



Attachments

Local Planning Panel meeting

**Wednesday 28 October 2026
at 4:00 PM**



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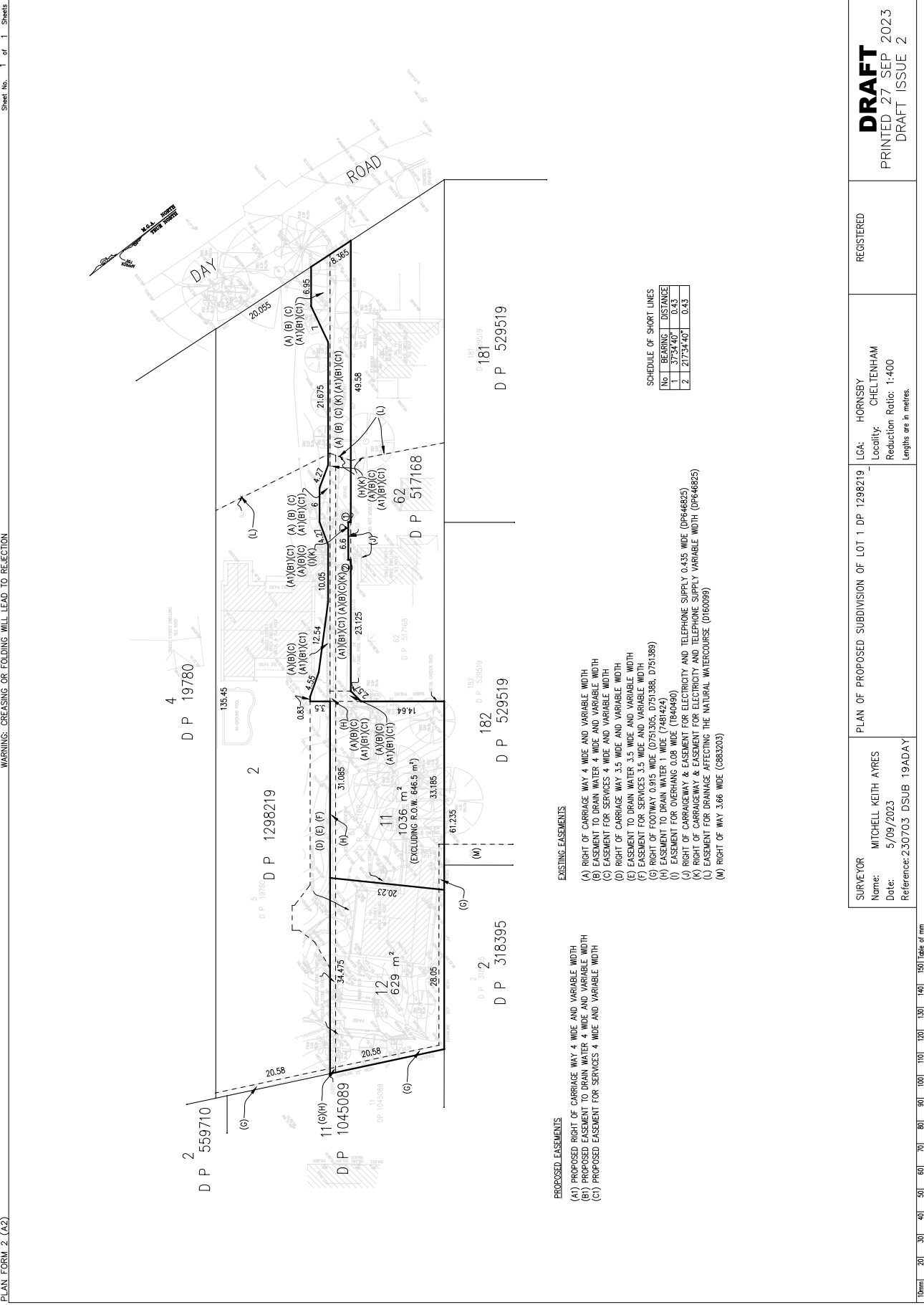
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REPORT NO. LPP23/26

ITEM 1

**1. SUBDIVISION, ARCHITECTURAL AND ENGINEERING
PLANS**

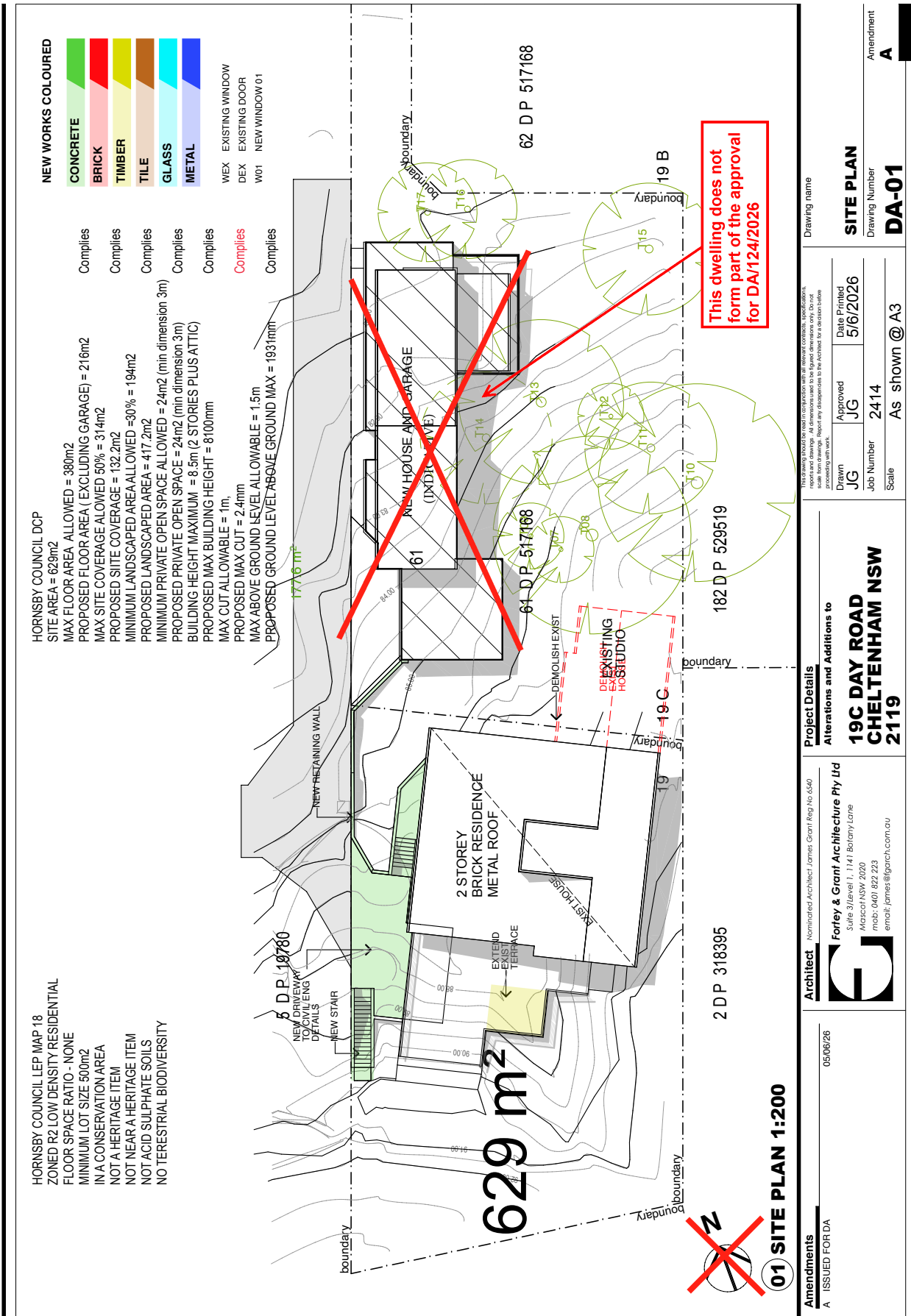


SURVEYOR
Name: MITCHELL KEITH AYRES
Date: 5/09/2023
Reference: 230703 DSUB 19ADAY

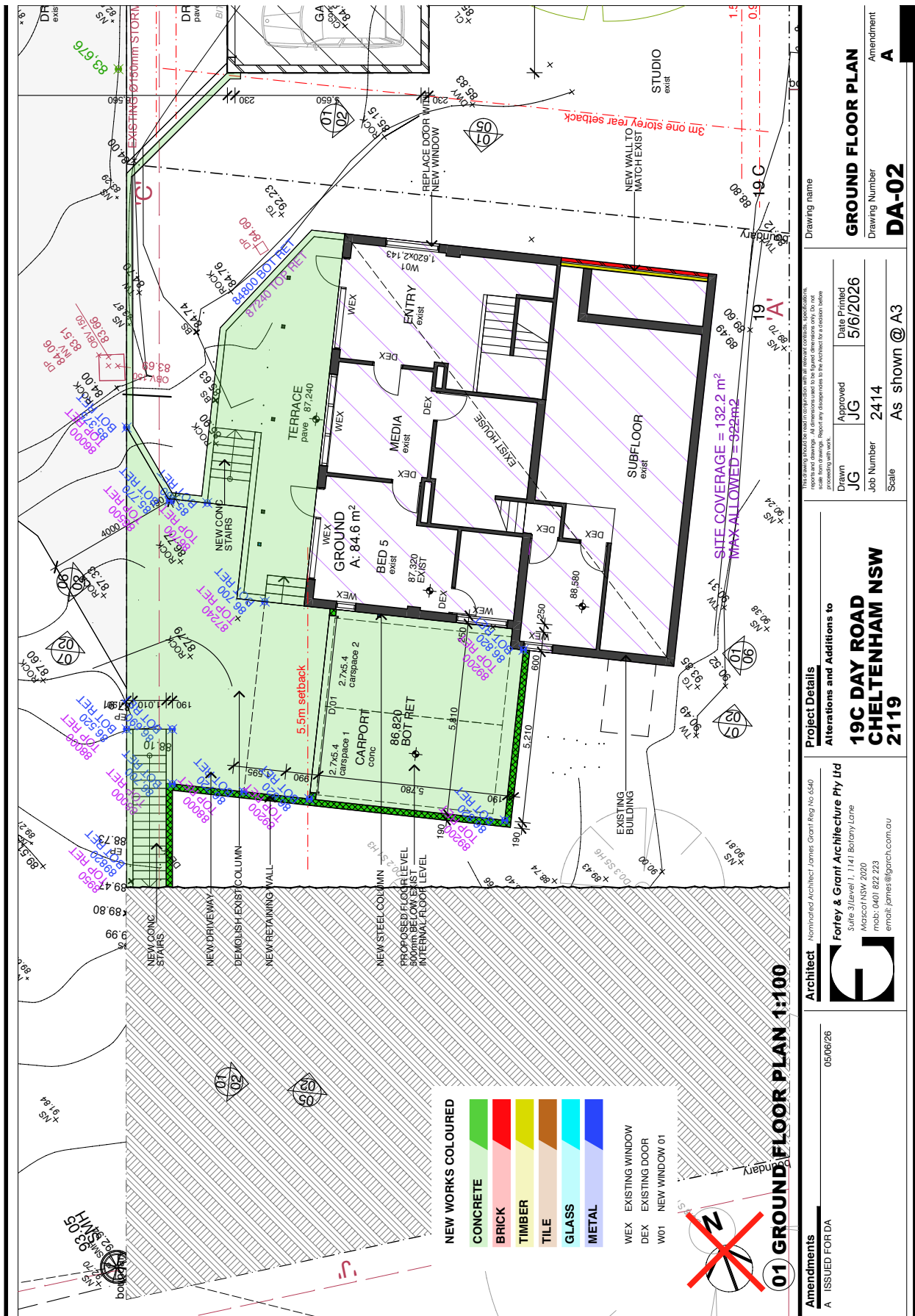
PLAN OF PROPOSED SUBDIVISION OF LOT 1 DP 1298219

LGA: HORNSBY
Locality: CHELTENHAM
Reduction Ratio: 1:400
Lengths are in metres.

