



Suite 16, 895 Pacific Highway Pymble NSW 2073

Tel 02 9440 8900 Mob 0419 250 600

Email mail@urbanesque.com.au

OPERATIONAL PLAN OF MANAGEMENT

71 Place Child Care Centre

9 Stuart Avenue Normanhurst

January 2020

OPERATIONAL PLAN OF MANAGEMENT

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1. Rationale

- This Operational Management Plan forms an essential part of the ongoing management requirements for the approved child care centre at 9 Stuart Avenue Normanhurst. This document is required by council to accompany DA/893/2019. Adherence to the plan of management will minimise any adverse effects upon our neighbouring properties and the wider community.

2. Executive Summary

- The proposed child care centre is designed to cater for seventy-one (71) children from birth to five (5) years of age. The building is designed for effective operational activity and the approved plans indicate ease of supervision for staffing and management. The natural play spaces and the outdoor area and the activity areas provided, reflect compliance with the National Quality Standards. The design of this child care facility is compliant with the Education and Care Services National Law and Regulations.

3. Business Name

- [To be inserted]

4. Location

- 9 Stuart Avenue Normanhurst (Lot 91 DP 8354)

5. Licensee

- [To be inserted]

6. Centre Objectives

- To provide high quality care and education for children aged 0-5 years old, serving both residents and workers in the local community.
- To provide state of the art children's service whilst maintaining a welcoming home-like atmosphere for the comfort and care of children.
- To provide a service where the protection, wellbeing, and rights of each child are paramount.
- To integrate the centre into the locality and build relationships with the local community.

7. Number of children

- The proposed centre will have a capacity of seventy-one (71) children as its daily maximum and will be providing care for children ages 0–5 years old.
- The centre will be divided into five (5) classrooms based on ages and in accordance with the child care regulations. Daily programs will be based on their needs, individual development and progress.
- Each classroom will be required to maintain staff to children ratios in accordance with childcare regulations.

The following table shows a breakdown of the 71 children into age groups

AGE GROUP	STAFF TO CHILDREN RATIO	PROPOSED NO. OF CHILDREN	STAFF REQUIRED (PROVIDED)
Birth – 2 yrs	1:4	16	4 (4)
2 yrs – 3 yrs	1:5	15	3 (3)
3 yrs – 6 yrs	1:10	40	4 (4)
Total		71	15

8. Number of Staff

- The centre will be operated by fifteen (15) educators.
- The proposed centre will aim to operate 51 weeks of the year, closing on all Public Holidays. Hours of operation are 7.00am until 6.30pm Monday to Friday.

10. Drop off & Pick up - Staff Parking

- Peak times for arrival of families/children and staff will be between 8.00–9.00am each weekday morning, and peak times for departure of families/children will be between 3.00–4.00pm each weekday afternoon.
- Being in a suburban location it is expected that a majority of families and staff would be in the local area and will travel to and from the centre by short car journeys.

Car parking is to be provided on site (off-street) in a dedicated car park at the front of the centre for eighteen (18) vehicles (including 1 accessible space).

- Car park entry is from Stuart Avenue and entry and exit is to be in a forward direction to and from Stuart Avenue.

Families will be made aware that pick-up and drop off is internal to the premises. The spaces will be time limited to ten (10) minutes during the peak periods.

11. Meals and Food

Food will be handled, prepared and cooked on the premises by certified staff (cook) in the centre’s kitchen. The cook will be required to work approximately 3-4 hours per day.

12. Deliveries

Deliveries would be necessary from time to time as the child care centre will be purchasing items such as food, equipment, stationery, sanitary items and cleaning products. Delivery vehicles will use the car park or public parking in Stuart Avenue.

13. Routine / Program

The indoor/outdoor program and routine is structured depending on the children needs and developmental stages. A sample daily routine is tabled below which may be varied.

7:00-8:00am	Free play
8:00-8:30	Song / story time
8:30-9:00	Free Play outside - weather permitting
9:00-9:30	Morning Tea
9:30- 10:15	Fitness / Sports / Free play – outside: weather permitting
10:15-10:30	Group Learning Time
10:30-11:30	Activities/Indoor experiences/programming
11:30-11:40	Tidy up time
11:40-12:30	Lunch
12:30-2:30	Rest time/quiet activities
2:30- 3:00	Dance/movement
3:00-3:15	Afternoon Tea
3:15-3:30	Show and tell/group singing time
3.30-4:30	Free play outside – weather permitting
4:30-5:00	Song/story time
5:00-5:15	Late snack
5:15-5:25	Tidy up time
5:25-6:30	Free play

Please note: Times may vary according to the time of year, weather, daylight savings and season. Our Programs have been designed to ensure children’s ‘wellbeing and belonging’ are the principal factors for organizing experiences each day.

