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PLAN OF MANAGEMENT

**CHILD CARE CENTRE
LOT 18 DP 203971
1 CAMERON AVENUE
WEST PENNANT HILLS**

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R2.0**

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Introduction

This Plan of Management (PoM) has been prepared for a proposed child care centre on Lot 18 DP 203971, 1 Cameron Avenue, West Pennant Hills.

The child care centre will provide long day care services for a total of 35 children aged 2 to 5 years.

Preparation of the PoM has had regard to the requirements of the following;

- ❖ Australian Children's Education and Care Quality Authority (ACEQA)
- ❖ National Quality Framework
- ❖ Education and Care Services National Law 2013
- ❖ Education and Care Services National Regulations 2013
- ❖ State Environmental Planning Policy (Educational Establishments and Child Care Facilities) 2017
- ❖ NSW Government Child Care Planning Guidelines.

The PoM is designed to ensure that the Centre, facilities and daily operation complies with all relevant National, State and Local Government requirements at all times, and that the Centre provides high quality education and care programs for children. The objectives of the PoM are to outline:

- ❖ Policies and procedures
- ❖ Number of child care places
- ❖ Days and hours of operation
- ❖ Staffing arrangements
- ❖ Access and security
- ❖ Emergency procedures
- ❖ Workplace health and safety
- ❖ Waste management
- ❖ Noise management
- ❖ Complaint handling and resolution
- ❖ Access and accessibility to and within the Centre

Aims & Objectives of the Child Care Centre

The principal aim of the centre is to achieve an excellent rating against each of the seven Quality Areas under the National Quality Standard and meet the community's demand for high quality child care and provides a safe, engaging and stimulating environment which enhances children's learning and development.

Under the National Law and Regulations, services are required to base their educational program on an approved learning framework. This should focus on addressing the developmental needs, interests and experiences of each child, while taking into account individual differences.

There are 2 nationally approved learning frameworks which outline practices that support and promote children's learning:

- [Belonging, Being and Becoming: The Early Years Learning Framework for Australia \(EYLF\)](#)

Approved learning framework under the NQF for young children from birth to five years of age

- [My Time, Our Place: Framework for School Age Care in Australia](#)
Approved learning framework under the NQF for school age children.

The Centre's program will be centered on the National Quality Framework and The Early Learning Framework: Belonging, Being and Becoming which is a national curriculum for the 0-5 year age group. Staff will be encouraged, through play based learning and formal teaching, to explore the learning outcomes specified in the early years learning framework with all children both individually and in groups. Parental involvement will be a key aspect of the program.

Child Care Licence Number and Operator

Prior to the commencement of operation the Centre will need to obtain a licence approval from the NSW Department of Education (formerly DECS) to operate a child care centre.

Policies and Procedures

The policies and procedures of the Centre meet the requirements of Regulation 168 of the *Education and Care Services National Regulations* and the *National Quality Standard*.

Number of child care places

A total of 35 licensed child care places will be available for children between the ages of 2 years and 5 years and allocated as follows;

Age	Number of Places
2-3	15
3-5	20
Total	35

Days & Hours of operation

The Centre will provide long day care Monday to Friday between the hours of 7.00am to 7.00pm. The centre will be closed on Public holidays.

Staffing Arrangements

Appropriately qualified and experienced Educators will be employed to ensure high quality education and care programs.

The number of Educators employed will be in accordance with the staff to children ratios as set out in Regulation 123 of the Education and Care Services National Regulations as follows;

Children's Age	Ratio of Number of Educators to Children	Proposed Number of Children	Educators Required
2-3	1:5	15	3
3-5	1:10	20	2
Total		90	5

Staff will commence work on a staggered basis between 7.00am and 9.30am as child care places are progressively filled. Similarly, staff will finish work on a staggered basis as children are collected from 3.00pm onwards.

Staff will be provided with a roster and allocated their respective shifts fortnightly.

All Educators will maintain qualifications in First Aid, Asthma and Anaphylaxis, Child Protection and will undertake regular professional development opportunities to meet 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 explain the responsibilities of all parties in relating to one another, to children and to families using the care service.

An Educational Leader will be appointed to guide and mentor all Educators in all aspects of the program and a Responsible person approved by the Approved Provider, who meets the requirements set out by the NSW Department of Education and Care, will be in attendance at all times as required by Regulation 150.

Access and Security

Pedestrian access to the centre is provided through the front entry off Cameron Avenue or via the basement lift.

Vehicular access to the centre is via the combined entry/exit basement driveway located off Cameron Avenue.

Vehicular and pedestrian access into the building will be secured and require access via a swipe card/pin code or similar. Alternatively, access will be provided by a staff member upon proof of identity.

Both the front entry off the new road and basement lift will be monitored by CCTV.

The Centre will implement the following procedure in regard to the drop-off of children to, or the pick-up of children from, the centre.

Arrival

- All children must be signed in by their parent or carer who delivers them to the Centre,

- A staff member must meet and greet each child to ensure the child is cared for at all times,

Departure

- All children must be signed out by their parent or carer.

No child will be released into the care of any persons not known to the Educators. If the person is not known they must provide a form of photo identification which confirms that they are a person authorised on the enrolment form to collect the child.

Complaint Handling & Resolution

The Centre will develop and implement a complaint handling and resolution policy and procedure to address neighbour complaints or concerns. The policy will aim to achieve the following;

1. Ensure details of any complaints are appropriately recorded in writing,
2. Seek to address any complaints in a professional and expedient manner,
3. Establish procedures to maintain confidentiality where requested,
4. Outline steps or actions necessary for particular complaints and line of responsibility,
5. Establish a procedure for recording the progress of actions to resolve the complaint,

Laundry Facilities

The Centre includes a laundry facility. The laundry, which will incorporate a laundry tub connected to hot and cold water together with a washing machine and dryer, will be operated by the Centre staff and used to wash and dry bedlinen used in cots and beds and face cloths and bibs.

Food Preparation Facilities

The centre has a designated food preparation and storage area that is both safe and hygienic.

The kitchen has been designed and constructed, and will be operated in accordance with the:

- ❖ Food Act 2003
- ❖ Food Regulation 2010
- ❖ FSANZ Food Standards Code
- ❖ AS 4674:2004 Design, Construction and Fitout of Food Premises.

The kitchen will only be accessible by one lockable door to prevent unsupervised access by children.

Facilities in the designated area include a fridge, oven, cook-top and hood, dish

washer, preparation bench, microwave oven, garbage bin, and impervious bench-top and tiles.

Indoor/Outdoor Facilities

The internal design and fitout of the centre has had regard to Part 4.3 Physical environment of the Education and Care Services National Regulations.

Toilets, nappy changing rooms and bottle preparation facilities are conveniently located directly off indoor play rooms. Fixed clear glazing within the upper wall section of these service areas ensures clear and unobstructed lines of sight to facilitate supervision of children by staff.

Mechanical ventilation is provided to all internal ground floor areas to ensure maintenance of an ambient temperature which ensures the safety and wellbeing of children in accordance with Regulation 110 of the National Regulations.

Each of the two (2) internal playrooms have large sliding glass doors within the western elevation providing natural ventilation on appropriate days and direct access to the undercover transition area and external play areas.

Outdoor play areas

Playroom 1 (15 x 2-3 y/o) and Playroom 2 (20 x 3-5 y/o) are directly accessible to the External Playground 1 which is situated within the western rear part of the site.

Morning and afternoon outdoor play periods will generally be staggered to allow each age group to have the play space and toys to themselves.

Daily Routine and Activities

The following routine is indicative only but provides a guide to the extent of daily activities.

Time	Activity
7.00am	Centre opens.
7.00am – 11.00am	Breakfast – Indoor/outdoor play (structured/free play). Breakfast for Toddlers at 9.30am and Pre-schoolers at 10am*
11.00am – 2.30pm	Lunch time followed by rest time
2.30pm – 3.30pm	Indoor structured/free play. Afternoon tea commences at 2.30pm
3.00pm – 5.00pm	Indoor/outdoor play (structured/free play). Many parents have collected children by this time)
5.00pm – 6.00pm	Indoor free play. Children are typically grouped into one room as many children have been collected
7.00pm	Centre closes

- Times are approximate.

Noise Management

The *DA Noise Assessment* undertaken by Renzo Tonin & Associates Pty Ltd (Ref: TL779-01F02, 4 March 2021) recommends the following management measures to mitigate potential noise impacts;

- Signs be erected at appropriate, prominent locations, to advise the following;
 - staff and parents converse at a low volume,
 - parents not call out to their children when delivering or collecting their children, and
 - gates not be slammed.
- Crying children be taken indoors and settled before being allowed to return outdoors,

Recommendations of the DA Noise Assessment regarding physical noise mitigation measures associated with acoustical shielding of the mechanical air conditioning plant and fence construction, which are expected to form part of the conditions of development consent, are anticipated to require satisfactory evidence of compliance prior to issue of the Occupation Certificate.

Fire Safety

The Centre must install and maintain certified fire equipment in accordance with the Building Code of Australia (BCA) and Regulations.

Shade

Regulation 114 of the *Education and Care Services National Regulations* 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.*”

The Centre will join the Sun Smart Child Care Program provided by the NSW Cancer Council and establish a Sun Protection Policy incorporating the following key components;

- All outdoor activities will be planned and sited to occur in shaded areas and moved as necessary throughout the day to follow the sun/shade path.
- Principal fixed play equipment will be permanently shaded with shade sails or the like. Other play equipment will be shaded by portable umbrellas.
- All sun protection measures (shade, sunsmart hat, clothing and sunscreen) together with recommended outdoor times will be adopted.

A 3300mm wide roofed transition area extends across the width of the western rear elevation of the centre and returns along the northern and southern side elevations with a width of 2000mm. The transition area is directly accessible from the internal

play areas. The transition area will provide a play area for children in inclement weather.

The transition area provides a total of some 97.41m² of undercover/shaded area.

The outdoor play area will incorporate a shade sail over the sand pit play areas.

The shade sail will cover a minimum of approximately 12-15m² or 6% of the total play area and have a minimum head clearance of 2.1m to ensure clear access and viewing of the play area by adults.

The support posts of the shade sails will incorporate padding to afford protection to children.

The total provision of shaded outdoor area (shade sail + transition area) equates to approximately 112.41m² or 44.57% of the total outdoor play area.

Emergency & Evacuation Procedures

In accordance with Regulations 97 and 168 of the *Education and Care Services National Regulations* the Centre must develop an Emergency and Evacuation Plan which addresses the following matters;

- (a) provide instructions for what must be done in the event of an emergency;
- (b) prepare an emergency and evacuation floor plan.
- (c) conduct a risk assessment to identify potential emergencies that are relevant to the Centre
- (d) ensure the emergency and evacuation procedures are rehearsed every 3 months by the staff members, volunteers and children present at the Centre on the day of the rehearsal and the responsible person in relation to the Centre who is present at the time of the rehearsal
- (e) ensure that a copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit of the premises
- (f) ensure that, when educating or caring for children, the nominated supervisor and staff members of the Centre have ready access to an operating telephone or other similar means of communication to enable immediate communication to and from parents and emergency services.