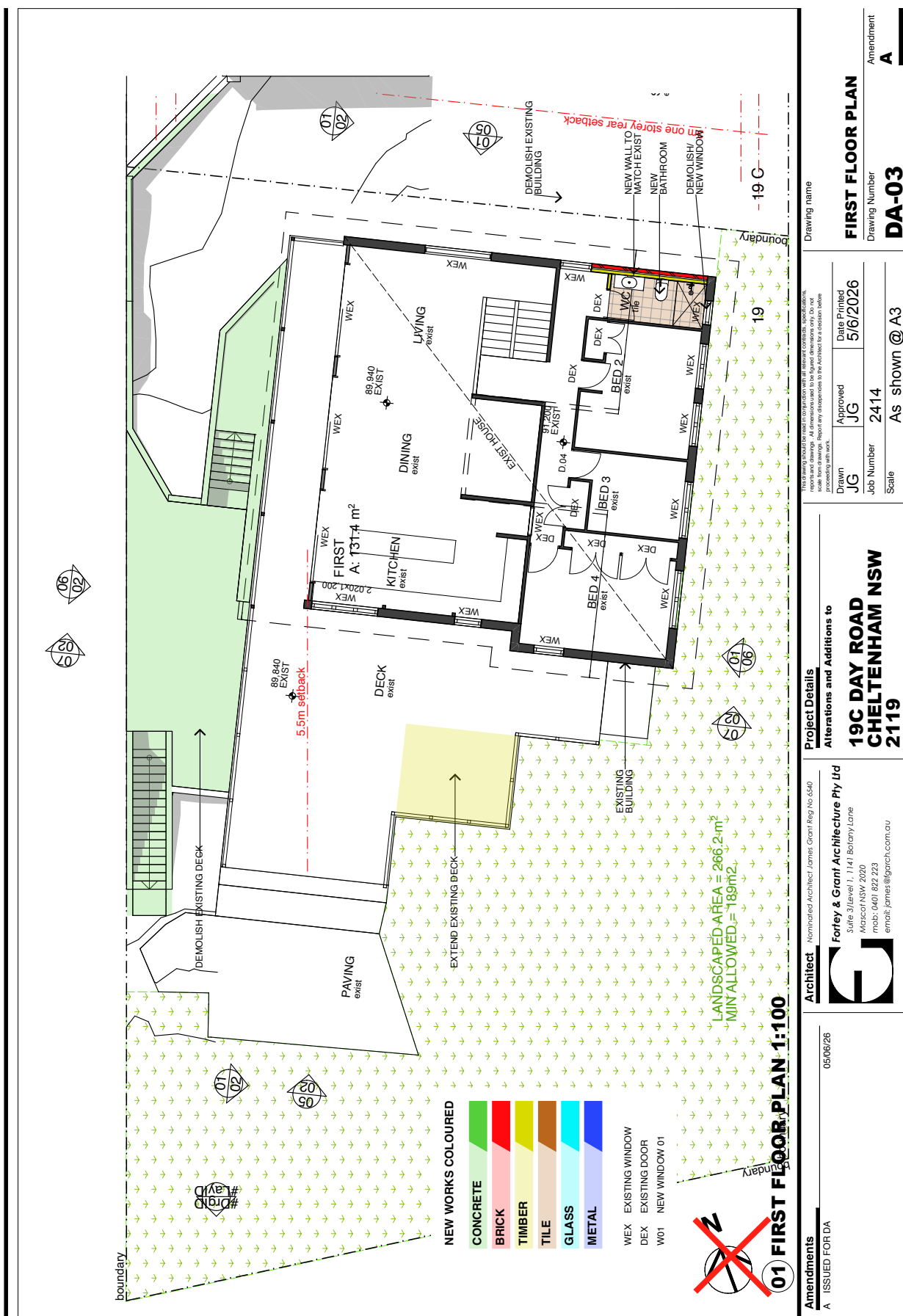
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PRINTED 27 SEP 2023
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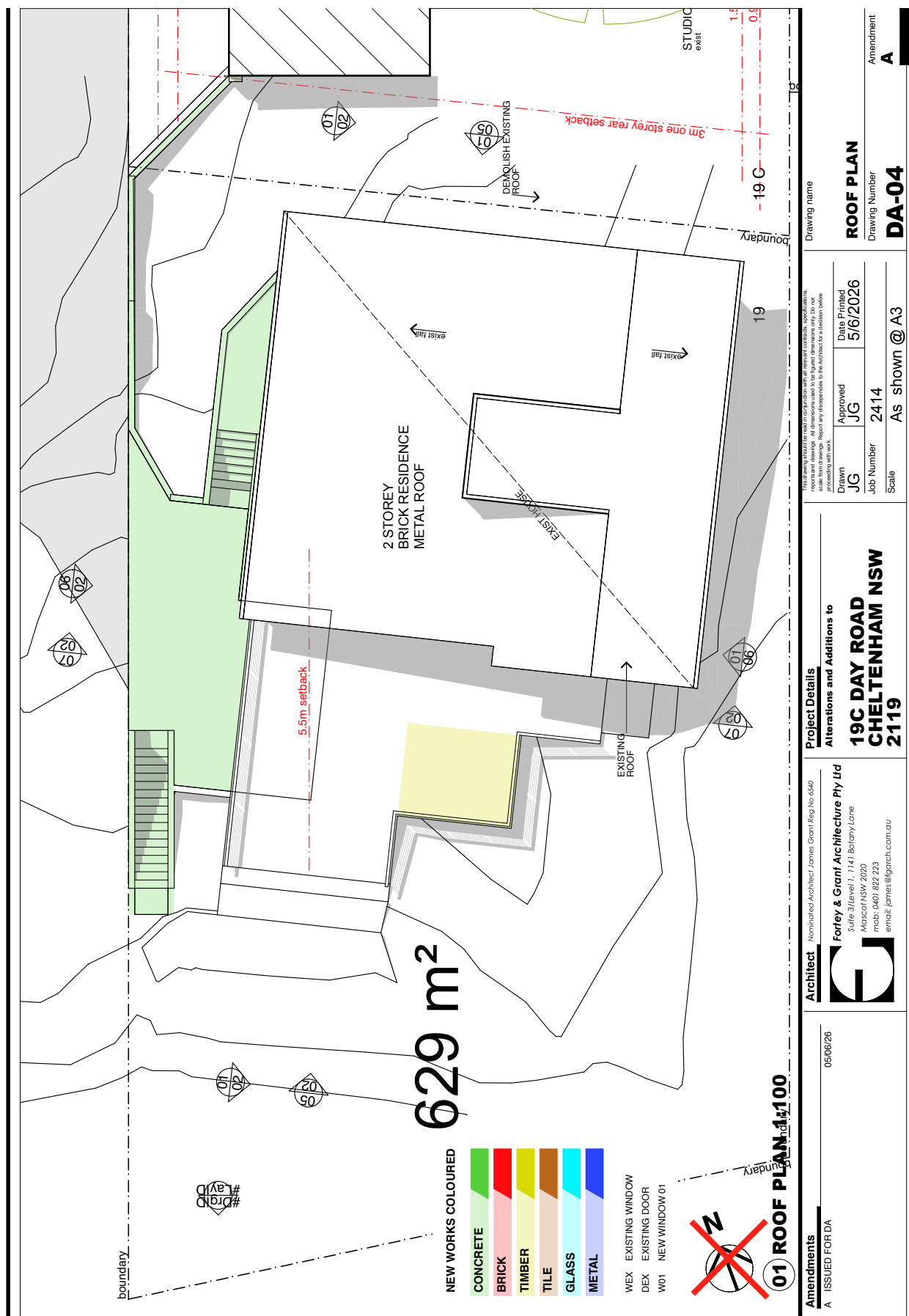
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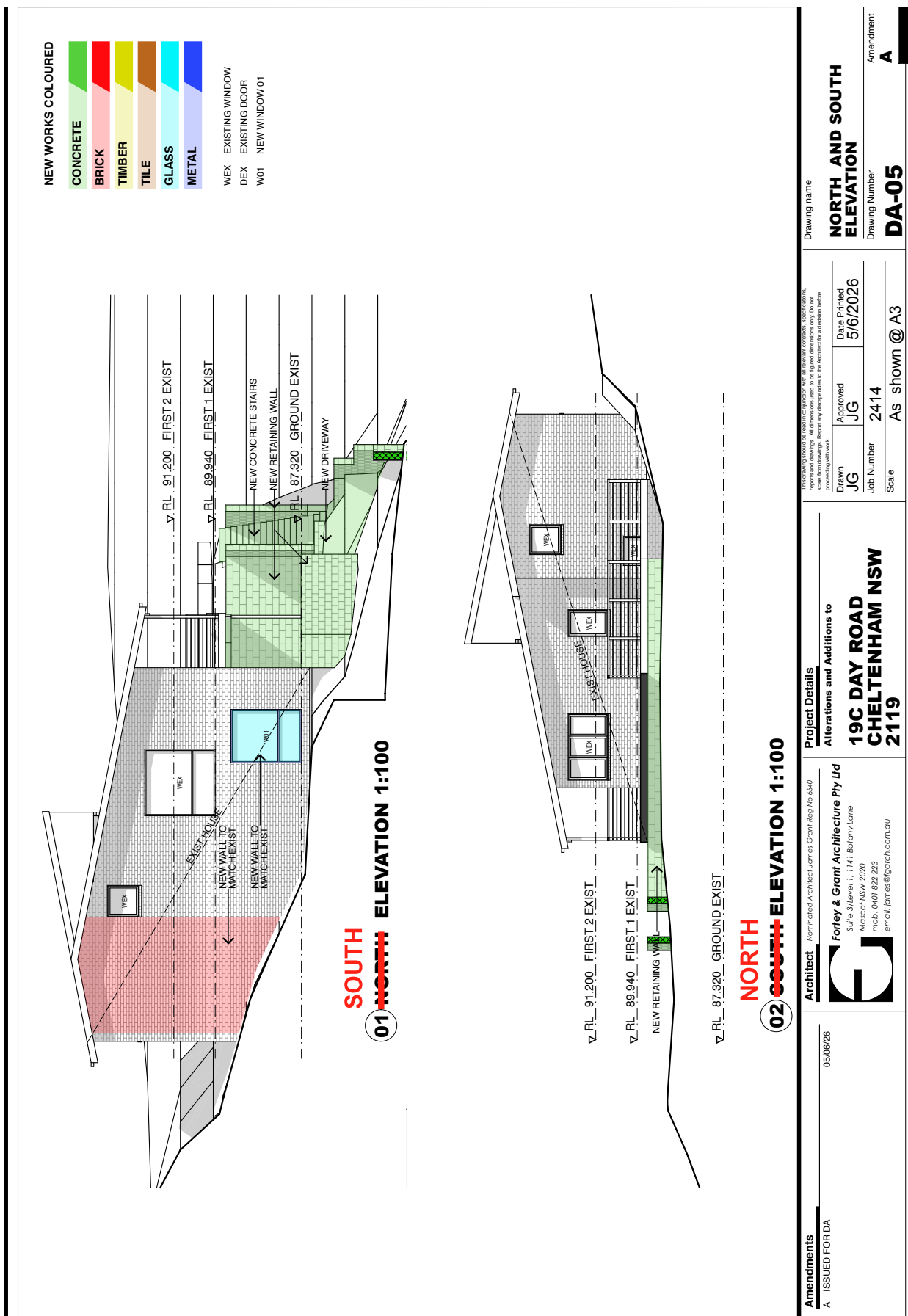
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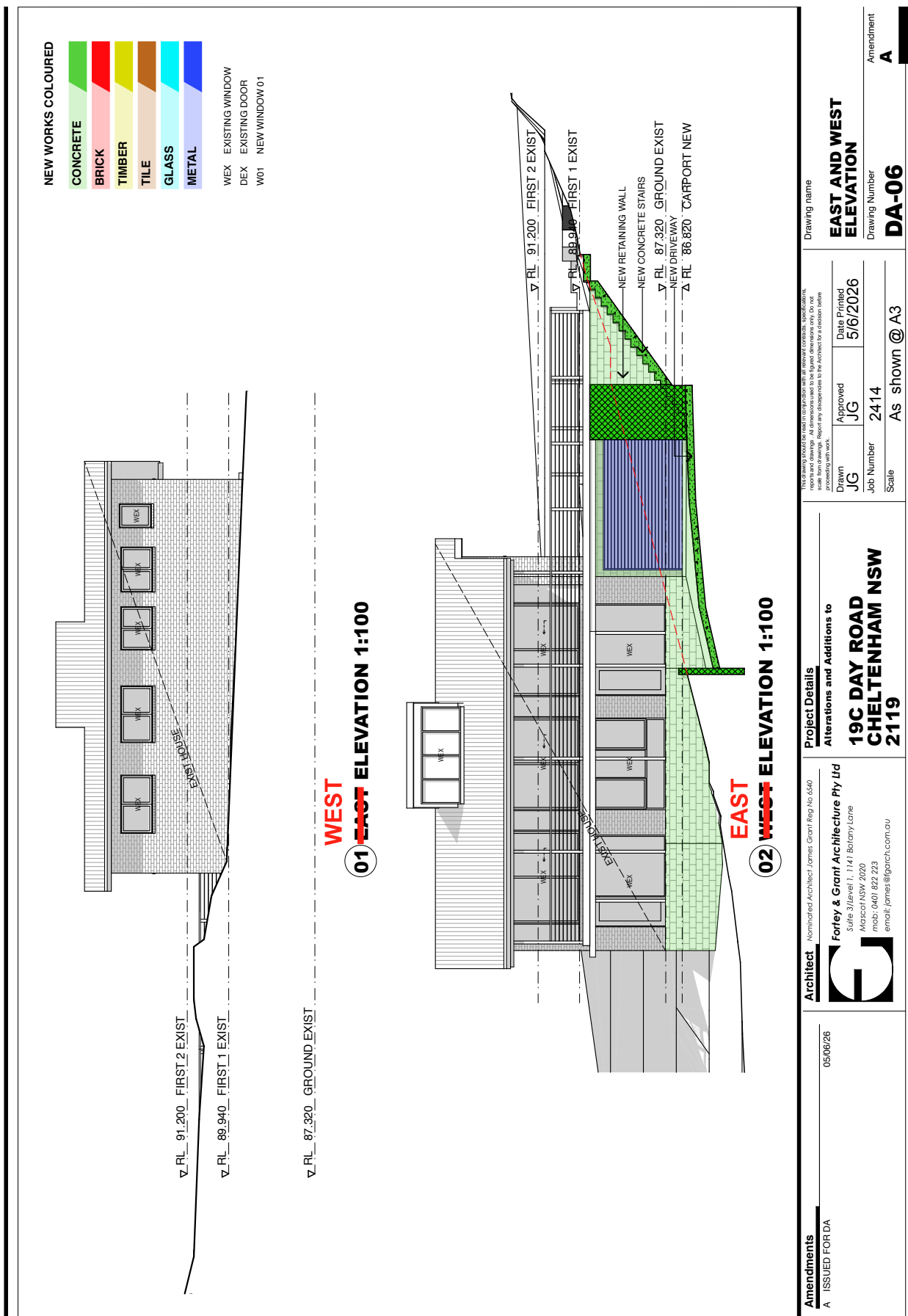
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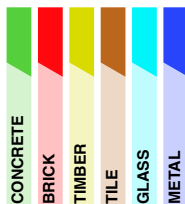


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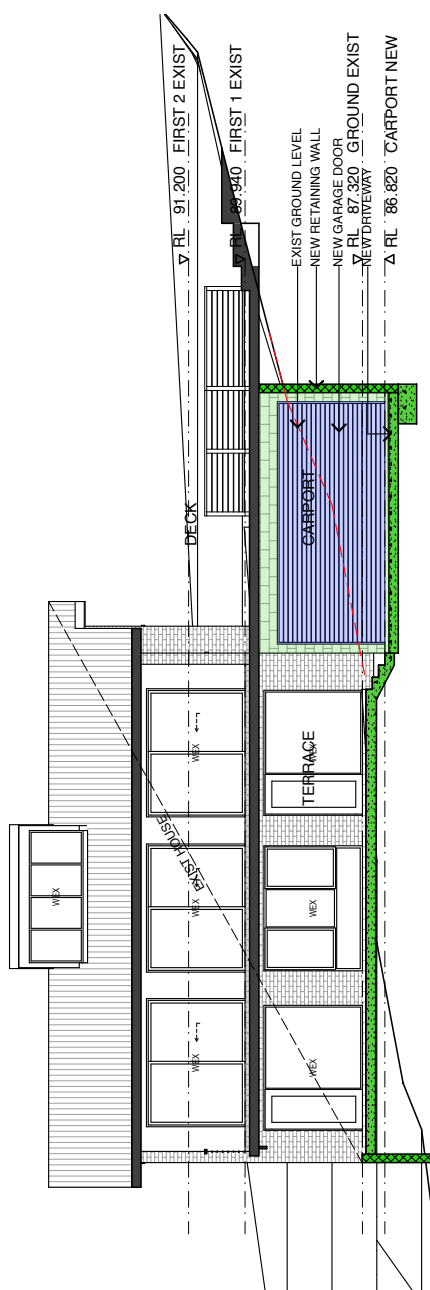


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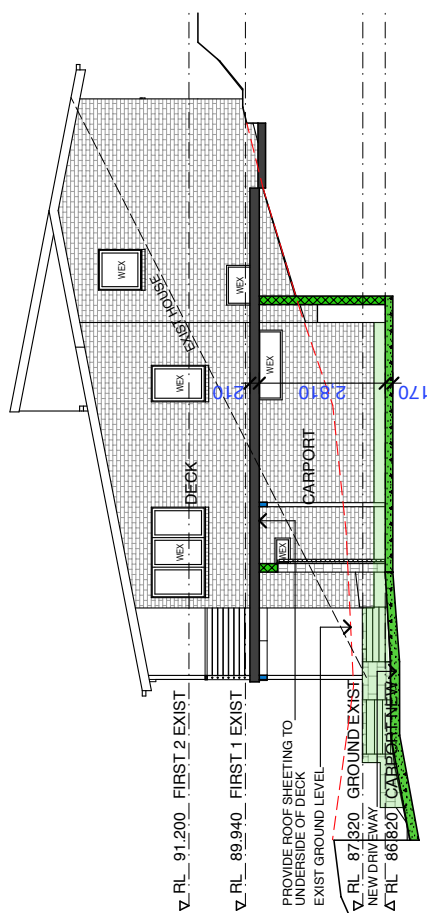
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WEX EXISTING WINDOW
DEX EXISTING DOOR
W01 NEW WINDOW 01



01 SECTION 1:100



02 SECTION 1:100

Amendments
A ISSUED FOR DA

05/06/26

Architect
Nominated Architect James Grant Reg No 6540



Forley & Grant Architecture Pty Ltd
Suite 3/level 1, 1/41 Botany Lane
Mascot NSW 2020
mob: 0401 822 223
email: james@forarch.com.au

Project Details
Alterations and Additions to

**19C DAY ROAD
CHELTENHAM NSW
2119**

Drawing name

SECTIONS

Drawing Number

DA-07

Amendment

A

Scale As shown @ A3

Job Number 2414

Approved JG

Date Printed 5/6/2026

This drawing should be read in conjunction with all relevant contracts, special conditions, reports and drawings. All dimensions used to be figured dimensions only. Do not scale from drawings. Report any discrepancies to the Architect for a decision before proceeding with any work.

