
PLAN OF MANAGEMENT

118 Maitland Street, Muswellbrook

Child Care Centre

March 2024

1 INTRODUCTION & OBJECTIVES

This Plan of Management provides guidelines and management practices for the day to day Operation of the child care centre including the use of indoor and outdoor areas, and carparking.

This Plan has the following aims for the child care centre:

- a. To operate in a manner that is consistent with good management;
- b. To operate in a way that has regard to the surrounding residential neighbourhood and street;
- c. To take a proactive role in being a responsible neighbour/tenant within the surrounding residential area; and
- d. Operates in a manner so as not to disturb the surrounding residential area.

This plan of management is designed to provide Council, the operators of the premises and the adjoining residents with clear guidelines that are to be employed to ensure that the proposed operation will not result in any significant or unreasonable impacts on the surrounding properties.

Prior to commencing work in the Centre, all staff will be made familiar with this Plan of Management, during their employment induction. Once made familiar all staff required to sign a register stating they have been acquainted with the Plan. The register is to be kept with this plan.

The sections describe the operational arrangements of the child care centre.

2 LICENSING

The child care centre will be operated in accordance with all relevant statutory requirements.

In this regard, the licensing procedure and proposed facilities and equipment requirement, staffing requirements, child number requirements, operational requirements, administrative requirements, probity checks, miscellaneous and record keeping will be in strict accordance with the Education and Care Services National Law Act 2010, the Children (Education and Care Services National Law Application) Act 2010 and the Education and Care Services National Regulations, or as described by the license given to the site operation.

3 OPERATIONAL DETAILS

The operational arrangements are detailed as follows:

- a. **Operating Hours:** The hours of operation of the centre are 7am – 6pm (Monday to Friday). Use of the premises after hours or on weekends will be only for staff and cleaning operation.
- b. **Operating Capacity:** A total of 92 children under 6 years are proposed within the following age groups:
 - 0-2 years – 12 children
 - 2-3 years – 20 children
 - 3-5 years – 60 children

Each child is provided with at least 3.25m² indoor play space and at least 7m² outdoor play space, as required by the regulations. The layout of the building, especially the play spaces and toilets are designed to allow easy access, functionality and constant supervision of children.

- c. Staff:** Based on the proposed centre capacity identified above, the following staff are required:

Age	No. of children	Staff Ratio	Staff provision
0-2 years	8	1:4 (cl. 123(1) of Regs)	3 educators
2-3 years	20	1:5 (cl. 123(1) of Regs)	4 educators
3-5 years	60	1:10 (cl. 271(2) of Regs)	6 educators

Light meals will be prepared for consumption on-site, such as sandwiches, pasta, fruit, muffins, pre-made pastries, and the like. 1 kitchen staff member will be employed as part of the operation. Kitchen waste is to be disposed in the bins provided and collected by a private contractor. The kitchen is only permitted to be used during operating hours of the Centre.

All staff members must undergo a mandatory Working With Children Check before employment and access to children through the NSW Government's Commission for Children and Young People.

d. Parking:

- A total of 20 parking spaces will be provided on site.

4 OPERATIONAL MANAGEMENT MEASURES

Provided below is a summary of the operational measures that will be employed to mitigate impacts on neighbours and clientele of the centre.

(i) Supervision and Management of Children

- There must be a compliant number of staff in accordance with license granted to the premises.
- The suitable number of staff shall be present at all times depending on the number of children and their age within the centre (indoors and outdoors).
- Staff must be positioned to allow for the supervision of children at all times.
- All children will be divided into groups to meet allowable numbers of children in outdoor play areas during free play. These groupings can rotate on a daily and or weekly basis according to staff programs/planning and documentation.
- Daily routines such as 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 provides qualified trained staff with valuable information about the child's development. The proposed routines for each respective age groups allows for flexibility according to variables such as weather, culture, children's/family's needs & interests, mixed ages, planned experiences and or spontaneity.

(ii) Noise Management

- Ensuring all staff and parents are provided with a copy of the Centres Noise Management Plan and its implications for them during their time at the Centre.
- The name and contact details of the Centre's Manager should be clearly displayed at the front of the building to ensure neighbours can contact that person at anytime the centre is operating.
- Ensuring a sufficient number of educators are provided to supervise children's outside play to discourage unnecessarily loud activities;
- Carers/Staff should be educated to control the level of their voice while outdoors.
- Facilitating children's small group play went outside, and encouraging educators to engage in children's play and facilitate friendships between children.

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- Crying children should be comforted as quickly as possible and moved indoors.
- Staff arriving prior to 7am and parking in the 'Staff' area should ensure they do not create unnecessary noise.
- While cleaners are on the site they should be instructed to not make any unreasonable level of noise. Normal conversations would be acceptable, however shouting would not.
- All staff meetings are taking place on the site, staff should be instructed to not make any unreasonable level of noise. Normal conversations would be acceptable, however shouting would not.
- Children should be permitted to play in the outdoor areas of the centre for a maximum of 4 hours total per day – i.e. 2 hours in the morning and 2 hours in the afternoon.
- All children are permitted to engage in active at play at the same time.

(iii) Traffic Management

Peak times for arrival of families/children and staff are anticipated to be between 7am-9am each week day morning and 4pm-6pm each week day afternoon.

The following traffic and parking parameters are to be implemented:

- Staff members who drive to the site are to occupy designated on-site staff parking spaces, in preference to parking on-street;
- Staff are only permitted to park in the designated staff parking spaces;
- Parent / visitors who drive to the site are to occupy designated on-site visitor parking spaces, in preference to parking on-street;
- The Neighbourhood Parking Policy should be provided to all staff and parents / guardians at the time of employment and enrolment, respectively.

(iv) Security and Access Management

The following matters are to be enforced:

- Entry to/from the centre is to be controlled by electronic means and/or supervised by staff during the peak drop-off and pick-up periods;
- All fences, gates and accessible windows will contain childproof locks and internal back to base alarms, as necessary.
- Security cameras are encouraged at the centre entrance and in key areas of the building.

(v) Site Servicing

The child care centre is likely to necessitate regular servicing with respect to the collection of refuse. Refuse is proposed to be contained on-site and collected by private contractor from the car parking area and outside of peak operating times.

Minor deliveries associated with the centre operation are expected to be undertaken by vans and utilities. Such servicing activities are proposed to be accommodated within a vacant visitor passenger vehicle parking space located within the parking area. These activities are to be undertaken between 10:00am and 3:00pm, thereby being outside of the peak child set-down / pick-up periods of the centre.

(vi) Cleaning and Maintenance

The premises is to be kept clean and tidy by staff. The premises, including furniture, fittings, utensils, cots and cot linen will be kept in good repair, clean, healthy, and free from vermin.

(vii) Essential Services – Fire Safety

The premises are inspected annually for the maintenance of the essential services of the building to the appropriate standards and compliance certification issued accordingly.

(viii) Maintenance

Required exits and egress paths are clear, and free of locks and obstructions. A maintenance person is to be engaged to monitor adherence to these aspects of the plan of management. Before the premises are occupied, an evacuation plan would be prepared and certified by the principle certifying authority.

- Management will conduct training of every new employee on:
- The duties of each work position
- Safety measures and procedures
- Emergency and evacuation procedures

(ix) Emergency Management

The purpose of this section is to provide a framework for the development of a specific emergency and evacuation procedures practices and guidelines of the centre. The operators are responsible for review, amending and adjusting this procedure prior to initial commencement of the child care centre operation and on an annual basis.

The Education and care Services National Regulations 2011 define an emergency in relation to an education and care services as any situation or event that poses an imminent or service risk to the persons at the service premises e.g. flood, fire or a situation that requires the service premises to be locked down. The relevant legislation and standards include but are not limited to:

- Education and care services National Law Act 2010, Education and Care Services National Regulations 2011: Regulation 97,98,168(2) National Quality Standard, Quality Area 2: Children's Health and Safety, Standard 2.3: Each child is protected; Element 2.3.3 – Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, Occupational Health and Safety Act 2004.

Procedures:

This Plan of Management is to be amended to address Flood Evacuation recommendations prior to occupation or use of the child care centre. As an initial response, it is noted that:

- The upper floor refuge proposes a finished floor level of RL 153.65m AHD providing 650mm to peak PMF floodwaters.
- Approximately 1 hour and 45 minutes warning time is available after the commencement of PMF rainfall. Therefore, early evacuation may be achievable subject to receiving an SES order.

The approved provider is responsible for:

- Ensuring that plans to effectively manage incidents and emergencies are developed in consultation with the relevant authorities, practised, implemented and regularly reviewed.
- Conducting a risk management assessment to identify potential emergencies that the service may encounter (Regulation 97(2))
- Developing instructions for what must be done in the event of an emergency (Regulation 97(1)(a))
- Developing an emergency and evacuation floor plan (Regulation 97(1)(b)).
- Ensuring that the emergency and evacuation procedures are rehearsed at least once every 3 months by all at the service (Regulation 97(3)(a)).
- Ensuring that the rehearsals of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit at the service premises (Regulation 97(4)).