14. Regulations

- The following government regulations will be complied with:

Education and Care Services National Regulation 2012	State and Federal Government
National Quality Framework	ACECQA
Ratios: 2-3yrs 1:5, 3-6yrs 1:10	Department of Education & Communities

15. Noise Management

Management and staff will take reasonable measures to ensure that any adverse impacts do not affect the surrounding neighbourhood. In particular:-

- All staff will be trained (and children educated) to ensure that people enter and leave the premises in a quiet and reasonable way.
- Staff will ensure that people respect surrounding properties and park safely and legally.

Management and staff will aim to ensure that noise levels are minimised from the child care centre into neighbouring or nearby properties, in accordance with the Noise Management Plan prepared by Day Design Pty Ltd, dated 13 September 2019, as detailed below:-

- Ensuring all staff and parents are provided with a copy of the Centre’s noise management plan and its implications for them during their time at the Centre.
- In the event of noise complaints, a sign shall be placed in a conspicuous location on or near the front entry door containing the contact details of the operator including an after-hours emergency contact telephone number.
- Ensuring a sufficient number of educators are provided to supervise children’s outside play to discourage unnecessarily loud activities.
- 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 soon as possible and moved indoors.

16. Traffic Management

To address any complaints in relation to traffic and parking issues, a sign shall be placed in a conspicuous location on or near the front entry door containing the contact details of the operator including an after-hours emergency contact telephone number.

Management and staff will manage the peak dropping off and picking up periods in order to minimise traffic impacts. Such measures may include:-

- Encouraging parents to walk or ride with the children in lieu of using a car.
- Ensuring a maximum parking period of 10 minutes during the drop off and pick up period.

17. Waste Management

The centre's waste and recycling will be removed on a regular basis by the centre's private waste contractor. Bins will be stored in a dedicated bin room adjacent to the kitchen on the ground floor in accordance with the approved plans.

Centre waste includes: food, sanitary items, cleaning consumables and paper/cardboard waste. Landfill, co-mingled, paper/cardboard streams are divided and collected separately – recycling.

Furthermore, the centre will educate children on environmental issues; it is a core objective to recycle waste as best as possible.

18. Centre Cleanliness and Maintenance

The centre is to be kept clean by both staff and external professional cleaners and gardeners.

The centre's manager/director will be a designated Occupational Health and Safety officer who will maintain a schedule of required maintenance which is routinely undertaken by handymen, builders and other tradesmen as required.

19. Administration

All administrative functions required to meet government regulations will be performed by the manager/director. Furthermore, the centre will be a member of several government and non-government childcare bodies such as 'Australian Childcare Alliance (ACA) NSW', which assists and advises on all aspects of childcare operations.

This ensures that centre can have access to highly skilled specialists to ensure that the centre operates at maximum professionalism and efficiency.

20. Fire Safety and Emergency

The centre will carry certified fire equipment corresponding with the Building Code of Australia, while having a designated staff member act as a 'Fire Warden' in the event of an emergency.

All fire safety equipment will be maintained as required by the Australian Standards and New South Wales law.

The centre will have an Emergency Evacuation Plan and will display an Emergency Evacuation Diagram throughout the centre.

21. Security

Security is paramount with limited access provided to all classrooms. The front entrance door will have a security keypad entry system where families access via a personalised key code or buzz-in for visitors.

Furthermore, CCTV cameras will be located throughout the centre (indoor and outdoor) for further security for the safety of children, staff and families.

Each staff member will undergo a *Working With Children Check* before employment and access to children through the NSW Government's Commission for Children and Young People.

22. Insurances

In order to be a licensed childcare operator the centre will have the following insurances:-

- a. Public Liability (\$20 Million cover)
- b. Workers Compensation Insurance
- c. Childcare Insurance (covers all aspects of childcare centre operations).

23. Centre Policies and Procedures

The centre's operations will be documented in a *Policies and Procedures* document.

Further, the centre will have and distribute a *Staff Handbook and Parent Handbook*.

All staff must read the Policies and Procedures and confirm that they have done so.

The Policies and Procedures are to be discussed at staff meetings and shall be continually updated and redistributed as they are amended to retain relevance and compliance with the law.

24. Complaints Procedure.

Surrounding properties will be provided with a contact number for registering any concerns regarding the operation of the child care centre.

A complaints procedure will be developed by the operator, which will detail the procedure for the registration of complaints and how complaints will be dealt with and monitored in the future. This information will be available to Council upon request.

Endorsed by Operator/Date