ATTACHMENT 1 - ITEM 1



ATTACHMENT 1 - ITEM 1



ATTACHMENT 1 - ITEM 1



DATE	DATE	PERSON	RESPONSE	TITLE	NAME
20.03.2024	20.03.2024	RESUBMIT FOR EVALUATION APPLICATION		DRAWN	D
11.04.2025	11.04.2025	ENVIRONMENTAL APPLICATION, RESPONSE TO COORDINATE		DESIGNED	BA
10.03.2025	10.03.2025	REWORKING LOT 19 SUBDIVISION - RESPONSE TO COORDINATE		DWG CHECK	
				25-004 CHECK	
				APPROVED	CP



**CHRISP
CONSULTING**

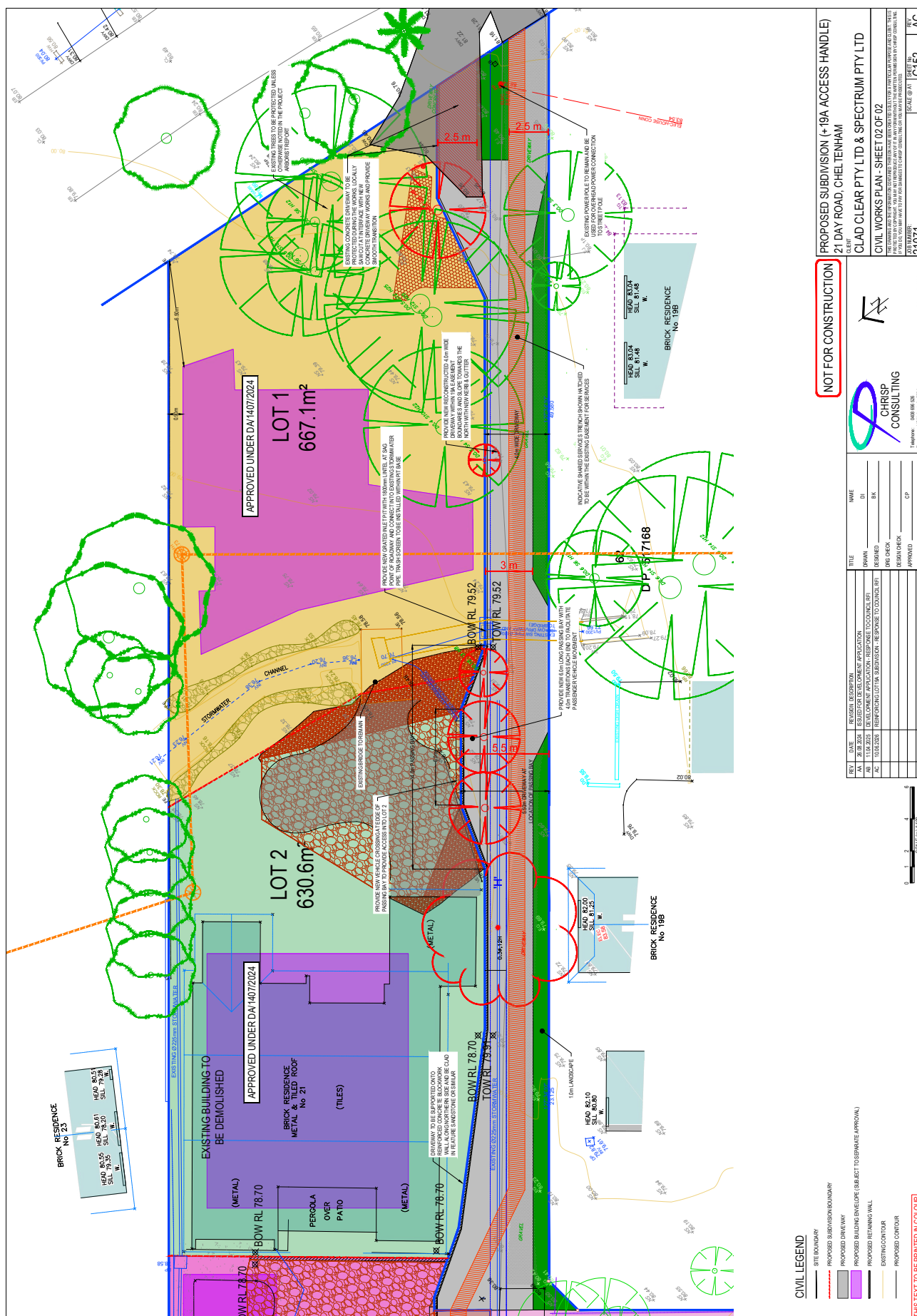


Telephone : 0800 698 030

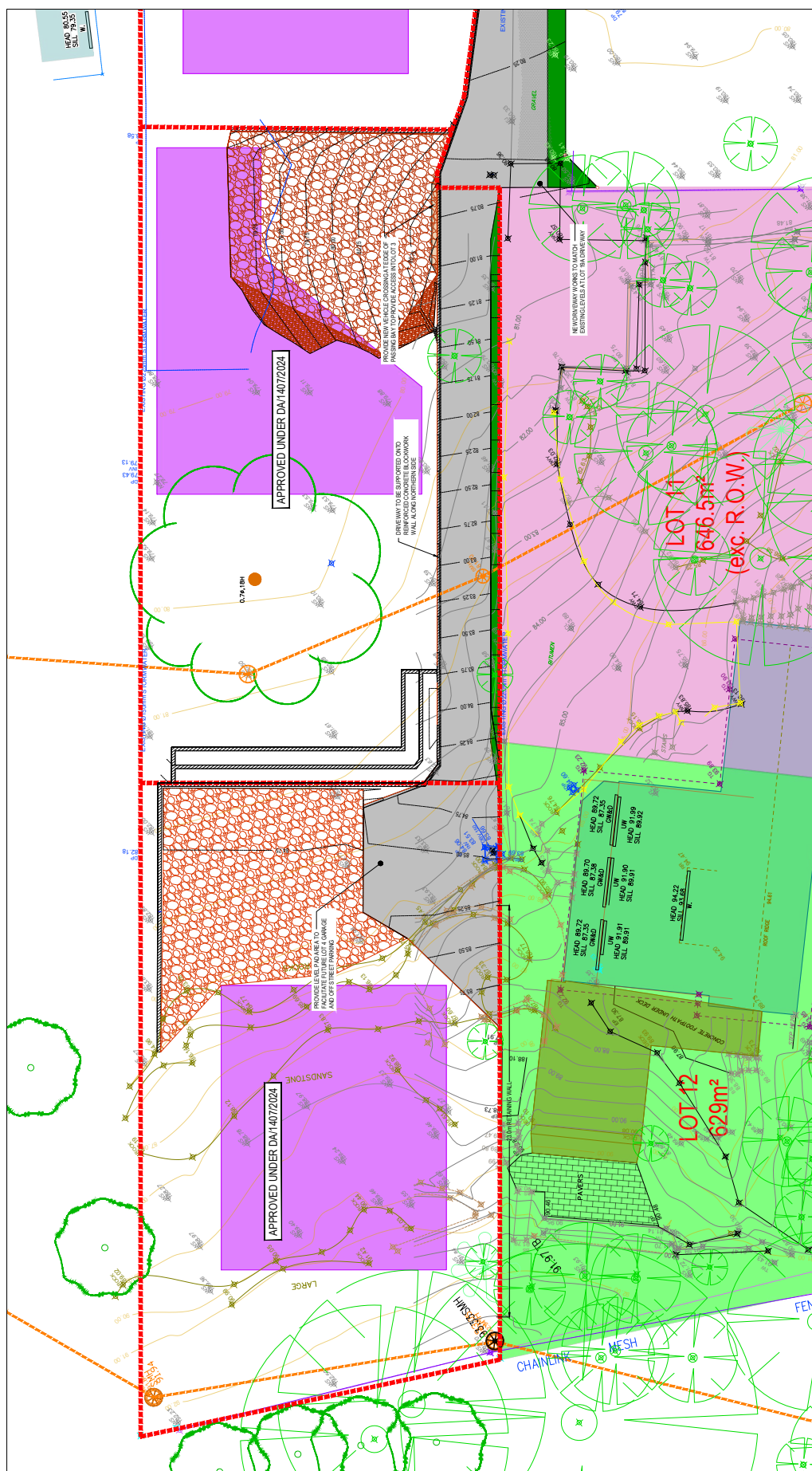
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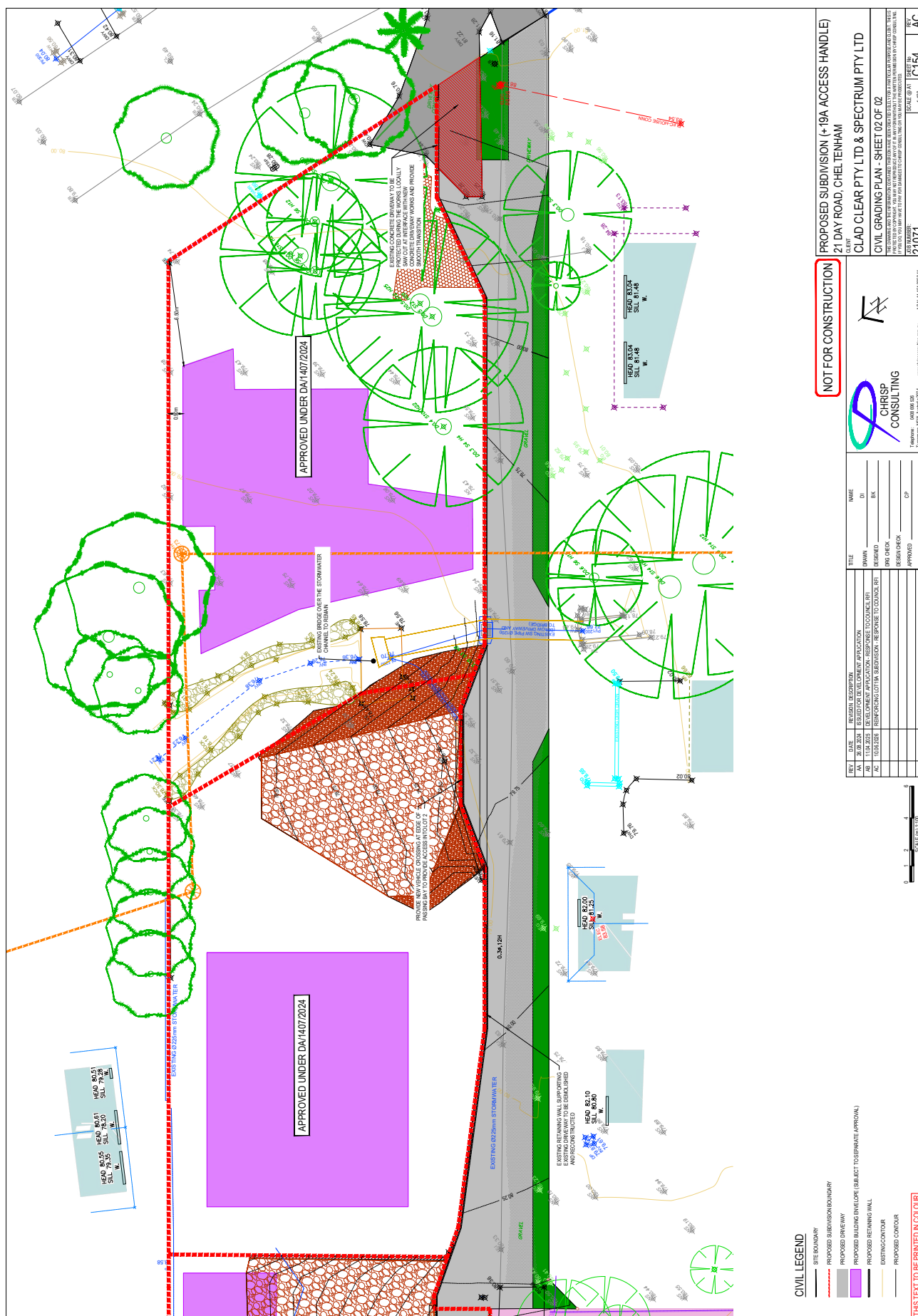
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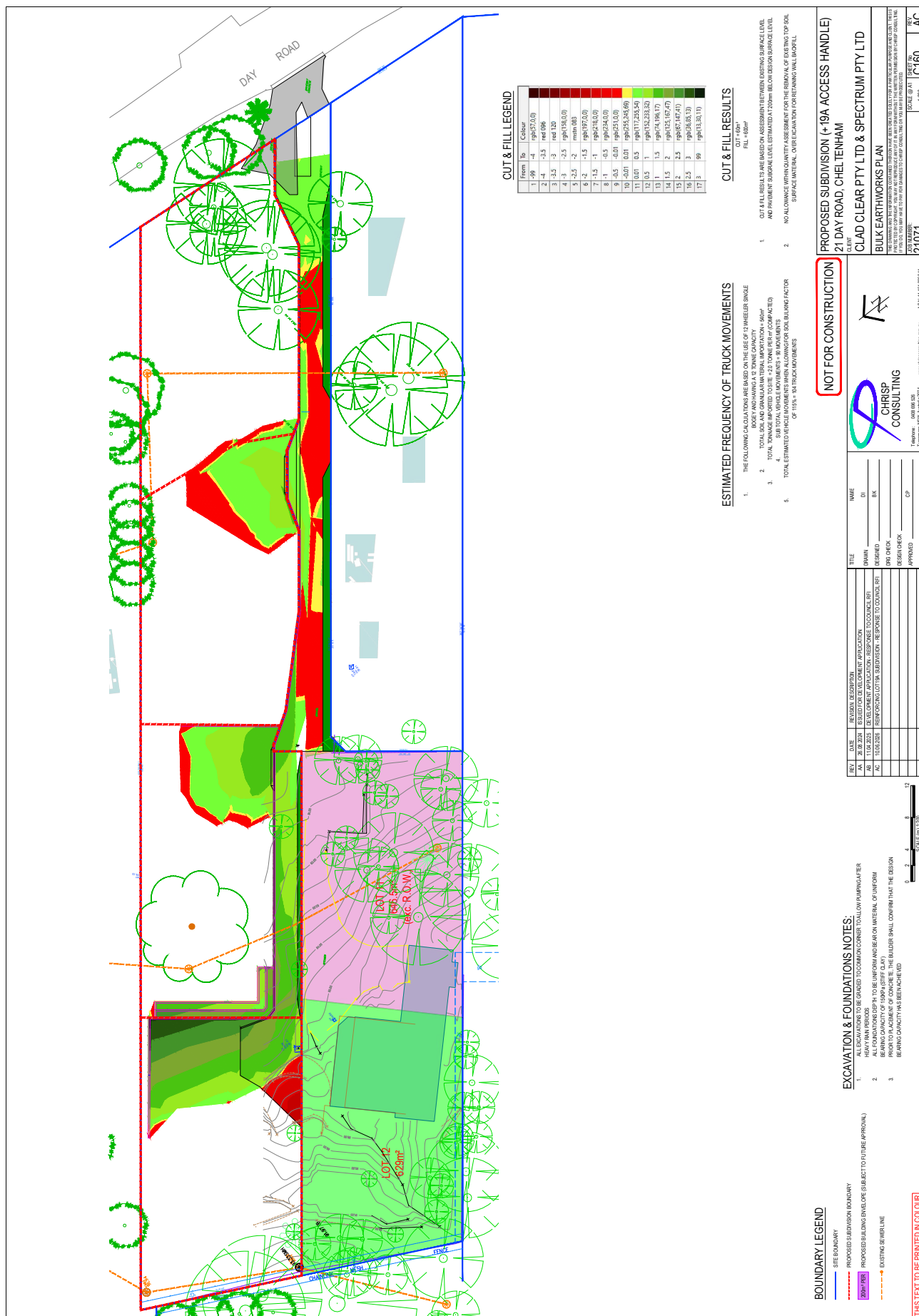
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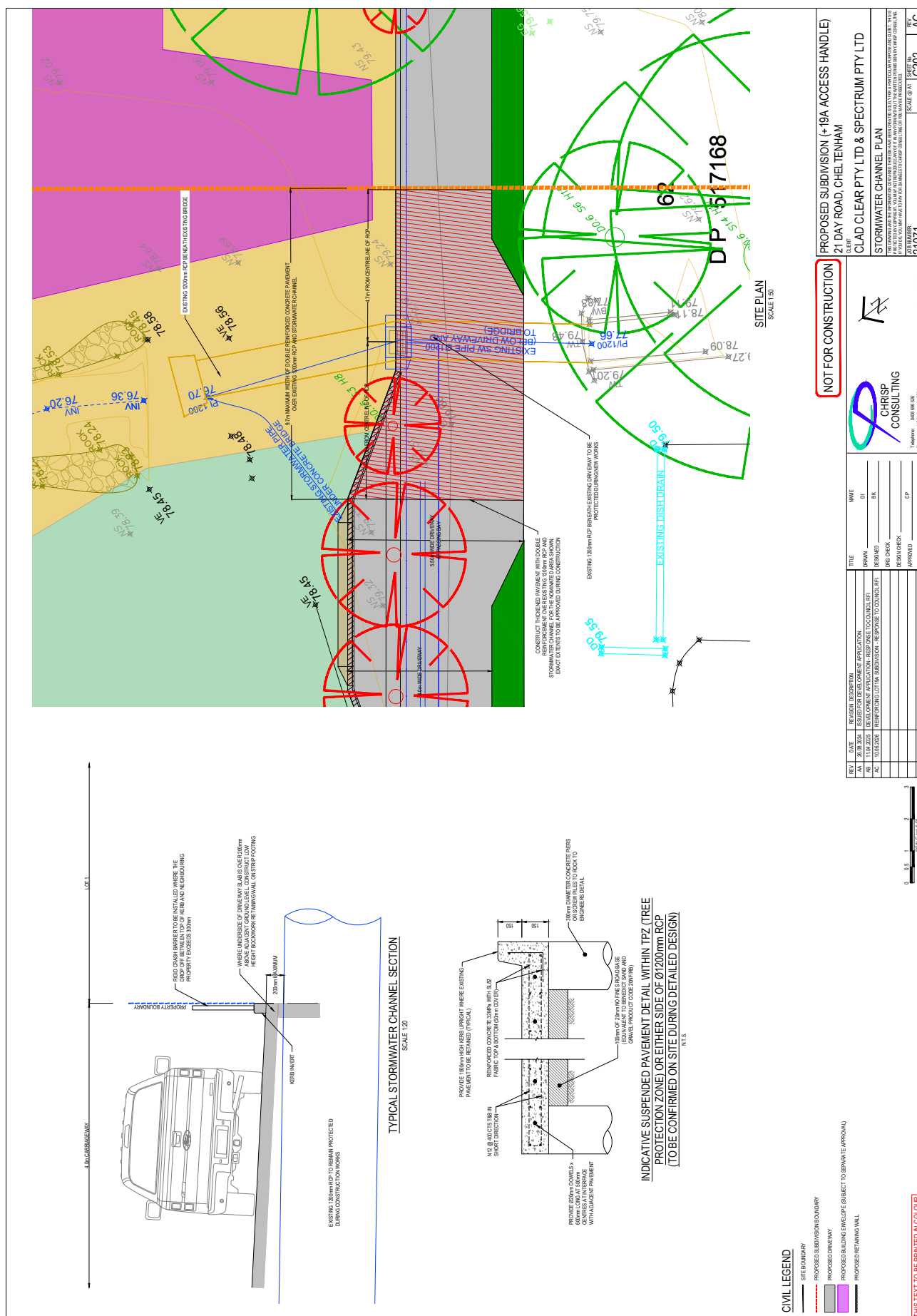
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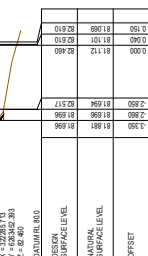
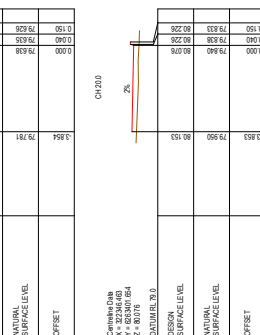
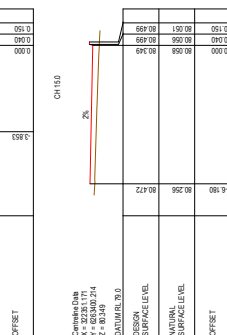
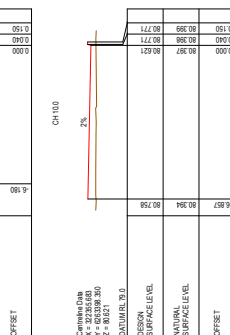
NOTES:

