the outcome.

Serious Complaints

The nominated supervisor will:

- listen to the family's view of what has happened
- clarify and confirm the grievance, documenting all the facts prior to the investigation
- encourage and support the family to seek a balanced understanding of the issue
- discuss possible resolutions available to the family. These would include external support options
- encourage and assist the family to determine a preferred way of solving the issue
- record the meeting, confirming the details with the family at the end of the meeting
- maintain confidentiality at all times
- refer families (as necessary) to Service policies that may assist in resolving the grievance.

If the grievance cannot be resolved, it is to be referred to the Approved provider who will investigate further:

- if appropriate, collect relevant written evidence. This evidence will be treated in strict confidence and will be held in a secure place
- should it be necessary to interview relevant people concerning the grievance, their involvement should be kept to the minimum necessary to establish the facts
- third parties providing evidence must also be made aware that the matter is to be kept confidential.

Should the grievance be lodged against another person(s), these person(s) will be interviewed separately and impartially. Individuals must be given the opportunity to respond fully to the allegations and may have another person present, as a support person, if they wish. If after investigation, it is concluded that the grievance is substantiated:

- both parties will be told of the decision and the reason for it
- immediate and appropriate steps will be taken to prevent the grievance from recurring
- if after investigation, it is concluded that the grievance is not substantiated both parties will be notified of the decision and the reason
- the family will be informed that if they are not satisfied with any decision relating to the grievance procedure that they should consult with an external body for further advice such as the Regulatory Authority.
- if the grievance is of a serious nature, the Nominated Supervisor is responsible to inform the Regulatory Authority.

GENERAL COMPLAINTS & NEIGHBOURS

The owner/operator will do a letter box drop to residents within 100m of the site prior to the centre opening to set out the operation and provide contact details for the child care centre should there be any concerns or issues with the operation of the child care centre.

The owner/operator will maintain a "Complaints Book" 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 Facility

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

The Complaints Book must be made available to Council officers for inspection upon request.

The owner/operator must review the Complaints Book 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.

The approved provider will also schedule at least 2 community meetings per year that will be open to anyone wishing to attend.

The purpose of these meetings will be to allow any concerns to be raised and aims to develop positive relationships within the community.

ANNEXURE 1: COPY OF EMERGENCY EVACUATION PLAN

Lower Ground Floor / Basement Level

EVACUATION PROCEDURE

R REMOVE → REMOVE ALL OCCUPANTS AND STAFF AWAY FROM THE DANGER. DO NOT BLOCK EXIT OR EXIT ROUTES.

A ALERT → ALERT THE FIRE SERVICE. TELEPHONE "000". NOTIFY THE WARDEN OR CHIEF WARDEN AND PEOPLE AROUND AS SOON AS POSSIBLE. IF POSSIBLE RAISE AN ALARM TO NOTIFY OTHERS.

C CONTAIN → CONTAIN THE DANGER (FIRE) WHERE POSSIBLE TO DO SO, WHERE SAFE TO DO SO AND IF TRAINED TO DO SO. FOR E.G. CLOSE DOORS AND WINDOWS, SELECT AND USE CORRECT EXTINGUISHER OR IF AVAILABLE USE FIRE HOSE REEL etc.

E EVACUATE → FOLLOW (CHIEF) WARDEN'S INSTRUCTION. USE FIRE STAIRS WHERE AVAILABLE. TAKE NEAREST AND SAFEST EXIT. DO NOT USE LIFT. EVACUATE IMMEDIATELY, SAFELY AND DO NOT RUN. GO TO THE ASSEMBLY AREA.

EVACUATION DIAGRAM

NAME: PROPOSED CHILDCARE CENTRE
ADDRESS: 7 YATES AVENUE, DUNDAS VALLEY NSW 2117
LOWER GROUND FLOOR

LEGEND

ABE Powder Extinguisher	Wet Chemical Extinguisher
Fire Blanket	Fire Hose Reel
Fire Stairs	Evacuation Route
Emergency Exit	Assembly Area

EMERGENCY ASSEMBLY AREA

Prepared by: SPS Fire and Safety

Ground Floor

EVACUATION PROCEDURE

R REMOVE → REMOVE ALL OCCUPANTS AND STAFF AWAY FROM THE DANGER. DO NOT BLOCK EXIT OR EXIT ROUTES.

A ALERT → ALERT THE WARDEN OR CHIEF WARDEN AND PEOPLE AROUND AS SOON AS POSSIBLE. IF POSSIBLE RAISE AN ALARM TO NOTIFY OTHERS.

C CONTAIN → CONTAIN THE DANGER (FIRE) WHERE POSSIBLE TO DO SO, WHERE SAFE TO DO SO AND IF TRAINED TO DO SO. FOR E.G. CLOSE DOORS AND WINDOWS, SELECT AND USE CORRECT EXTINGUISHER OR IF AVAILABLE USE FIRE HOSE REEL etc.

E EVACUATE → FOLLOW (CHIEF) WARDEN'S INSTRUCTION. USE FIRE STAIRS WHERE AVAILABLE. TAKE NEAREST AND SAFEST EXIT. DO NOT USE LIFT. EVACUATE IMMEDIATELY, SAFELY AND DO NOT RUN. GO TO THE ASSEMBLY AREA.

EVACUATION DIAGRAM

NAME: PROPOSED CHILDCARE CENTRE
ADDRESS: 7 YATES AVENUE, DUNDAS VALLEY NSW 2117
GROUND FLOOR

LEGEND

ABE Powder Extinguisher	Fire Stairs
Evacuation Route	Emergency Exit
Assembly Area	

EMERGENCY ASSEMBLY AREA

Prepared by: SPS Fire and Safety
Contact : 1800 799 147
www.spservices.com.au

DISCLAIMER: