



PLAN OF MANAGEMENT – CHILD CARE CENTRE

25 Hardy Avenue
Wagga Wagga

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1. Introduction

This Plan of Management provides guidelines and controls for the operation and management of the proposed child care centre at No. 25 Hardy Avenue, Wagga Wagga (**the facility**). It has been prepared so as to ensure children in attendance receive the highest quality of care in a safe environment and to minimise impacts on neighbouring properties and the locality as far as practicable.

The plan of management sets out controls for:

- Hours of operation, staff numbers and enrolments
- Noise management
- Operation of the facility
- Car parking and traffic
- Delivery of goods and services
- Management and collection of garbage and recycling
- Cleaning and maintenance of the facility
- Complaints resolution procedure
- Evacuation and emergency procedure
- Compliance and legislation
- Childrens health and safety
- Work Place Health and Safety (WHS) Educational Programs
- Annual review of plan of management

All staff at the facility will be made familiar with the Plan of Management and will conduct their work in accordance with it.





2. Hours of Operation, Staff and Child Ratios

AIM OF POLICY

To ensure the facility is run in accordance with the *National Quality Framework for Early Childhood Education and Care*, relevant Council provisions and conditions of approval in a manner that minimises potential impacts on neighbouring properties and the locality.

IMPLEMENTATION

- a) The hours of operation of the facility are:

Monday – Saturday:	6.30am – 6.00pm
Sunday & Public Holidays:	Closed

The facility is only to be used during the aforementioned approved hours of operation.

- b) The proposed numbers of children for the facility (and relevant staff ratios) are:

0-2 years	30 children	(required: 1 staff per 4 children)
2-3 years	23 children	(required: 1 staff per 5 children)
3-5 years:	19 children	(required: 1 staff per 10 children)
Total:	72 Children	

The staff to children ratio is as per the *Education and Care Services National Regulations*.

- c) The proposed number of staff for the facility will be 15.

- d) Arrivals and departures are:

There will be a system in place for recording the arrival and departure of all children, staff and visitors to the facility. Additionally, a documented Arrival and Departure Policy and Procedure will be in place as required by the Education and Care Services National Regulations.



3. Noise Control

AIM OF POLICY

To implement strategies in order to limit noise emitted from the operation of the facility.



IMPLEMENTATION

- a) The children's outdoor play area shall be managed and designed in accordance with the recommendations of the Acoustic Report prepared by Acoustic Logic.
- b) In particular:

Adult supervision of children in outdoor play areas is a key factor to minimize noise emissions. The facility will carry out regular assessment of supervision practices in order to increase educator's awareness of their duty of care and to continually improve supervision to ensure compliance with acceptable noise levels:

 - Educators will always properly supervise children in outdoor play areas in order to limit noise emission.
 - Educator-to-child ratios will be maintained at all times in outdoor play areas in accordance with the Education and Care Services National Regulations (NSW) to ensure children are adequately supervised at all times in order to protect neighbours from excessive noise.
 - Designated areas for outdoor play will enable adequate supervision of children through clear and unobstructed lines of sight in order to minimize noise emission.
 - The behavior of children playing outdoors will be monitored and modified as required to reduce noise emissions.
- c) Passive Learning Activities:
 - Literature/Poetry
 - Arts & Craft
 - Science and Biology lessons
 - Environmental and exploring lessons
 - Dining
 - Interactive Garden
 - Role play
 - Creative movement
- d) Active Uses:
 - Sports Program
 - General Outdoor Play
- e) Acoustic treatments to various surfaces as shown in the Acoustic Report and on the approved plans are to be installed.
- f) Acoustic Fences are to be installed as specified on the approved plans and described in the Acoustic Report.
- g) Air-conditioning units will be located within an acoustic enclosure to minimise noise generated.



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- h) Landscape Buffer Zone will not only protect neighbours acoustically, but also visually. Maintaining local amenity, enhancing landscaped environment, flora and fauna.
- i) Management is to ensure children are supervised at all times while playing in outdoor play areas to minimise noise generated by the children.
- j) Crying children in outdoor play areas will be taken inside the facility and comforted
- k) Closing windows and doors of the indoor playrooms during noise- generating activities when children and educators are indoors.
- l) Carers will be educated to control level of their voice while in outdoor play areas.
- m) A contact phone number shall be installed at the front of the childcare centre so that any complaints regarding centre operation can be made.
- n) Property maintenance shall be undertaken at times and in a manner so as to not cause an “offensive noise” as defined by the *Protection of the Environment Operations Act 1997*. Maintenance activities shall also satisfy relevant provisions of the *Protection of the Environment Operations (Noise Control) Regulation 2008* at all times.
- all staff will be provided with a copy of facility’s noise management plan
 - neighbours should be provided with the name and contact details of the facility’s Director to be contacted during operating hours
 - staff arriving prior to 7:00am will park in the dedicated staff parking spaces
 - external windows to all indoor playrooms may be left open when the rooms are in use however, they will be closed during noisy activities such as singing or the use of music.
 - Small group play when outside and encouraging educators to engage in children’s play and facilitate friendships between children
 - Crying children will be comforted quickly and moved inside



4. Operation of the Facility

AIM OF POLICY

To manage the facility and minimise impacts of operation of the facility on the amenity of surrounding properties and road network.

IMPLEMENTATION

a) Staff Arrival and Departure

Due to the nature of rostered staff shifts, not all staff at the facility arrive at the same time. The staff arrival and staff departure is staggered with arrival time in a range between 7:00am and 10:00am and departure times in a range between 3:30pm and 6:00pm.

Car parking for staff is to be utilised dependent on staff arrival and departure times.

b) Children's Arrival and Departure

In the morning, most parents usually arrive between 7:00am and 10:00am. Pick-up by parents generally commences from 3:30pm and concludes at the closing time for the facility at 6:00pm.

c) Indoor Activities

During indoor play activities, the external windows of the playrooms of the facility will be closed during operational hours. Indoor activities are scheduled depending on children's needs and developmental stages.

The recommendations of the Acoustic Report prepared by *Acoustic Logic* shall be implemented as part of the operation of the facility at all times.

All indoor and outdoor activities are supervised by the regulated number of trained staff.

Routines are flexible based on children's educational needs, interests and the weather conditions.

Typically the daily routine for all age groups may include the following basic routine:

Daily Routine

6:30am	Facility opens
9:00am	Indoor or Outdoor Activity
10.00am	Morning tea
11.00am	Indoor or Outdoor Activity
12 noon	Lunch
1.00pm	Indoor or Outdoor Activity
2:00pm	Afternoon tea
3.00pm	Indoor or Outdoor Activity



6:00PM Facility closes

d) Outdoor Activities

In line with SunSmart recommendations published by the Cancer Council, outdoor play at the facility will be scheduled to avoid the hottest part of the day during the summer months and to take advantage of the sunshine in winter months.

All sun protection practices are considered when planning outdoor activities and events.

e) After-hours events

The facility may conduct occasional events after 6:00pm. This may consist of:

- Parent / Teacher interviews.
- Graduation ceremonies (usually December)
- Staff Training events





5. Car Parking and Traffic

AIM OF POLICY

To minimise impacts of traffic movements and car parking associated with the facility on the surrounding neighbourhood and road network.

IMPLEMENTATION

- a) Staff and parents are encouraged to car pool, use public transport or use other means such as bicycles/motorbikes to reduce dependence of car spaces.
- b) Staff will be instructed to use on-site parking at all times.
- c) Parents are to be advised upon enrolment that parking - including pick up and drop off is preferred from the on-site car park only and that vehicles are under no circumstances to be parked on other properties.
- d) Complaints procedure will apply to any complaints received. At the specific request of Wagga Wagga Council, if more than one complaint is received against a parent in relation to this requirement, a consequence may be that their child's enrolment at the facility will be terminated.
- e) When conducting orientation tours of the facility prior to and at the time of enrolment parents and carers will be shown the appropriate parking areas and the etiquette and care required when dropping off and picking up children from the centre.
- f) Parent/carer drop-off will be spread throughout the day to minimise any adverse traffic impacts.
- g) The turning bay shall be provided with suitable signage to ensure it is kept free of all obstructions at all times.



6. Delivery of Goods and Services

AIM OF POLICY

To minimise impact of delivery vehicles on the surrounding neighbourhood and to ensure deliveries are received with ease.

IMPLEMENTATION

- a) The delivery of goods and services will occur in business hours whilst staff are present at the facility to accept delivery.
- b) Delivery vehicles can be accommodated within the parking area on site. Delivery drivers will then report to the reception at ground level for further instruction from relevant staff members.
- c) Deliveries will not occur during peak drop-off and pick-up times and may use the visitor parking spaces.



7. Collection of Garbage and Recycling

AIM OF POLICY

To ensure the child care centre is adequately serviced and high health and hygiene levels are maintained.

IMPLEMENTATION

- a) The child care centre will attempt to minimise waste wherever possible and will encourage the use of recyclable products and recycling.
- b) In accordance with conditions to be imposed, the facility will utilise the Wagga Wagga Council's garbage and recycling service to minimise the impact of traffic movements and noise in the street (keeping at the same days and times as currently occurs for the local residents).





8. Cleaning and Maintenance of the Facility

AIM OF POLICY

To implement policies that allow the facility to be maintained to a high standard.

IMPLEMENTATION

- a) Daily cleaning of the facility will be conducted. Minor end of day cleaning will occur within 30-60 mins from the closing time of the centre.
- b) Occasional extra cleaning will occur on a needs basis when required. This will include things such as window cleaning, cleaning of gutters and similar activities.
- c) Maintenance of the grounds including lawn mowing, gardening and other general outdoor maintenance will occur within daylight hours as required to ensure safe and visually acceptable operation of the facility.



9. Complaints Procedure

AIM OF POLICY

To ensure there are adequate systems in place to handle and respond to complaints.