ALL BATTERS TO TO BE 11M MAXIMUM

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PROPOSED SUBDIVISION (+19A ACCESS HANDLE)
21 DAY ROAD, CHELTENHAM

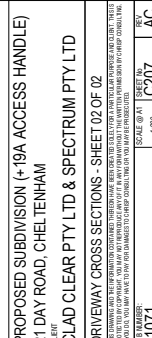


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Telephone: 0408 686 526

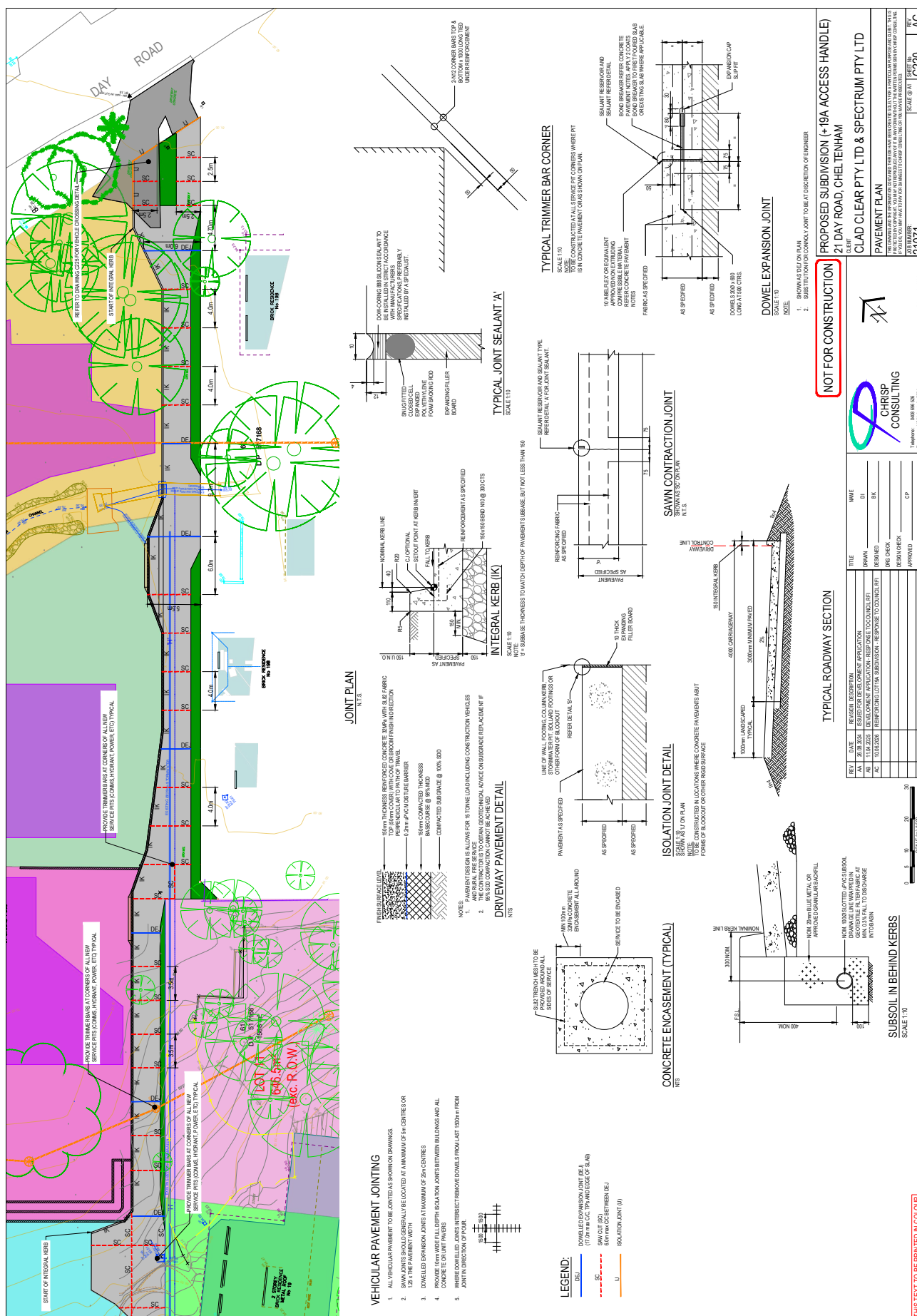
REV	DATE	REVISION DESCRIPTION	TITLE	NAME
1	10/18/2013	ISSUANCE APPLICATION	EPWEN	DI
2	10/18/2013	ISSUANCE APPLICATION RESPONSE TO COUNCIL BR	DESIGNED	BK
3	10/18/2013	RESPONDING LOT 1A SUBMISSION, RESPONSE TO COUNCIL BR	DESIGN CHECK	
4	10/18/2013	RESPONDING LOT 1A SUBMISSION, RESPONSE TO COUNCIL BR	DESIGN CHECK	
5	10/18/2013	RESPONDING LOT 1A SUBMISSION, RESPONSE TO COUNCIL BR	APPROVED	CP

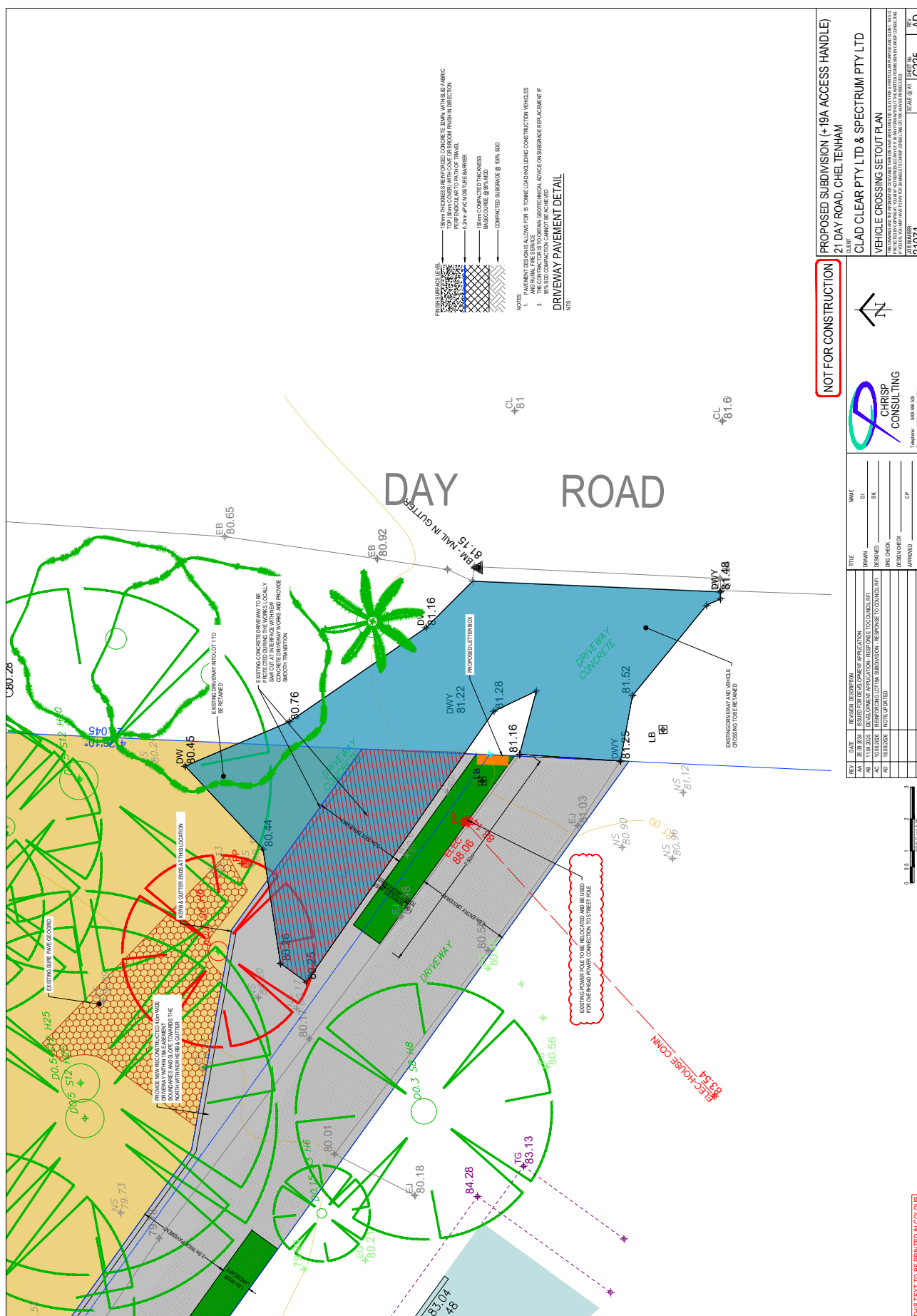
NOTES:

- ALL BATTERS TO MEET EXISTING LEVELS TO BE 11/4 MAXIMUM UNLESS OTHERWISE NOTED

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ATTACHMENT 1 - ITEM 1





ATTACHMENT 1 - ITEM 1

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ATTACHMENT/S

REPORT NO. LPP24/26

ITEM 2

- 1. CLAUSE 4.6 VARIATION REQUEST**
- 2. ARCHITECTURAL PLANS**
- 3. PLAN OF MANAGEMENT**



CLAUSE 4.6 VARIATION REQUEST - HEIGHT

DEMOLITION OF EXISTING STRUCTURES AND
CONSTRUCTION OF A CHILD CARE CENTRE WITH
BASEMENT PARKING

37-39 EDWARD BENNETT DRIVE, CHERRYBROOK

PREPARED FOR ULTIMATE POTENTIAL EDUCATION PTY LTD
PB482025





ATTACHMENT 1 - ITEM 2

Date	Version	Prepared By
21 October 2025	Draft V1	Laura Geary – Senior Planner
24 October 2025	Draft V2	Reviewed: Juie Horder - Director
24 November 2025	Final	Juie Horder - Director
23 March 2026	Final – update Figures	Juie Horder – Director
26 June 2026	Final V3 – updated Plans RFI	Juie Horder – Director

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26 June 2026

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ATTACHMENT 1 - ITEM 2



1 INTRODUCTION

This Clause 4.6 Variation Request has been prepared by Planning Bricks on behalf of ArtMade Architects (the Applicant) to accompany a Development Application (DA) for demolition of all existing structures and construction of a centre based child care centre at 37-39 Edward Bennett Drive, Cherrybrook (the site).

This Request seeks a variation to the Height of Buildings development standard prescribed for the site under Clause 4.3(2) of Hornsby Local Environmental Plan 2013 (HLEP 2013). The Variation Request is made pursuant to Clause 4.6 of HLEP 2013 and should be read in conjunction with the Statement of Environmental Effects prepared by Planning Bricks.

Clause 4.6 allows a consent authority to grant consent to a development that contravenes a development standard if the consent authority is satisfied that the applicant has demonstrated that:

- compliance with the development standard is unreasonable or unnecessary in the circumstances (cl4.6(3)(a)).
- there are sufficient environmental planning grounds to justify the contravention of the development standard (cl 4.6(3)(b)).

This Variation Request is submitted as required by Clause 35B of the EP&A Regulations which explicitly requires a DA to be accompanied by a document (the written request) that sets out the grounds on which an applicant seeks to demonstrate the above.

In accordance with Clause 4.6(3)(b), this written request is not required to demonstrate that the proposal achieves better outcomes than a compliant development, only that there are sufficient environmental planning grounds to justify the contravention.

2 THE SITE

The subject site consists of 37 and 39 Edward Bennett Drive, Cherrybrook. The legal description of the site is Lots 525 and 526 in DP 260037.

The subject site includes an existing two storey brick and tile dwelling with swimming pool on each lot. 39 Edward Bennett Drive also includes a timber clad shed with tile roof. It has a 38.66m frontage to Edward Bennett Drive, splayed corner of 7.07m, and a secondary frontage of 32.00m to Paxton Crescent. The site has an eastern (side) boundary of 35.37m and a northern (rear) boundary of 47.16m.

3 PROPOSED DEVELOPMENT

Development consent is sought for demolition of the existing structures and construction of a centre based child care centre with basement parking to cater for a total of 110 children.



The proposed built form involves the erection of a two storey building with basement car parking providing 29 parking spaces and lift access to the ground and first floor. The indoor and outdoor play spaces are well integrated, with indoor areas provided in separated built forms at each level integrated with and adjoining shared outdoor play space. Ground floor level accommodates babies and toddlers, while the first floor level accommodates preschoolers.

The proposed development is described in detail in the submitted SEE and on the Architectural Drawings prepared by ArtMade Architects.

4 RELEVANT PLANNING INSTRUMENT

The relevant planning instrument is Hornsby Local Environmental Plan 2013 (HLEP 2013).

4.1 Zoning and Objectives

The subject site is zoned R2 Low Density under the provisions of the HLEP 2013. The objectives of the R2 Low Density Residential zone are as follows:

- *To provide for the housing needs of the community within a low density residential environment.*
- *To enable other land uses that provide facilities or services to meet the day to day needs of residents.*

The proposed child care centre is a permissible land use in the R2 zone under Clause 2.3 of HLEP 2013. As detailed in the submitted Statement of Environmental Effects, the proposed development is consistent with the objectives of the R2 Low Density Residential zone in that it will provide a child care centre which will serve the day to day needs of residents who require care for children.

