

**Early Learning Centre
94 David Road Castle Hill NSW**

Management Plan

Date: 5 April 2022

Version: 2.10

Table of Contents

Introduction.....	3
Centre Capacity	3
Hours of Operation.....	3
Arrivals and Departures.....	3
Daily Routine	4
Outdoor Activities and Supervision	4
Environment Control Management	5
Security Access	6
Emergency Evacuation Management.....	7
Noise and Neighbour Amenity Management.....	7
Waste Disposal Management.....	9
Complaints Resolution.....	9
Centre Policies and Procedures.....	10

Introduction

This Management Plan forms an essential part of the ongoing management requirements for the Child Care Centre. It is required by the Council and reflects a reasonable agreement between the Centre Operator and the Council to minimise any adverse effects upon neighbours. It also incorporates the requirements of Council's conditions of development consent for the centre.

Centre Capacity

The Child to Staff Ratio is based on the Childcare Regulations -

Child Age Group	Identified Area	Maximum Number of Children	Minimum Number of Staff Allocated
Children 0-2	Inside /Outside play area	4	1
Children 2-3	Inside /Outside play area	15	3
Children 3-5	Inside /Outside play area	33	4
Total		52	8

Additional Staff:

Nominated Supervisor x 1

Hours of Operation

The Centre opens from Monday to Friday from 7am to 6pm, fifty-one (51) weeks a year. The Centre closes for Public Holidays and for 1 week over the Christmas-New Year period.

Arrivals and Departures

Staff must not arrive prior to 7am. This is followed by a staggered start of educators based on the number of children in care and their shift timing. Staff must depart the centre and carpark by 6:00pm unless otherwise prescribed by legislative requirements for the supervision of children due to unforeseen circumstances.

Parents must not arrive prior to 7am. This is followed by a staggered drop-off the children.

Parents/caregivers must vacate the centre and carpark by 6:00pm, except in the case of an emergency.

It is expected that some of the parents to be the local residents who can choose to walk and arrive at the centre through the front gate.

Daily Routine

Activities are programmed depending on children's needs and developmental stages. Typically, the daily routine is as follows:

7:00 am	Centre opens and Breakfast served for early attendees. Indoor free activities.
7:00 am – 9:30 am	Progressive Morning Tea for all children.
9:30 am – 11.00am	Indoor/Outdoor structured learning and free play with transition Indoor/outdoor play – weather permitting
11:00 am – 2:30 pm	Lunch time followed by children’s rest time. Afternoon tea served at 2:00 pm. Outdoor activities provided.
2:30 pm – 3.00 pm	Afternoon Tea for all children
2:30 pm – 4:00pm	Indoor/Outdoor structured learning and free play for children – weather permitting.
4:00 pm – 5.00 pm	Indoor/outdoor play structured learning and free play - weather permitting.
5:00 pm – 6.00 pm	Indoor activities. Late snack.
6:00 pm	Centre closes

Outdoor Activities and Supervision

The outside play area will be used only during the centre hours of operation, depending on the weather conditions. All outdoor activities are fully supervised and monitored. Educators and children are encouraged to participate in quiet play activities.

The specified outdoor play policy and times shall be adhered to.

The centre manager shall ensure that outdoor play activities are conducted in an orderly fashion and that excessive noise from children playing is avoided.

The outdoor play schedule is set out above in the Daily Routine Section.

Outdoor Activities

Outdoor activities vary from day to day and are dependent upon the weather and the programme.

Outdoor active play includes activities such as ball games, team play; balancing, climbing, stepping; using variety of gross motor skills development equipment, environmental and nature-based activities, supervised play, sand play, water-based play (not swimming pool), free play, etc.

Outdoor passive play includes activities such as reading books, painting, storytelling, art and craft, show and tell.

No music to be played in the outdoor areas at any time.

Playground equipment that allows a child to be more than 0.5 metres above the ground level must not be used at any time.

Outdoor Children Supervision

Outdoor play activities must be supervised by the educators. The children supervision ratio for outdoor play is the same as for indoor activities. It is as follows:

Age Group	Children Supervision Ratio
0-2 Years	1 Educator: 4 Children
2-3 Years	1 Educator: 5 Children
3-5 Years	1 Educator: 10 Children

Outdoor Play Areas

There are three distinct outdoor play areas. Each outdoor play area size is configured to accommodate a specific number of children from specific age group(s). These areas have a natural and balanced design setting and integrates a variety of fixed and specialist childcare equipment.

Children can have **active play activities** within their designated outdoor play area. They can play in the open area or/and covered area under the supervision of the educators.

- The ground floor 0-2 years outdoor play area will be limited to a maximum of 4 children engaged in active play simultaneously.
- The ground floor 2-5 years outdoor play area will be limited to 50% (15 children) engaged in active play simultaneously at a given time. Two groups of 15 children each will be formed, and each group of children will make use of the outdoor play area at different times under the supervision of the educators.
- The first floor 3-5 years outdoor play area will be limited to a maximum of 18 children engaged in active play simultaneously.

All children can engage in **passive play activities** within their designated outdoor play area simultaneously. They can engage in these activities in the open area and/or covered area under the supervision of the educators. Children are not allowed the use of any active play equipment during the passive play activities. Educators will ensure that only passive play activities can occur when all children are in their respective outdoor play area.

Environment Control Management

The building includes industry standard air conditioning to ensure that appropriate room temperature is maintained at all times throughout the year.

Children are encouraged to wear appropriate protective clothing against the heat and cold. Centre management discourages the overuse of mechanical air conditioning, both heating and cooling. Staff are responsible for the control of inside ventilation, heating and cooling appropriate to the children's ages and activities.

Child Age Group	Identified Areas	Number of Children and Staff	Acceptable Inside Temperature Range Deg C	Action if Outside Temperature out of range	Acceptable Outside Temperature Range	Action if Outside acceptable range
Children 0-2	Inside /Outside play area	5	Play area 18-25 Cot area 18-25	Deploy mechanical heating or cooling	20-25	Move children Inside
Children 2-3	Inside /Outside play area	18	General 18-25 Sleep time 21-24	Deploy mechanical heating or cooling	18-25	Move children Inside
Children 3-5	Inside /Outside play area	37	General 18-25 Sleep time 21-24	Deploy mechanical heating or cooling	14-30	Move children Inside

Security Access

The Childcare centre includes an electronic keypad security door access system that provides access to the reception at pre-set times based on our opening and operational hours.

Access Group	Identified Area	Management arrangement for Access	Comments/Actions
Staff	All areas	Centre is supplied with electronic keypad access to the building main entrance areas	Staff are provided with unique code access.
Parents/Carers	Sign in and main office entrance	Centre supplied code for electronic keypad access. This includes a disabled parent to enter a pin code to access the elevator.	Each parent/carer is provided a unique code managed by centre management that restricts general access
Parents /Carers as visitors	Entry sign-in and main office	All Visitors including non-determined carers are required to sign-in on entry to the premises. Access to the building will be determined by staff via a doorbell at the front door.	Staff are trained in this procedure to ensure all visitors are monitored while on-site
Disabled Visitor	Elevator in Car Park Basement	Disabled visitor can park in the disabled car park in the basement and press an intercom button in order for the staff member or director to give them access to the elevator.	This is documented in Centre's policy & procedure. Staff are trained in this procedure.
Staff, Parents/Carers & Visitors	Access to Basement Car Park	Access to basement car park is controlled through a garage door. First staff member arriving at the centre opens the basement car park gate at 7am and last staff member departing the centre closes it at 6pm. The basement car park gate is closed between 6pm and 7am.	This is documented in Centre's policy & procedure. Staff are trained in this procedure.

Emergency Evacuation Management

An Emergency Evacuation Plan has Evacuations Diagrams and instructions detailing evacuation steps in the case of an emergency. The plan includes evacuation routes, assembly points, and a plan of action once a fire alarm has been activated. The Emergency Evacuation Plan is prominently displayed at each designated exit point.

Access Group	Identified Area	Management arrangement for Access	Comments/Actions
Staff	All areas	Identified assembly areas and regular training in evacuation procedures	Installed smoke detectors activated. New staff shown evacuation procedure during induction.
Children	All inside and outside play areas	Staff with children have evacuation training with regular evacuation drills. Evacuation maps and assembly areas identified	Installed smoke detectors activated.
Parents /Carers and Visitors	All areas other than staff rooms	Evacuation procedure is that staff members allocated to ensure parents/carers safety	Installed smoke detectors activated.

Noise and Neighbour Amenity Management

The Centre Operator is committed to be a responsible and good neighbour to the local residents/businesses.

The Centre Management will maintain a log of any, and all, noise complaints received. Any complaints received shall be logged with details of the nature of the complaint, time of the event and contact details of the complainant. Centre Management will endeavour to respond to any noise complaint as quickly as possible and will advise the complainant within 48 hours of what, if any, actions have been undertaken as a result of reviewing the complaint. These actions will be recorded in the Log. The Log will be located in the Nominated Supervisor's office and will be accessible to Council at any time during normal operating hours.