- Ensuring that those working at, or attending the service, have access to a phone or similar for immediate communication with parents/guardians and emergency services (Regulation 98), and that phone numbers of emergency services are displayed in each room of the service, near the phone.
- Identifying potential onsite hazards and taking action to manage and minimise risk.
- Ensuring the location of first aid kits, fire extinguishers and other emergency equipment are clearly signposted.
- Ensuring all emergency equipment is maintained on a regular basis in accordance with requirements specified by regulations, such as the Australian Standards Building Code of Australia e.g. fire extinguishers, smoke detectors, evacuation kits, sprinkler system and alarm or duress system.
- Providing a fully equipped portable first aid kit.
- Developing a regular training schedule for staff to ensure that they are able to deal with emergency situation e.g. first aid, emergency management and WHS training.
- Regularly reviewing, evaluating and updating emergency management plans and developing procedures to debrief staff following emergency incident.
- Conducting spot checks of documentation and practices to ensure all requirements of the policy are being complied with.
- Notifying Regulatory Authority within 7 days of an incident that required the service to be closed. Reporting incident to work cover NSW.
- Identifying staff and children requiring additional assistance in the event of emergency and ensuring that emergency contact details are provided on each child's enrolment.
- Ensuring that attendance record is maintained to account for all children and staff and visitors to the centre including arrival and departure time.

The Nominated Supervisor is responsible for:

- Ensuring that the emergency and evacuation floor plan is displayed in prominent positions and that all parents/guardians, volunteers, contact staff are briefed and aware of the procedures.
- Ensuring children are adequately supervised at all times and protected from hazards and harm.
- Ensuring evacuation plan is followed in the event of an emergency.
- Testing alarms and communication system regularly.
- Informing regulatory authorities including work cover NSW of any notifiable incident.

Service supervisors and other educators are responsible for:

- Implementing the procedures and responsibilities in this policy and the service's Emergency Evacuation Plan.
- Supervising the children in their care.
- Providing support to children before and during the emergency.
- Checking the attendance record is completed at the beginning of each day
- Checking emergency procedures is displayed in prominent location.
- Rehearsing emergency evacuation procedures with the children at least once every 3 months and documenting them.
- Providing feedback regarding the effectiveness of emergency and evacuation procedures.
- Completing the Incident, Injury, Trauma and illness record.
- Informing the Nominated Supervisor and/or Manager of the incidents.
- Attending first aid, emergency management and WHS training.

Parents / guardians are responsible for:

- Familiarising themselves with the service's emergency and evacuation policy and procedures.
- Ensuring they complete the attendance record on delivery and collection of their children.

- Providing emergency contact details on their child's enrolment form and ensuring this is kept up to date.
- Reinforcing the service's emergency and evacuation procedures with their child.

Role of Educator / supervisors during Evacuation procedure:

- Immediately when alarm sound educators will return to the group with which they are working if it is safe to do so.
- Educators are to ensure that sign in/out rolls and emergency contact lists remain in the vicinity of that particular group of children.
- After the alarm has been raised, group children and evacuate through the nearest exit to the designated safe area.
- Primary carer to call roll and settle children.
- Supervise and reassure children.
- Supervisors to ring 000 as soon as possible.
- Use red phone to alert staff.
- Check toilets, kitchen classrooms cot room and laundry and staff room
- Follow children and other to safe designated area.
- Supervise and reassure the children.
- Complete the written record detailing the evacuation.

5 COMPLAINT HANDLING PROCESS

This Plan of Management and the below complaints recording log is to be kept on site at all times. Any complaints made are to be recorded as follows and are to be made available to Council staff for review upon their request.

Complaints are to be followed up within 48 hours of the complaint being made and all reasonable efforts shall be made by the centre management to resolve the complaint and to avoid similar future complaints.

Complaints Log			
Date	Time	Nature of Complaint	Action Taken

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6 REVIEW PROCESS TO CONTINUOUSLY IMPROVE

In the event a complaint is continually recorded and resolved in a simple operation manner, this Plan of Management is to be updated to incorporate this management process to avoid further disturbance and complaints.

7 UNDERSTANDING OF THE OPERATOR

I the licensee have read and understand this Operational Plan of Management.

Sign

Date