5 DEVELOPMENT STANDARD TO BE VARIED

This Variation Request seeks to justify contravention of the Height of Buildings development standard set out in Clause 4.3 of HLEP 2013. Clause 4.3 provides:

4.3 Height of buildings

(1) *The objectives of this clause are as follows—*

- (a) *to permit a height of buildings that is appropriate for the site constraints, development potential and infrastructure capacity of the locality.*
- (2) *The height of a building on any land is not to exceed the maximum height shown for the land on the Height of Buildings Map.*

The height of buildings map identifies a maximum building height of 8.5m for the subject site.



5.1 Type of Development Standard

Clause 4.3(2) of HLEP 2013 is a numerical development standard.

6 PROPOSED VARIATION

The proposed development seeks a maximum building height of 8.77m. Accordingly, this Variation Request has been prepared for the non-compliance to the height of buildings development standard of 0.27m or 3.2%.

The proposed building height complies with the 8.5m maximum across the majority of the development. Following Council's request, the roof has been amended and lowered to reduce the building height. The residual non-compliance is now limited to a single ridge element at the front of the building, which marginally exceeds the development standard by 0.27m (or 3.2%). The extent of this exceedance is confined to a very small portion of the total roof area. The proposed non-compliance is clearly demonstrated in Figures 1-3 below.

6.1 Visual Representation of the Proposed Variation

The extent of variation to the maximum building height by the proposed development is demonstrated by the height blanket (Figure 1) and section (Figure 2), with the heavy dashed red line on Figure 2 showing the maximum permitted building height across the site.

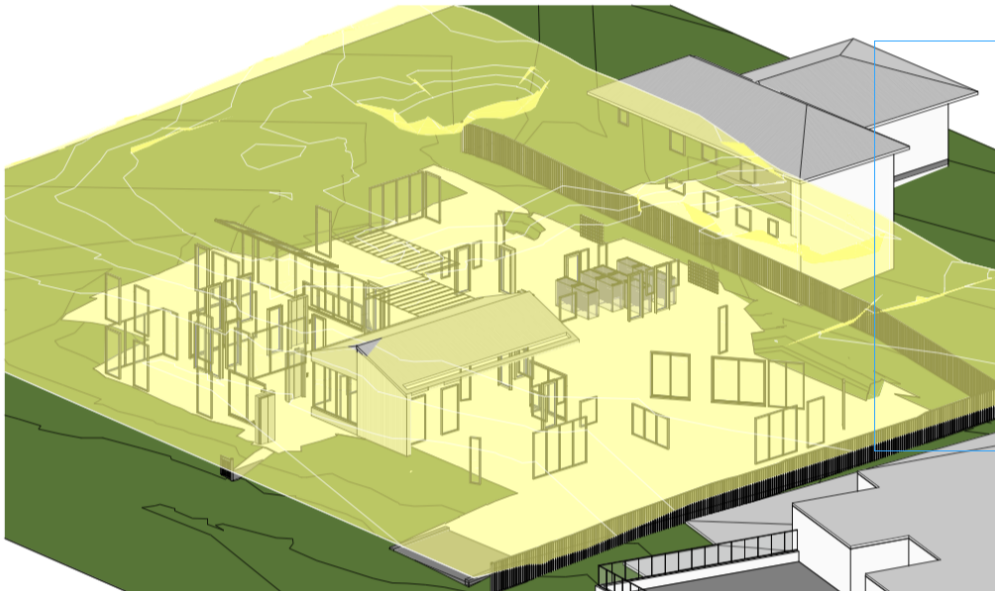


Figure 1: Height blanket showing maximum permitted building height and proposed (minor) exceedance along front ridge line

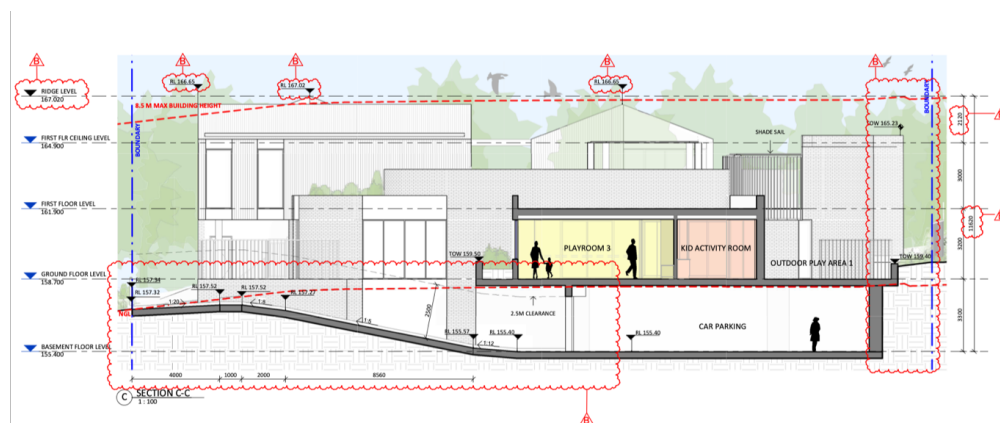


Figure 2: Section C-C showing maximum permitted building height (dashed red line) and proposed building height

7 ASSESSMENT OF THE PROPOSED VARIATION

Clause 4.6 establishes the framework for varying development standards in an Environmental Planning Instrument. Clause 4.6(3) outlines that development consent must not be granted to development that contravenes a development standard unless the consent authority is satisfied the applicant has demonstrated that—

- (a) compliance with the development standard is unreasonable or unnecessary in the circumstances, and
- (b) there are sufficient environmental planning grounds to justify the contravention of the development standard.

This Section provides an assessment of the proposed variation against the relevant tests in clause 4.6(3)(a) and (b).

7.1 Compliance with the development standard is unreasonable or unnecessary in the circumstances of the case

There are 5 common ways that compliance with a development standard may be demonstrated to be unreasonable or unnecessary. Historically, the most common way to establish a development standard was unreasonable or unnecessary was by satisfying the first method set out in *Wehbe v Pittwater Council* [2007] NSWLEC 827. This method requires demonstrating that the objectives of the standard are achieved despite the non-compliance with the standard.

The method established in *Wehbe* has been consistently applied by the Land and Environment Court and remains the primary means of satisfying Clause 4.6(3)(a). This approach was endorsed by the Court of Appeal in *Initial Action Pty Ltd v Woollahra Municipal Council* [2018] NSWLEC 118, which confirmed that demonstrating compliance with the objectives of a



development standard is sufficient to establish that strict compliance is unreasonable or unnecessary.

This Request addresses the first method outlined in *Wehbe v Pittwater Council [2007] NSWLEC 827*. This method alone is sufficient to satisfy the 'unreasonable and unnecessary' requirement.

An assessment of the consistency of the proposed development with each of the objectives of Clause 4.3 is provided below.

7.1.1 Assessment Against Objectives of Clause 4.3

Objective (a) to permit a height of buildings that is appropriate for the site constraints, development potential and infrastructure capacity of the locality.

The proposed development is consistent with Objective (a) for the following reasons:

Site Constraints

The site presents a significant cross-fall of approximately 3m from west to east toward Edward Bennett Drive. The proposed design responds appropriately to this topography by integrating basement parking that minimises visible bulk, with the 2 storey built form above sitting comfortably within the sloping terrain. Significantly, the ridge of the proposed roof is maintained at a consistent level of RL 166.65 across the building, while the existing (natural) ground level beneath it falls toward the Edward Bennett Drive frontage (from RL 158.31 at the rear and RL 158.19 at the centre, down to RL 157.88 at the front).

As the building height is measured from existing ground level, it is the fall in the land, rather than any excessive height of the built form, that gives rise to the minor exceedance. The height complies with the 8.5m standard across the rear and centre of the building (at approximately 8.34m and 8.46m respectively) and reaches a maximum of 8.77m only at the front, where the natural ground is at its lowest (RL 157.88). The residual exceedance (0.27m or 3.2%) is therefore confined to a single ridge element at the front of the building and affects only a very small portion of the total roof area, with the majority of the building envelope sitting at or below the 8.5m maximum height.

Development Potential

The proposed child care centre optimises the development potential of the site while maintaining compatibility with the low density residential character of the locality. The building comprises multiple articulated forms across 2 storeys that separate and integrate indoor and outdoor play spaces. In response to Council's request, the roof has been amended and lowered to reduce the building height. The modest pitched roof form that has been retained remains important for:

- Achieving appropriate floor-to-ceiling heights that ensure high quality internal amenity for children and staff;
- Responding to the predominant residential character where pitched roofs are prevalent; and



- Creating visual interest and articulation that breaks down the building mass into residential-scale components.

The design strategy of using pitched roofs results in a built form that appears more compatible with surrounding single dwellings than a compliant flat roofed alternative would achieve.

Infrastructure Capacity

The height exceedance has no implications for infrastructure capacity. The additional roof height does not increase the buildings capacity (110 children) or functional intensity. Rather, the development will support the infrastructure needs of the Cherrybrook Precinct, which under the Cherrybrook Station Precinct Place Strategy (December 2022) is planned to accommodate approximately 3,200 additional homes. The provision of a new 110 place child care centre directly responds to the increased demand generated by this planned growth.

Amenity Impacts

The residual height exceedance relates exclusively to a single ridge element at the front of the building. These elements generate no adverse amenity impacts on neighbouring properties:

- Ridge lines create minimal additional overshadowing compared to compliant eaves/walls;
- The shadow diagrams demonstrate negligible shadow impacts on adjoining properties;
- The exceedance is not perceptible from public domain vantage points; and
- Visual bulk is determined by walls and eaves, not ridge lines, and these comply with the height limit.

Streetscape Compatibility

The proposal presents to both Edward Bennett Drive and Paxton Crescent as a 2 storey development with pitched roofs, directly reflecting:

- The predominant character of 2 storey dwelling houses along both streets;
- The adjacent child care centre (currently under construction at 43 Edward Bennett Drive), which is also 2 storeys; and
- The low density residential zoning and character of the locality

The objective is therefore achieved. The building height is appropriate for the site constraints and optimises development potential while maintaining residential character, and has no implications for infrastructure capacity.

7.2 There are sufficient environmental planning grounds to justify contravening the development standard

The requirement in Clause 4.6(3)(b) is that there are sufficient environmental planning grounds to justify contravening the development standard, not that the development that contravenes the development standard has a better environmental planning outcome than a development that complies with the development standard. In this case there are sufficient environmental planning grounds to support a variation, including:



- The proposed exceedance represents a minor numerical variation of 0.27m (or 3.2%) above the 8.5m maximum. Critically, the breach is confined to a single ridge element at the front of the building only, affecting a small portion of the total roof area. The remaining portions of the building envelope are significantly below the prescribed height limit. As established in numerous Land and Environment Court decisions, where a breach is genuinely minor and does not undermine the purpose of the development standard, this constitutes a relevant environmental planning ground.
- The scale of the building is compatible with the bulk and scale of development in the streetscapes and immediate surrounds. The proposal presents to both Edward Bennett Drive and Paxton Crescent as a 2 storey development, reflective of the predominantly 2 storey dwelling houses along both streets. The adjacent child care centre under construction at 43 Edward Bennett Drive is also 2 storeys in form.
- The retained modest pitched roof form is reflective of the low density, residential character of the locality where pitched roof forms are prevalent while contributing to floor to ceiling heights that ensure a high level of internal amenity for children and educators.
- The nature and location of the height breach is such that it would not be perceived as non-compliant by a reasonable observer. Ridge lines are typically viewed against the sky and do not create a sense of excessive building height. The building will read as a 2 storey residential scale development from all public vantage points.

As such, given the above, the variation to the development standard is supportable on environmental planning grounds.

8 CONCLUSION

For the reasons set out in this Clause 4.6 Variation Request, strict compliance with the height of buildings development standard contained within Clause 4.3 of the HLEP 2013 is unreasonable and unnecessary in the circumstances of the case. Further, there are sufficient environmental planning grounds to justify the proposed variation.

As demonstrated in this submission, it would be unreasonable for strict compliance with the height of buildings control to be enforced. This request demonstrates that the variation to the development standard is well founded as compliance with the standard is both unnecessary and unreasonable in the circumstances of this case. In the circumstances of this case, flexibility in the application of the height of buildings development standard should be applied.



ATTACHMENT 1 - ITEM 2

**37-39 EDWARD BENNETT DRIVE,
CHERRYBROOK NSW 2126**

**CHILDCARE CENTRE
DEVELOPMENT APPLICATION**



ASSOCIATED CONSULTANTS	PROCESS	END OF CONSULTING

- **Any** discrepancy will **NOT** be reported to the Architect.
- All work is **Contractor's** responsibility. **Seal and date.** **Circle** on application.

ULTIMATE POTENTIAL EDUCATION

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PROJECTPROJECT ADDRESS
27-20 EDWARD BENNETT DRIVECOVER PAGE

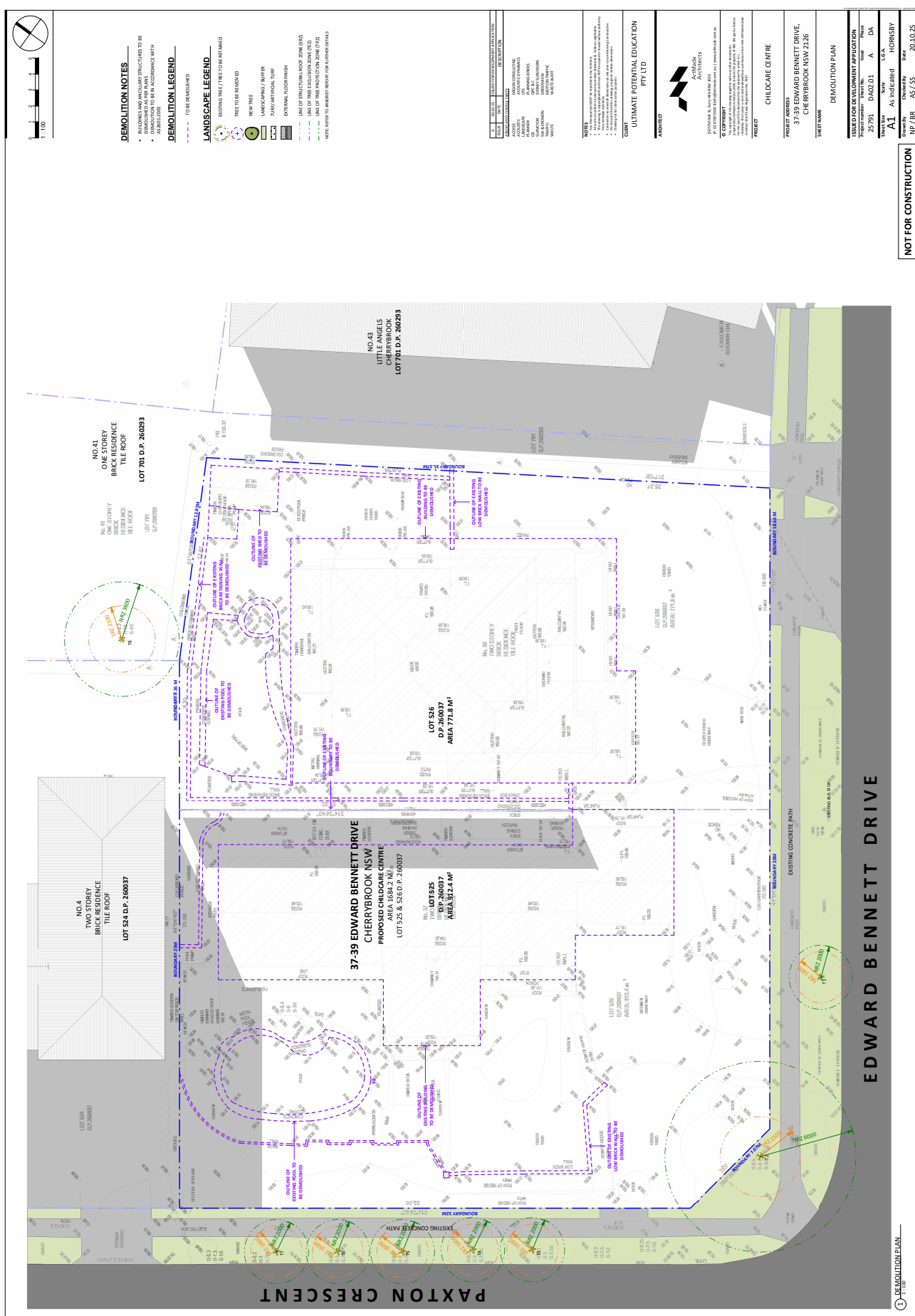
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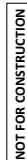
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1 SITE PLAN