At least one designated responsible person shall always be available on site during operational hours.

A laminated copy of the Noise Management Plan will be displayed in the entry foyer.

All Educators/Carers (temporary and permanent) will be required to read the Noise Management Plan.

In order to achieve compliance with Council's noise requirements, the following must be implemented:

- Only 50% (15 kids) of the children aged 2-5 years on the ground floor can engage in active play at any one time.
- All children can engage in passive outdoor play at a time.
- No music is to be played in the outdoor areas at any time.

- Playground equipment that allows a child to be more than 0.5 metres above the ground level must not be used at any time.
- Children must be supervised at all times.
- The windows must follow the open/close configuration shown in Table 5-2 of the Noise Impact Assessment:

Area	Windows (Open / Close)
0-2 Years North Façade (Main Bldg.)	Closed
0-2 years South Façade (Main Bldg.)	Open
2-3/3-5 Years South Façade (Rear Bldg.)	Closed
2-3/3-5 Years North Façade (Rear Bldg.)	Open
3-5 Years North (Main Bldg.)	Closed
3-5 years South (Main Bldg.)	Open
Cot room (Main Bldg.)	Closed

- Windows on the first-floor northern façade 3-5-year-old play area, cot room and ground floor 0-2-year-old play area must remain closed at all times when the rooms are in use.

All parents/ guardians will be required to read the section of the Noise Management Plan relating to their children.

Group	Identified Area	Management Focus Area	Comments/Actions
Staff	Car Park	Staff are instructed to use the allocated car spaces provided.	Staff is trained to keep noise levels down in all outside areas.
Parents/Carers	Car Park during drop off and pick up	Parents/carers to be instructed to use allocated parking spots in car park.	Staff visual and audio monitoring. Signage to the effect to keep noise down and respect our neighbours. A 10 km/h speed sign will be installed for all cars entering and departing the premises.
Children	Inside and outdoor play area	Staff and educators to monitor children making excessive noise while playing in different outdoor play areas and move the children inside the playrooms. Staff and Nominated Supervisor to ensure that the Acoustic Consultant's recommendations and Council's Development Consent Conditions are adhered to regarding noise levels.	Staff visual and audio monitoring.

Group	Identified Area	Management Focus Area	Comments/Actions
		Centre Management to ensure that this is documented in the relevant policies and staff training/refresher is performed at regular intervals.	
Goods delivery other than staff	Movement between parking areas and kitchens /office	No deliveries will take place outside of the approved operating hours. Waste collection occurs between the times of 10am - 3pm.	Signage to the effect to keep noise down and respect the neighbours. Specified in waste contractor agreement.
Maintenance Staff	All areas including outdoor	Outside maintenance requiring excessive noise not to be carried out before 7am and not on Sunday.	All cleaning and maintenance activities will take place within the approved operating hours. Maintenance staff are instructed to minimise noise at all times.

Waste Disposal Management

Provision is made so that all waste remains on site for the duration of the day and during times when staff ratios are permitted, staff will remove waste in the designated building waste disposal area. The staff separate waste in the following categories:

- Comingled Recycling - Paper, cardboard, plastics and aluminium tins.
- General Waste

Contract cleaners will be employed to provide centre clean and to dispose of any waste after hours on a regular basis throughout the week.

All deliveries to the centre will be made via the childcare centre entry door. No unauthorised person will be permitted to move past reception unless urgent.

Complaints Resolution

Where practical, complaints will be resolved at first contact with the nominated supervisor. The nominated supervisor will ensure the timely management of the complaints and will provide the direct phone number of Centre Manager. All matters of complaint and feedback are managed as per the regulations, and Centre Manager welcome any feedback, as a matter of good business.

Centre Management encourages all complaints from parents/carers in writing to the email address of the centre and by that method we can record the complaint and respond accordingly.

After-hours complaints can be directed to Kamal Arora on 0422 344 289.

All matters regarding children are managed via the current operating policies and procedures of the Centre Operator and grievance regulations and forms as directed from the Department.

Centre Policies and Procedures

The Centre's operations are documented in the Policies and Procedures. All staff must read the Policies and Procedures and confirm in writing that they have done so. The Policies and Procedures are discussed at Staff Meetings and are continually updated and redistributed as they are amended to retain relevance and compliance.