1 BASEMENT LEVEL PLAN
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1 GROUND FLOOR LEVEL PLAN



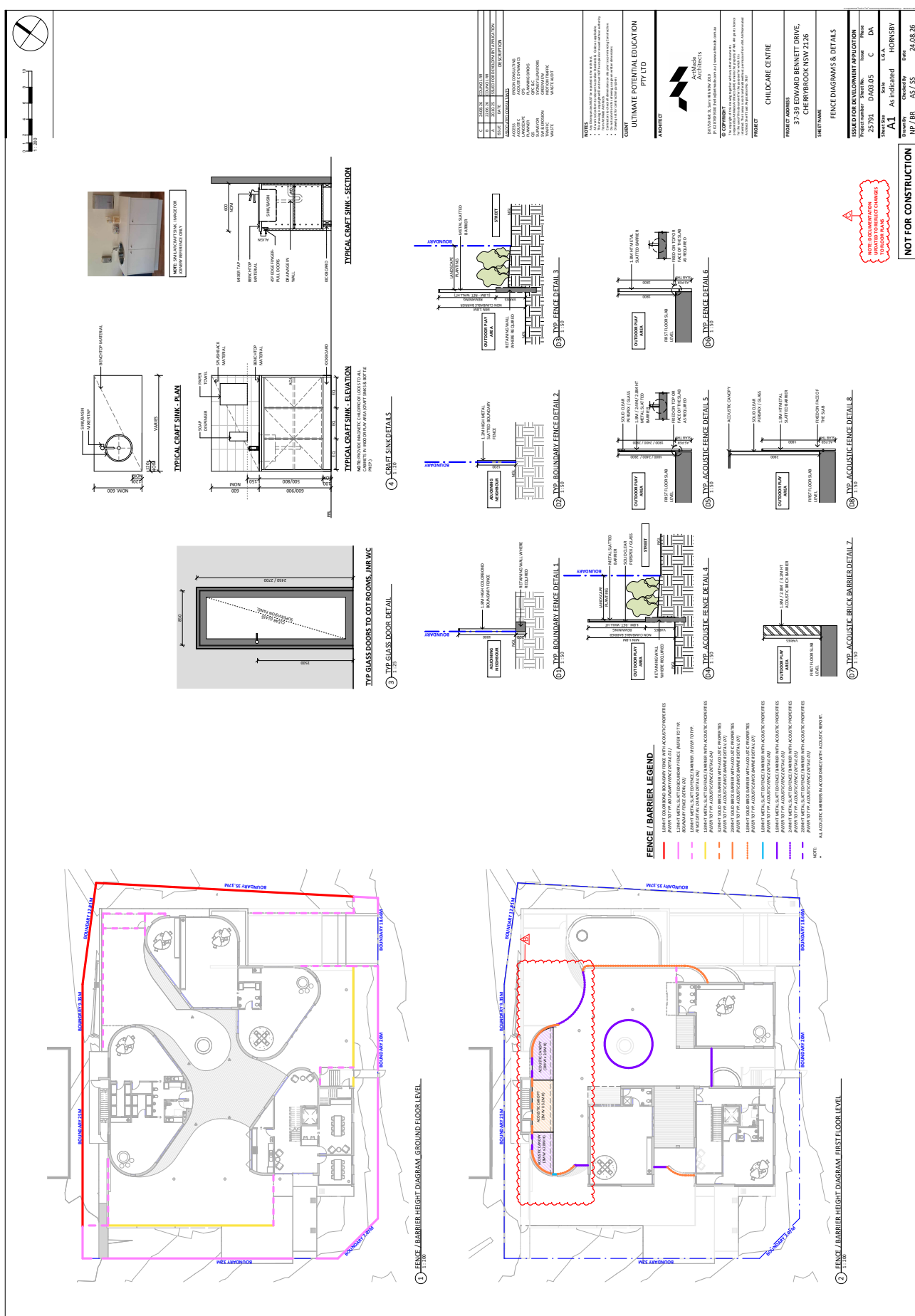
1 FIRST FLOOR LEVEL PLAN
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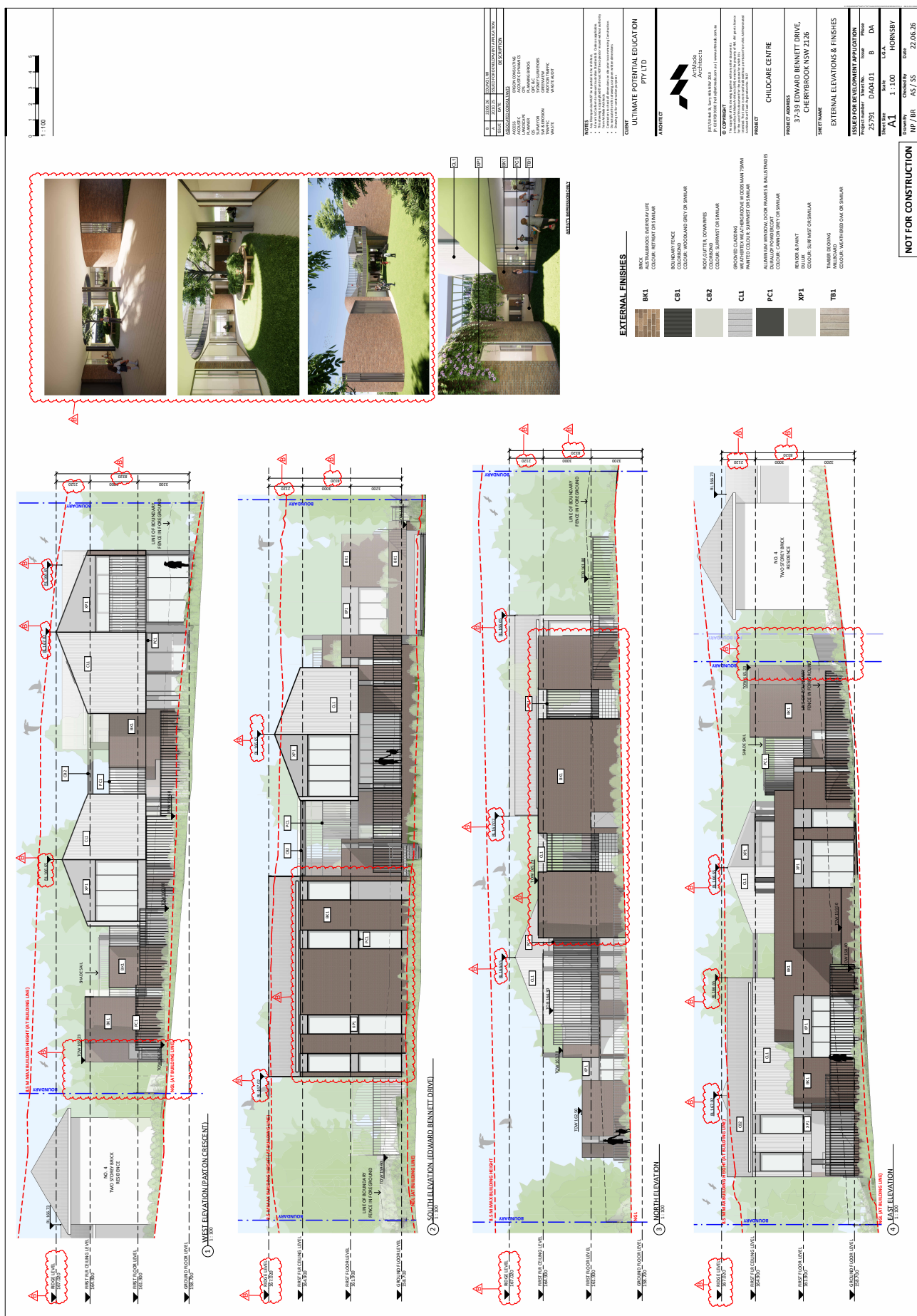


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1 July 2026

Version 2

Planning Bricks P/L

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ATTACHMENT 3 - ITEM 2

1 INTRODUCTION

1.1 Overview

This Plan of Management has been prepared for the operation and management of a centre based child care centre at 37-39 Edward Bennett Drive, Cherrybrook.

All staff at the centre will be required to be familiarised with the Plan of Management prior to commencing work in the Centre and conduct their work within the Plan of Management.

A copy of the Plan of Management will be made available to families and carers attending the service.

1.2 Aims

The aims of this Plan of Management are as follows:

- a) to ensure children receive quality of care in a safe environment;
- b) to ensure the centre operates in a manner that does not result in any unreasonable impacts on adjoining residents;
- c) to provide operational guidelines and management practices for staff, parents/guardians, and contractors for the day to day operation of the child care centre; and
- d) to ensure that the proposed centre and its day-to-day operations comply with the relevant national, state, and council requirements.

2 OPERATIONAL MATTERS

2.1 Hours of Operation

The centre will operate between the following hours:-

- Monday to Friday: 7:00 am – 6:00pm.
- Closed Saturdays, Sundays, and Public Holidays.
- No staff on site prior to 6:45am (staff setup and arrival from 6:45 – 7:00am).

2.2 Licencing and Approvals

The centre will not commence operation until the necessary licences have been issued by the relevant authorities.

The centre will be operated strictly in accordance with all relevant licence conditions and relevant regulations including the Children (Education and Care Services) National Law 2010 and Education and Care Services National Regulations 2011.

2.3 Capacity

The proposed child care centre will cater for up to 110 children per day, comprising of:

- 20 x 0 – 2 year olds;
- 40 x 2 – 3 year olds; and
- 50 x 3 – 5 year olds.

2.4 Educator Ratios and Supervision

Staff ratios at the centre will be in accordance with the Education and Care Services National Regulations. Based on the above indicative number of children in each age group the centre requires a minimum of 18 child care educators.

In regard to supervision of children the centre will employ the following measures:

- The required number of staff shall be present at all times (based on age and number of children) with a minimum of 2 members of staff to be present during operating hours.
- At least two staff members with current approved first aid qualifications must be in attendance at all times during operating hours (as the service cares for more than 60 children). These staff members must hold:
 - Approved first aid qualification (HLTAID012).
 - Approved anaphylaxis management training.
 - Approved emergency asthma management training.
- All other staff must have at least anaphylaxis and asthma management training.
- The centre will designate a Nominated Supervisor. If this person is not present the centre will delegate a responsible person.
- Staff will be positioned to permit supervision of children at all times.
- All indoor and outdoor activities are to be supervised by the regulated number of qualified educators.

2.5 Schedule of Compliance with Education and Care Services National Regulations 2011

The proposed child care centre for 110 children has been designed to exceed the accommodation standards and outdoor play area requirements of the Education and Care Services National Regulations 2011:

Indoor Space Compliance (Regulation 107):

- Required: 3.25m² per child (110 children = 357.5m²)
- Provided: 404.5m² unencumbered indoor space
- Compliance: 3.67m² per child (exceeds requirement)

Outdoor Space Compliance (Regulation 108):

- Required: 7.0m² per child (110 children = 770m²)
- Provided: 899.25m² unencumbered outdoor space
- Compliance: 8.17m² per child (exceeds requirement)

Age-Appropriate Areas:

- Outdoor Play Area 1: 535.90m² (0-3 years)
- Outdoor Play Area 2: 363.40m² (3-5 years)

Additional Compliance:

- All play areas provide direct access from age-appropriate indoor spaces

- Adequate shade provision through natural and built elements
- Secure fencing and child-safe design throughout
- Storage provisions exceed minimum requirements (0.35m³ external, 0.46m³ internal per child)

3 DAILY ROUTINE

The following daily routine (Table 1) is to be implemented to manage outdoor play noise. Outdoor play is organised by whole indoor playroom groups (detailed in Table 2) so that the maximum number of children playing outdoors is controlled structurally by the group allocation.

The number of children outdoors at any time, and the outdoor play area used, must at all times comply with the acoustic scenarios in Section 4.2 below, including the requirement that the ground floor (Area 1) and Level 1 (Area 2) outdoor play areas are never in use at the same time.

Each group is to receive at least two outdoor play sessions each day of broadly equal duration. Minor day-to-day variation (for example seasonal or weather adjustments) is permitted only where the group sizes, area allocation and the mutual-exclusivity requirement in Section 4.2 continue to be met.

Table 1: Daily Routine

Time	Activity
6:45 – 7:00am	Staff arrival to set up.
7:00am	Centre opens.
7:00 – 8:00am	Indoor Play – child initiated play. Breakfast as required.
8:00 – 8:40am	Outdoor Play – Ground Floor (Area 1): Rooms 1 & 2 (Nursery) + Room 3 (Toddler). Level 1 area closed. Indoor Play for all other groups.
8:40 – 9:20am	Outdoor Play – Level 1 (Area 2): Room 5 (Preschool). Ground floor area closed. Indoor Play for all other groups.
9:20 – 10:00am	Outdoor Play – Ground Floor (Area 1): Rooms 1 & 2 (Nursery) + Room 4 (Toddler). Level 1 area closed. Morning tea. Indoor Play for all other groups.
10:00 – 10:40am	Outdoor Play – Level 1 (Area 2): Room 6 (Preschool). Ground floor area closed. Indoor Play for all other groups.
10:40 – 11:15am	Outdoor Play – Level 1 (Area 2): Room 7 (Preschool). Ground floor area closed. Indoor Play for all other groups.
11:15am – 12:15pm	Lunch time and quiet play/reading to transition to rest/sleep time.

Time	Activity
12:15 – 1:30pm	Rest/sleep time (indoors).
1:30 – 2:10pm	Outdoor Play – Ground Floor (Area 1): Rooms 1 & 2 (Nursery) + Room 3 (Toddler). Level 1 area closed. Indoor Play for all other groups.
2:10 – 2:50pm	Outdoor Play – Level 1 (Area 2): Room 6 (Preschool). Ground floor area closed. Indoor Play for all other groups.
2:50 – 3:30pm	Outdoor Play – Level 1 (Area 2): Room 7 (Preschool). Ground floor area closed. Afternoon tea. Indoor Play for all other groups.
3:30 – 4:10pm	Outdoor Play – Level 1 (Area 2): Room 5 (Preschool). Ground floor area closed. Indoor Play for all other groups.
4:10 – 4:50pm	Outdoor Play – Ground Floor (Area 1): Rooms 1 & 2 (Nursery) + Room 4 (Toddler). Level 1 area closed. Outdoor areas packed up after this session. Indoor Play for all other groups.
4:50 – 6:00pm	Indoor Play – child or teacher initiated play. Late afternoon teas as required.
6:00pm	Centre closes.
6:00 – 6:15pm	Staff leave after closing.

Note: In addition to the scheduled active outdoor play sessions in the table above, up to 10 children aged 3-5 may engage in supplementary passive play in the designated passive play area corresponding to the outdoor play scenario then in operation (see Section 4.2). This passive play is additional to, and does not alter, the active sessions or the acoustic compliance scenarios. Preschool rooms (5, 6 and 7) may rotate through the available passive play area to provide additional outdoor experience.

Table 2: Groups for Scheduling of Outdoor Play

Group	Indoor Playroom/s	Age Group	Outdoor Play Area	No. Children
Rooms 1 & 2 (Nursery)	1 & 2	0 – 2 yrs	Area 1 (Ground Floor)	20
Room 3 (Toddler)	3	2 – 3 yrs	Area 1 (Ground Floor)	20
Room 4 (Toddler)	4	2 – 3 yrs	Area 1 (Ground Floor)	20
Room 5 (Preschool)	5	3 – 5 yrs	Area 2 (Level 1)	10

Group	Indoor Playroom/s	Age Group	Outdoor Play Area	No. Children
Room 6 (Preschool)	6	3 – 5 yrs	Area 2 (Level 1)	20
Room 7 (Preschool)	7	3 – 5 yrs	Area 2 (Level 1)	20
Total				110

4 NOISE MANAGEMENT

4.1 General Noise Management

The Centre is to adopt the following in relation to general noise management:

- Ensuring all staff and parents are provided with a copy of this Plan of Management and its implications for them during their time at the centre.
- The name and contact details of the centre's manager will be clearly displayed at the front of the building to ensure neighbours can contact that person at any time the centre is operating.
- Staff arriving prior to 7am and parking in the car park should ensure they do not create unnecessary noise. The staff are to park in the designated staff parking spaces in the car park, only.
- Any maintenance proposed on the site will take place during day time hours only, i.e. 7 am to 6 pm.
- While cleaners are on the site, they will be instructed to not make an unreasonable level of noise. Normal conversations would be acceptable, however shouting will not.
- While staff meetings are taking place on the site, staff should be instructed to not make an unreasonable level of noise. Normal conversations would be acceptable, however shouting would not.
- Mechanical plant and equipment should only operate during approved trading hours.
- Waste collection services should be scheduled during the day time only to minimise potential for sleep disturbance. We recommend waste collection takes place between 10am and 2pm to minimise conflicts with peak traffic flow in the mornings and late afternoon/evening.
- The acoustic fences/barriers indicated on the approved DA drawings are to be maintained in perpetuity and kept in a good condition. Damaged panels are to be immediately replaced.
- The additional acoustic treatments recommended in the Acoustic Report are to be installed as part of the development and maintained in perpetuity in good working condition:
 - acoustically absorbent lining to the underside of the covered outdoor play areas and to the upper third of the facade walls facing the outdoor play areas;
 - anti-gate-slamers to self-closing and automatic gates.
- Staff to child ratios shall be maintained in accordance with the requirements stipulated in the National Quality Framework (NQF).

4.2 Outdoor Play

The Centre is to adopt the following in relation to outdoor play areas:

- The number of children (by age) playing simultaneously in the outdoor play area must not exceed the maximum numbers detailed below:
 - Outdoor Play Scenario 1:
 - 20 children aged 0-2 years old in the ground floor outdoor play area; and
 - 30 children aged 2-3 years old in the ground floor outdoor play area; and up to 10 children aged 3-5 (passive play only) in the designated Level 1 passive play area between Playrooms 5 and 6; **OR**
 - Outdoor Play Scenario 2:
 - 20 children aged 3-5 years old in the level 1 outdoor play area; and up to 10 children aged 3-5 (passive play only) in the designated ground floor passive play area adjacent to Playroom 4;
- The above are the maximum numbers of children permitted outdoors at any one time, as confirmed by the project acoustic consultant to achieve compliance inclusive of the cumulative noise from the neighbouring child care centre at 43 Edward Bennett Drive.
- Outdoor Play Scenario 1 and Outdoor Play Scenario 2 must not occur at the same time; only one scenario may operate at any given time. Within a single scenario, the active and passive groups identified above may be outside at the same time (for example, in Scenario 1 the ground floor active groups and the Level 1 passive group operate together).
- There is no acoustic restriction on the hours of outdoor play. Outdoor play may be scheduled at any time between 7:00am and 6:00pm, provided the group sizes, area allocation and the mutual-exclusivity requirement above are met.
- Two designated passive play areas are provided for supplementary, low-noise (passive) outdoor play by children aged 3-5: one on Level 1 between Playrooms 5 and 6, and one on the ground floor adjacent to Playroom 4. Only the passive play area corresponding to the outdoor play scenario then in operation (Section 4.2) may be used at any time.
- A maximum of 10 children aged 3-5 may use a passive play area at any one time, and only for passive play activities.
- Each passive play area is to be physically delineated (for example by a low fence or balustrade, or by planter or garden boxes) and provided with equipment conducive to passive play only (for example a vegetable garden, painting and drawing, reading and quiet manipulative play).
- Permissible passive play activities are limited to low-energy, stationary or small-movement activities such as gardening, painting, drawing, reading, puzzles and quiet construction. Active or energetic play (such as running, chasing, ball games and loud group games) is not permitted in the passive play areas.
- Educators supervising a passive play area must ensure activities remain passive at all times, and are to redirect children, or relocate them indoors or to a scheduled active outdoor session, if active play develops.
- The passive play areas are additional to the active outdoor play program. The active outdoor play numbers in each scenario achieve cumulative acoustic compliance on their own, and the centre's compliance does not rely on the passive play areas.

-
- Children outside during a scheduled session may all engage in active play at the same time, subject to the maximum numbers and scenarios above.
 - Ensure a sufficient number of educators are provided to supervise children's outside play to discourage unnecessarily loud activities.
 - Carers/staff will be educated to control the level of their voice while outdoors.
 - Educators will facilitate children's small group play when outside and engage in children's play and facilitate friendships between children.
 - Crying children will be comforted as quickly as possible and moved indoors.
 - No elevated play equipment is to be installed in the outdoor play areas, in accordance with the recommendations of the Acoustic Report.
 - Hard floor surfaces within the outdoor play areas are to be covered with an impact-resistant material (for example, rubber matting) where feasible, in accordance with the recommendations of the Acoustic Report.

4.3 Indoor Activity and Window/door closure

The following window/door closures are required to meet the internal noise level criteria:

- During scheduled periods of active indoor play, windows and doors should remain closed with the exception of the south facing doors to indoor Playroom 1 and 2, which can remain open 5% of the opening; and
- During times of scheduled passive or quiet activity indoors, windows or glazed doors may be opened for natural ventilation.
- The specific windows and doors that are to remain closed during active indoor play are those identified in the marked-up plans at Appendix A of the Acoustic Report, which are to be read in conjunction with this section.
- For the purposes of this section, active indoor play means more energetic or structured group activities, including music and movement, dancing, group games and the use of amplified music or audio. Passive (quiet) indoor play means lower-noise activities such as reading, drawing, puzzles, table-based craft and rest, without amplified music.
- Amplified music forms part of active indoor play only and is to be played indoors only while the windows and doors identified in the Appendix A marked plans are closed.
- No music is to be played in the outdoor play areas at any time.

All Playrooms are to be ventilated to the standards set out in clause F6D6 of the Building Code of Australia and Australian Standard AS1668.2.

5 SAFETY AND SECURITY

5.1 Entry and Security

The main pedestrian entry for parents/guardians/visitors of the centre will be via the entrance building addressing Paxton Crescent. This is accessible via the path leading from the Paxton Crescent frontage or via the lift from basement level. The car park will be accessible via Edward Bennett Drive. Pedestrian entry points will be secured with:

-
- Electronic access control system (keypad/card reader).
 - Video intercom system for visitor identification.
 - CCTV monitoring of entry points.
 - Automatic locking doors that can only be opened from inside (except during emergency egress).
 - Child-proof height locks on all gates to prevent unauthorised child exit.

The centre will be provided with child proof fences and gates. CCTV will be provided at the main entry point.

5.2 Arrival Procedures

The Centre is to adopt the following procedures for arrival of children:

- Upon arrival all children must be immediately signed in by a parent/guardian and time recorded (this may be done utilising an App). If for any reason they are unable to sign, the centre manager or delegate may sign them in;
- All children are to be brought into the centre by a parent/guardian to a staff member who will greet and receive the child;
- A locker or shelf space will be provided for the child's belongings.

5.3 Departure Procedures

The Centre is to adopt the following procedures for departure of children:

- Upon arrival of a parent/guardian at the centre to pick up their child, the child must be immediately signed out and time recorded;
- Children can only be collected by a parent/guardian or authorised nominee (no child will be released into the care of anyone not known to the staff); and
- Parents/guardians/authorised nominees are required to contact staff when collecting their child.

Staff will be required to ensure all children have signed out and left the centre before close each day.

5.4 Staff

Staff will arrive at the centre between 6:45am (for setup prior to opening) and 9:30am. Staff departures will be staggered between 3:00pm and 6:15pm (for closing procedures).

5.5 Visitors

Visitors to the centre including contractors/maintenance personnel (not including parents/guardians) must sign in and out of the centre on the visitors registration and include entry/exit time.

An intercom system will be provided at the entry point for visitors to announce their arrival and be provided with access to the visitor register.

5.6 Unauthorised Persons on Site

An unauthorised person is anyone who is on the premises without permission, proper identification, or legitimate purpose, including:

- Persons who refuse to sign the visitor register.
- Individuals exhibiting suspicious or inappropriate behaviour.
- Former staff or parents whose access has been revoked.

- Any person who cannot provide satisfactory identification or purpose for their visit.

5.6.1 Protocols for Handling Unauthorised Persons:

1. Initial Response: Staff who encounter an unauthorised person should:
 - Politely approach and ask for identification and purpose of visit.
 - Direct them to the main reception to sign the visitor register.
 - Not leave the person unattended with children.
 - Immediately notify the Centre Manager or senior staff member.
2. If Person Refuses to Comply:
 - Firmly but politely ask the person to leave the premises.
 - Do not engage in argument or physical confrontation.
 - Immediately alert other staff members and the Centre Manager.
 - Document the incident in the Complaints Register.
3. If Person Becomes Aggressive or Threatening:
 - Ensure children's safety by moving them away from the area if possible.
 - Call 000 immediately if there is immediate danger.
 - Implement lockdown procedures if necessary.
 - Document all details of the incident.
4. Follow-up Actions:
 - Complete an incident report within 24 hours.
 - Review CCTV footage if available.
 - Notify parents if children were affected or witnessed the incident.
 - Report to regulatory authorities if required.
 - Consider implementing additional security measures if necessary.
5. Staff Training: All staff will receive training on recognising and appropriately responding to unauthorised persons, including de-escalation techniques and when to involve emergency services.

5.7 CCTV Monitoring and Data Retention

CCTV footage will be retained for a minimum of 30 days and may be accessed by authorised personnel only for security, safety, or incident investigation purposes.

All CCTV data will be handled in accordance with Privacy Act requirements and the centre's privacy policy. Parents/guardians will be notified of CCTV monitoring through signage and enrolment documentation.

Access to CCTV footage will be restricted to the Centre Manager, Nominated Supervisor, and designated senior staff. Any request for CCTV footage by external parties (including law enforcement) must be documented and approved by the Centre Manager in accordance with legal requirements.

6 CAR PARKING

6.1 Staff and Visitor Parking

There will be a total of 29 parking spaces made available for the centre, being 17 staff spaces and 12 visitor/drop-off spaces including 1 accessible space.

6.2 Neighbourhood Parking Policy

The centre will implement the following Neighbourhood Parking Policy, to minimise the potential impacts of the development on the adjoining public parking infrastructure and thus the surrounding residential amenity:

- Staff members who drive to the site are to occupy designated on-site staff parking spaces, in preference to parking on-street;
- Parent / visitors who drive to the site are to occupy designated on-site visitor parking spaces, in preference to parking on-street; and

As part of the distribution and education of this Plan of Management all staff and parents/guardians will be made aware of the above requirements at the time of employment/enrolment.

6.3 Deliveries

- Deliveries associated with the centre operation will be undertaken by vans and utilities.
- Such servicing activities are proposed to be accommodated within single visitor passenger vehicle parking spaces located within the car park.
- These activities are to be undertaken outside the peak child set-down / pick-up periods of the centre.

7 WASTE MANAGEMENT

The following waste management procedures will be adopted by the centre.

7.1 Temporary Waste Storage

Temporary waste storage for the collection of general waste and recycling will be provided within areas such as kitchen, office, or activity areas. The receptacles will be large enough to store 1 days waste.

An appropriate number of 45-litre nappy bins will be provided to store all sanitary (nappy and toilet) waste. All sanitary waste will be stored in nappy bins provided in the Nappy Change Room. The bins will be stored in a small area of approximately 1.5m x 0.5m. The area is to be cleaned and maintained twice per day. The receptacles will be disposed of separately to the general waste bins.

Staff or contracted cleaners of the centre will be required to dispose of waste into the external waste bins each day.

7.2 Bin Storage

The bin storage room is located within the lower ground floor adjoining the car park. The bin room is provided with a water supply to enable its regular cleaning.

Adequate signage identifying waste and recycling storage bins will be prominently displayed and maintained.

7.3 Collection of Waste

Building and cleaning staff will be responsible for bringing waste and recycling to the waste storage room at the end of each day. On collection days, cleaning staff will be responsible for ensuring all bins are available for collection from the storage area. Bin movements will occur outside of standard operational hours to avoid traffic congestion. The general waste and recycling will be collected by a private contractor (small rigid vehicle).

7.4 Garden Waste

Landscaping at the site will be maintained by an external contractor who will remove all vegetation waste from ongoing maintenance activities.

7.5 Bulky Waste

Where the site has bulky waste of a commercial nature to dispose, the proprietor will arrange the collection of any bulky waste directly with a contractor.

7.6 E-Waste

E-Waste should be sought to be rehomed as a first priority. Items that cannot be rehomed: TVs and computer equipment can be taken to local organisations who will accept items through the National TV & Recycling Schemes. Otherwise, E-Waste will be placed in impermeable surface containers and collected by a registered E-Waste Re-Processor as required.

7.7 Problem Waste

Wastes such as cooking oil, light globes, paint tins, and cleaning chemicals are to be stored separately from general waste and recycling bins.

Any liquid waste should be stored in an undercover, bunded area which mitigates the risk of spills or leaks and prevents runoff to stormwater drains.

Hazardous or special waste is to be stored in accordance with WorkSafe requirements and guidelines produced by the NSW EPA.

7.8 Prevention of Pollution and Litter Reduction

Staff will be advised to not overfill the bins so that the lids are closed at all times. Cleaning staff will also monitor the bins and break down waste when needed or spread to bins that have more available space to adequately store waste. Insect and odour control systems will also be installed in waste storage areas. To minimise dispersion of litter and prevent pollution (to water and land via contamination of runoff, dust, and hazardous materials), centre management and the site cleaning staff will also be responsible for:

- Maintenance of open and common site areas;
- Ensuring waste areas are well maintained and kept clean;
- Securing the waste storage area from vandalism and the escape of litter;
- Identification and appropriate disposal of goods with hazardous material content (paints, e- waste, fluorescent tubes);
- Taking action to prevent dumping and unauthorised use of waste areas; and
- Requiring contractors to clean up any spillage that may occur during waste servicing or other work.

8 MAINTENANCE

Internal and external maintenance and cleaning of the centre is to take place on a regular basis to ensure the centre is kept well maintained, clean, safe, and visually appropriate.

A maintenance checklist is to be kept and updated monthly by centre management and any required works programmed into works schedule.

To ensure the building and outdoor spaces are maintained in accordance with the relevant regulations and standards, an annual inspection is to take place and any required works programmed into works schedule.

9 COMPLAINTS PROCEDURE

9.1 Contact Details

The following information will be clearly displayed in a weatherproof sign at the main entrance (Paxton Crescent):

- Centre name and operating hours.
- Centre Manager name and direct phone number.
- Email address for complaints/inquiries.
- Regulatory Authority contact details (NSW Department of Education).
- Council contact details (Hornsby Shire Council).

This information will also be available on the centre website and in all family communications.

9.2 Complaints Register

The centre must maintain a "Complaints Register" to record details of any incident that occurs. The Complaints Register will record the following:

- 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.
- details of the person reporting the incident (and any witnesses) including a contact phone number so that management may follow up any complaint (noting that a complainant will be given the option as to whether a complaint is confidential or non-confidential).

Centre management must investigate any incident within 1 working day of the complaint being made. All reasonable steps should be taken to resolve the complaint. The complainant will receive a response within 2 working days detailing what action has been taken (if any action is required) addressing the complaint or concern.

The Complaints Register must be updated within 24 hours of any incident. The centre manager must review all entries made in the Complaints Register when they are next on duty.

The Complaints Register is to be reviewed regularly regarding the nature of incident, recurrence, and outcome to determine if the actions taken are adequate or if changes to the centre's operation are required.

Complaints must remain in the Complaints Register for a minimum period of two years from the date of reporting.

10 EMERGENCY MANAGEMENT

10.1 Emergency Defined

An emergency, in relation to a care and education service, is defined as any situation or event that poses an imminent or severe risk to individuals at the service premises. Examples include floods and fires. An emergency is defined by the *State Emergency and Rescue Management Act 1989* as:

- an actual or imminent occurrence (such as fire, flood, storm, earthquake, explosion, terrorist act, accident, epidemic or warlike action) which—
- endangers, or threatens to endanger, the safety or health of persons or animals in the State, or
- destroys or damages, or threatens to destroy or damage, property in the State, or
- causes a failure of, or a significant disruption to, an essential service or infrastructure, being an emergency which requires a significant and co-ordinated response

10.2 Scope

Emergency management and procedures will apply to the approved provider, nominated supervisor, certified supervisor, educators, staff, students on placement, volunteers, parents, children and others attending the service.

Management and staff will take reasonable steps to ensure every child's health and wellbeing is safeguarded while protecting them from harm and hazards.

Induction procedures will be put in place to inform new educators, students and volunteers, of the emergency and evacuation procedures.

10.3 Emergency Contacts

Below is a list of local emergency services and useful workplace contacts such as wardens, first aid officers and the like (to be completed before centre is operational).

Contact	Name	Phone number
Emergency services – triple zero	Fire/police/ambulance	000
Police		[(Area code) Number]
Fire warden		
First aid officer		
WHS officer		
Reception		
State Emergency Services (SES)		
Poison information line		
Utilities		

10.4 Key Organisational and Department Contacts

NSW Department of Education Information and Enquiries Team	1800 619 113 (toll free) eecd@det.nsw.edu.au
<Add contacts as required>	Contact details.
<Add contacts as required>	Contact details.

10.5 Evacuation Diagrams

Evacuation Diagrams will be prepared and attached to the Plan. The Evacuation Diagrams will contain diagrammatic details of evacuation routes for each level and emergency assembly areas. A copy of the evacuation diagrams are to be displayed in a prominent position near each exit at the premises.

10.6 Evacuation Procedures

When it is unsafe for children, educators, staff and visitors to remain inside the service, the centre manager is to implement the following procedures

- The centre manager will inform all persons in the centre to evacuate.
- Telephone 000 or the local emergency service required and give their name, location of emergency (suburb, street number and telephone number).
- Move all persons to the primary evacuation assembly area as indicated in the emergency diagrams.
- Take the attendance record, parent contact details, and any other relevant documents/items (for example portable first aid kit) with them when evacuating.
- When all children and staff are assembled the manager (or delegate) will call the roll to ensure everyone is out of the building.
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Maintain a record of actions/decisions undertaken and times.
- Keep all children and persons calm during the evacuation.
- Once the area has been declared safe by the appropriate authorities the educator and the children can re-enter the centre.
- If the emergency exits as indicated on the emergency diagrams are blocked, then the centre manager will utilise any alternative evacuation exits to ensure all persons leave the centre in a safe manner.
- If the primary evacuation assembly area is affected by the emergency, the centre manager will immediately identify an alternative assembly area for all persons to exit to. This is to be clearly indicated to all who are exiting the centre.
- If a child or person is requiring first aid or unable to leave the centre due to an injury the centre manager will ensure all other persons are evacuated and assist the person who is injured to evacuate.

10.7 Emergency Administration

The approved provider is to implement the following:

- All internal and outdoor play areas will have a ready to go emergency pack which will include a fully equipped portable first aid kit, roll call list, emergency contact details, a whistle, torch, water bottle and rope with knots for the children to hold on to.
- Fire evacuation sized cot/s are to be provided and can be utilised during normal operations but are to be provided with signs to indicate they are to be used in an evacuation if required.
- Centre management will ensure staff are appropriately trained in the use of fire safety equipment and fully understand the evacuation procedures in the case of a fire emergency.
- A portable register of relevant emergency phone numbers will be maintained by the centre and kept in the main office/reception area. The register is to be taken with staff in the case of an emergency or evacuation.
- Emergency and evacuation procedures will be discussed with families and regular information will be provided to families.

10.8 After an Emergency

- An operational debrief with educators and staff is to be undertaken to identify any on-site evacuation and procedural changes that may be required.
- A detailed written record of the incident is to be prepared. The record is to include details of the emergency event, how the plan was followed and lessons learned.
- Serious incidents must be reported to the Department of Education, in accordance with relevant regulatory requirements. Submit notifications of serious incidents online via the National Quality Agenda IT System (NQA ITS).
- Parents/guardians are to be immediately notified (email, print and issue pre-prepared family emails/letters as appropriate).
- The centre manager is to communicate if there is any specific information educators, staff, children and visitors need to know (e.g. family reunification process or areas of the service to avoid).

10.9 Lockdown Procedure

When an external and immediate danger is identified and it is determined that the children should be kept securely inside the building, the centre manager will:

- Call Triple Zero (000) for emergency services and seek and follow advice.
- Initiate the lockdown and provide instructions to educators and staff (e.g. close internal doors and windows, remain in rooms, sit below window level or move into corridors).
- Check that all external doors (and windows if appropriate) are locked.
- If available, allocate educators/staff to be posted at locked doors to allow children, educators, staff and visitors to enter if locked out.
- Divert families and returning groups from the service if required.
- Ensure a telephone line is kept free.
- Keep public address system free if installed in your service.

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- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
 - As appropriate, ascertain that all children, educators, staff and visitors are accounted for.
 - If it is safe to do so, have an educator/staff member wait at the main entry to the service to guide emergency services personnel.
 - As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
 - Maintain a record of actions/decisions undertaken and times.
 - Contact families as required or as per service policy.

10.10 Actions After Lockdown Procedure

- Ensure any children, educators, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information educators, staff, children and visitors need to know (e.g. family reunification process or areas of the service to avoid).
- Email or print and issue pre-prepared family emails/letters as appropriate.
- Undertake operational debrief with educators and staff and educators to identify any lockdown and procedural changes that may be required.
- A detailed written record of the incident is to be prepared. The record is to include details of the emergency event, how the plan was followed and lessons learned.
- Serious incidents must be reported to the Department of Education, in accordance with relevant regulatory requirements. Submit notifications of serious incidents online via the National Quality Agenda IT System (NQA ITS).

10.11 Lockout procedure

When an internal immediate danger is identified and it is determined that children should be excluded from buildings for their safety, the centre manager will:

- Call Triple Zero (000) for emergency services and seek and follow advice.
- Announce lockout with instructions about what is required. Instructions may include nominating staff to
 - lock doors to prevent entry
 - check the premises for anyone left inside
 - obtain emergency kit.
- Determine which of the centres' pre-identified evacuation point/s is most appropriate to use.
- Assemble children, educators, staff and visitors at the nominated assembly point.
- Check that children, educators, staff and visitors are all accounted for.
- Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times.
- Contact families as required or as per service policy.

10.12 Actions After Lockout Procedure

- Ensure any children, educators, staff or visitors with medical or other needs are supported.
- Determine whether to activate your family reunification process.
- Determine if there is any specific information educators, staff, children and visitors need to know (e.g. family reunification process or areas of the service to avoid).
- Email or print and issue pre-prepared family emails/letters as appropriate.
- Undertake operational debrief with educators and staff and educators to identify any lockdown and procedural changes that may be required.
- A detailed written record of the incident is to be prepared. The record is to include details of the emergency event, how the plan was followed and lessons learned.
- Serious incidents must be reported to the Department of Education, in accordance with relevant regulatory requirements. Submit notifications of serious incidents online via the National Quality Agenda IT System (NQA ITS).

10.13 Shelter-In-Place Procedure

When an incident occurs outside the centre and emergency services or the centre manager determines the safest course of action is to keep children, educators and staff inside a designated building in the service (as evacuation might reasonably expose people to a greater level of danger), the centre manager will:

- Call Triple Zero (000) for emergency services and seek and follow advice.
- Move all children, educators, staff and visitors to your pre-determined shelter-in-place location.
- Take the emergency kit/first aid kit, including your children, educator and staff attendance lists and a copy of this plan.
- Check that all children, educators, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained. Wait for emergency services to arrive or provide further information.
- Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times.
- Contact families as required or as per service policy.

10.14 Actions After Shelter-In-Place Procedure

- Ensure any children, educators, staff or visitors with medical or other needs are supported.
- Determine whether to activate your family reunification process.
- Determine if there is any specific information educators, staff, children and visitors need to know (e.g. family reunification process or areas of the service to avoid).
- Email or print and issue pre-prepared family emails/letters as appropriate.
- Undertake operational debrief with educators and staff and educators to identify any lockdown and procedural changes that may be required.

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- A detailed written record of the incident is to be prepared. The record is to include details of the emergency event, how the plan was followed and lessons learned.
 - Serious incidents must be reported to the Department of Education, in accordance with relevant regulatory requirements. Submit notifications of serious incidents online via the National Quality Agenda IT System (NQA ITS).

10.15 Rehearsal Evacuation

Emergency and evacuation procedures will be rehearsed at least every 3 months. To ensure that all staff/children have the opportunity to rehearse, drills will take place at various times of the day and week. The drills will be documented, and comments provided from staff on effectiveness of procedures and whether changes are required.

10.16 Risk Assessment

The approved provider is to carry out a risk assessment annually to identify potential emergencies relevant to the centre.

10.17 Definition of Serious Incidents

Under Section 174(2) of the Education and Care Services National Law and Regulation 12, a serious incident includes:

- Death of a child while being educated or cared for by the service.
- Any incident involving serious injury or trauma requiring immediate medical attention or hospitalisation.
- Any incident requiring emergency services attendance.
- A child appears to be missing or cannot be accounted for.
- A child appears to have been taken or removed from the premises in a manner inconsistent with the service's policies.
- A child is mistakenly locked in or out of the service premises or any part of the premises.

All serious incidents must be reported to the regulatory authority within 24 hours via the National Quality Agenda IT System (NQA ITS).

11 COMMUNICATION AND UPDATES

11.1 Parents/Guardians

At the time of enrolment of children to the Centre, parents/guardians will be provided with a parent handbook which includes this Plan of Management. Centre Management will provide an overview of this Plan of Management, and particularly the relevant procedures for parents/guardians (e.g. arrival/departure and parking).

Parents/guardians will be updated on the management of the centre including any updates to this Plan of Management through regular emails, newsletters, social media, website, or Apps.

11.2 Staff

At the time of induction to the Centre, staff will be provided with an induction handbook (or the like) which includes this Plan of Management. Centre Management will provide an overview of this Plan of Management, and particularly the relevant procedures for staff (e.g. noise mitigation and parking).

Staff will be regularly updated on the management of the centre including any updates to this Plan of Management through onsite noticeboards, emails, and verbal communications.

11.3 Social Media Policy and Guidelines

All staff members are required to adhere to the following social media guidelines to protect children's privacy, maintain professional standards, and safeguard the centre's reputation:

Prohibited Activities:

- Posting photographs, videos, or any identifying information about children, families, or other staff members.
- Sharing confidential information about the centre's operations, policies, or business matters.
- Making negative comments about the centre, management, colleagues, families, or children.
- Using centre equipment or wifi for personal social media use during work hours.

Professional Conduct:

- Staff personal social media accounts should not identify their employment at the centre in a way that could reflect negatively on the service.
- Any work-related social media use must be approved by the Centre Manager.
- Staff should report any inappropriate social media contact from families to management immediately.

Official Centre Social Media:

- Only the Centre Manager or designated staff may post on official centre social media accounts.
- All posts must comply with privacy regulations and obtain appropriate permissions.
- Photos of children require written parental consent before posting.
- Official accounts will be used for sharing general centre information, educational content, and community announcements only.

Violation of this policy may result in disciplinary action up to and including termination of employment.

11.4 Privacy and Confidentiality

The centre is committed to protecting the privacy of children and families in accordance with the Privacy Act 1988 and Australian Privacy Principles.

Personal Information:

- Personal information collected will be used only for purposes related to the child's education and care
- Information will be stored securely and accessed only by authorized personnel
- Parents/guardians have the right to access and correct their child's records

CCTV and Photography:

- CCTV is in operation for safety and security purposes (as detailed in Section 5.7)

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- Photographs and videos of children will only be taken with parental consent
 - Images will not be posted on social media without explicit written permission

Information Sharing:

- Information may be shared with regulatory authorities as required by law
- Information will be shared with emergency services in emergency situations
- Enrolment information may be shared with schools (with parental consent)

Confidentiality:

- All staff are required to maintain confidentiality regarding children and families
- Staff will not discuss children or families outside the workplace
- Breaches of confidentiality may result in disciplinary action

11.5 Translation and Multicultural Communication Services

The centre is committed to ensuring effective communication with all families regardless of their English language proficiency.

- Staff will use simple, clear language when communicating with families who have limited English proficiency.
- Visual aids, gestures, and demonstration will be used to supplement verbal communication.
- Translation apps may be used for basic daily communications with parental consent.
- Bilingual staff members may assist with translation when appropriate and available.
- The centre will maintain a list of local multicultural support services and community language schools.
- Cultural celebrations and diversity will be acknowledged and incorporated into the centre's program where appropriate.
- Records will be maintained of families requiring translation services.
- Feedback will be regularly sought from culturally diverse families to improve communication practices.

11.6 Regulatory Authority Communication Protocols

The centre maintains regular and transparent communication with all relevant regulatory authorities to ensure compliance and promote continuous improvement.

Primary Regulatory Contacts:

- NSW Department of Education (Early Childhood Education and Care Directorate).
- Australian Children's Education and Care Quality Authority (ACECQA).
- Local Council (for development approval compliance).
- NSW Food Authority (for food safety compliance).
- SafeWork NSW (for workplace health and safety matters).

Routine Communications:

- Annual compliance reports and license renewals will be submitted in accordance with regulatory timelines.
- Regular updates on centre operations, capacity changes, or policy modifications will be provided as required.
- Quality improvement plans and assessment reports will be submitted through the National Quality Agenda IT System (NQA ITS).

Incident Reporting:

- Serious Incidents must be reported to the Department of Education within 24 hours via the NQA ITS system.
- Workplace Injuries must be reported to SafeWork NSW in accordance with WHS legislation.
- Food Safety Incidents must be reported to NSW Food Authority if required.
- Building or Safety Issues must be reported to local council if they affect development approval conditions.

Inspection and Assessment Procedures:

- The Centre Manager will be the primary contact for all regulatory inspections.
- All staff will cooperate fully with regulatory assessments and provide requested documentation.
- Post-inspection action plans will be developed and implemented within required timeframes.
- Regular communication with assessors will be maintained during quality improvement processes.

Documentation Requirements:

- All communications with regulatory authorities will be documented and filed appropriately.
- Copies of reports, correspondence, and compliance certificates will be maintained for the required retention periods.
- A regulatory compliance calendar will be maintained to track all reporting and renewal deadlines.

Escalation Procedures:

- Complex regulatory matters will be escalated to senior management or the approved provider.
- Legal advice will be sought for significant compliance issues or disputes.
- Professional development opportunities will be pursued to maintain current regulatory knowledge.

Record Keeping:

- A comprehensive record of all regulatory communications will be maintained.
- Regular review of regulatory requirements will be undertaken to ensure ongoing compliance.
- Staff training on regulatory responsibilities will be provided during induction and ongoing professional development.

12 STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

All staff will receive comprehensive induction training covering:

- This Plan of Management and all operational procedures
- Child protection and working with children requirements
- First aid, anaphylaxis, and asthma management
- Fire safety and emergency procedures (including quarterly evacuation rehearsals)
- Behavioural guidance and positive learning environments
- Cultural awareness and inclusive practices

Ongoing Training:

- Quarterly staff meetings will include refresher training on key policies
- Annual child protection training (mandatory)
- First aid certification renewal every 3 years (or as required)
- Regulatory updates will be disseminated within 14 days of notification

Professional Development:

- Staff will be supported to maintain registration with the Australian Children's Education and Care Quality Authority (ACECQA)
- Opportunities for professional development will be provided to enhance educational outcomes
- All training records will be maintained and available for regulatory inspection.

12.1 Behaviour Guidance and Child Protection

The centre is committed to providing a safe, respectful learning environment for all children.

Positive Behaviour Guidance:

- Educators will use positive guidance strategies that promote children's self-regulation and social skills
- Physical punishment is strictly prohibited
- All strategies will be age-appropriate and respect children's dignity
- Challenging behaviour will be addressed through collaboration with families and support services

Child Protection:

- All staff are mandatory reporters under NSW child protection legislation
- Any concerns about child safety or wellbeing will be reported to the Centre Manager and Department of Communities and Justice (13 21 11)
- Staff will complete mandatory child protection training annually
- The centre will cooperate fully with child protection authorities

Prohibited Actions:

- Physical punishment or discipline
- Any action that humiliates, frightens, or threatens a child
- Deprivation of food, water, or basic needs as punishment
- Locking children in rooms or confined spaces (except during lockdown emergencies)

13 REVIEW OF PLAN OF MANAGEMENT

Centre management will ensure that this Plan of Management is reviewed on an annual basis in consideration of the operational needs of the Centre and feedback or complaints from interested individuals or parties.

In addition to the annual review, this Plan of Management will be reviewed and updated as necessary when any of the following circumstances occur:

- Following any serious incident that exposes gaps in current procedures.
- Upon notification of changes to relevant legislation, regulations, or licensing requirements.
- After receiving formal complaints that identify procedural deficiencies.
- When operational changes occur (e.g., capacity increases, structural modifications, changes in operating hours).
- Following regulatory assessments that recommend policy updates.
- When new risks are identified that are not adequately addressed in current procedures.
- After emergency situations that reveal inadequacies in existing protocols.

Any updates resulting from these triggers will be communicated to all staff and families within 14 days of implementation.