IMPLEMENTATION

- a) The facility will install a complaints phone number which is to be serviced by centre staff during open hours and will be capable of receiving and recording complaints at all other times.
- b) Contact phone numbers and email for the facility are to be clearly displayed on the front door to the office foyer.
- c) All valid complaints shall be investigated and resolved to the best of the facility's abilities as soon as possible.
- d) The owner/operator will maintain a "Complaints Book/database/register" recording details of any Incident that occurs including 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. All complaints must include the details of the person reporting the incident including a contact phone number or email so that management may follow up any complaint. The option will be given to a complainant as to whether a complaint is confidential or non-confidential.

An "Incident" includes:

- any breach of this Plan; or
 - any complaint by any person about the operation of the child care centre.
- e) The Complaints Book must be updated within 24 hours of any Incident. The owner/operator must review and initial and date all entries made in the Complaints Book on a daily basis.
 - f) The Complaints Book/register must be made available to Council officers for inspection upon request.
 - g) Complaints must remain in the Complaints Book/register for a minimum period of two years from the date of reporting.
 - h) The owner/operator will investigate any incident within 5 working days and the complainant will receive a response within 10 working days detailing what action has been taken (if any action is deemed required) addressing the complaint or concern.
 - i) If an Incident relates to noise, the owner/operator must:
 - take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences in line with the Acoustic Management recommendations
 - attempt to rectify the situation immediately
 - contact the individual who reported the Incident to verify how the matter has been addressed.



- j) The owner/operator must review the Complaints Book/register regularly and where appropriate amend this Plan so as to minimise the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.
- k) Contact Details for the registering of complaints are as follows: *<TBA once operational>*





10. Compliance & Legislation

Where relevant the facility will adhere to the legislations listed below:

- Education and Care Services National Law
- Education and Care Services National Regulations
- Work Health and Safety Act 2011 & Work Health & Safety Regulation 2017
- Child Protection
 - Children and Young Persons (Care and Protection) Act 1998
 - Ombudsman Act 1974
 - Child Protection Legislation Amendment Act 2015
- Food Act 2003
- ACECQA National Quality Framework
- Anti-Discrimination Act 1977
- Industrial and financial laws
- Privacy Legislation
 - Privacy Act 1988 (Cwth)
 - Health Records and Information Privacy Act 2002 (NSW)
 - Privacy and Personal Information Protection Act 1998 (NSW)





11. Emergency Procedures

AIM OF POLICY

To reduce the possibility of harm to children, staff and visitors to the facility in the event of an emergency.

IMPLEMENTATION

- a) Care will be taken to ensure that all staff are aware of the Emergency Plan and Evacuation Diagram which will be prominently displayed in the following locations near each exit:
 - o At the main entrance to the facility;
 - o In each playroom; and
 - o In any other area accessed by visitors to the facility.
- b) The facility will maintain an up-to-date and portable register of emergency services telephone numbers that staff must take with them in an emergency or evacuation. This list will be stored in the reception.
- c) Emergency telephone numbers will be displayed throughout the facility in the following locations near telephones or available mobile phones:
 - o In the office;
 - o Outdoor areas; and,
 - o In each playroom.
- d) The Centre will ensure educators are provided with training on how to use fire extinguishers, fire blankets and other emergency equipment that must be kept in the following locations:
 - o In kitchen;
 - o In the entrance; and,
 - o In each playroom.
- e) Fire extinguishers, fire blankets, and other emergency equipment will be tested by recognised authorities, as recommended by the manufacturer. All tests will be documented.

Evacuation Procedure

- f) When it is unsafe for children, staff and visitors to remain inside the facility staff will:
 - o Call 000 and inform emergency services of the nature of the emergency;
 - o Evacuate staff, children and visitors to the nominated Off-Site Emergency Assembly Point;
 - o Staff will take the child attendance list, staff attendance list, Emergency Kit/First Aid Kit.



- Once at the assembly point, check all children, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Contact parents/guardians if required.
- Maintain a record of actions/decisions undertaken and times.
- Confirm with emergency service personnel that it is safe to return to normal operations.
- Following incident undertake operational debrief with staff to review the on-site evacuation and procedural changes that may be required.





12. Children's Health and Safety

Menu – children will be provided with Breakfast, Morning Tea, Lunch, Afternoon Tea & Late Afternoon Snack. The menu will be approved by NSW health and meet the daily requirements for children.

<https://www.healthykids.nsw.gov.au/teachers-childcare/nutrition-high-school/high-schoolnutrition-guidelines.aspx>

Munch and Move program will be run at the Centre. This is developed by NSW Health.

<https://www.healthykids.nsw.gov.au/teachers-childcare/munch-and-move.aspx> Health and Hygiene

Staying Healthy in Childcare will provide procedures and best practices guidelines developed by NHMRC National Health & Medical Research Council. <https://www.nhmrc.gov.au> Safety

Kidsafe NSW will provide audits on the outdoor environment and equipment. <http://www.kidsafensw.org>

Allergies/Asthma and Anaphylaxis – all staff will be first aid/Asthma and Anaphylaxis trained.

ASCIA – provide health action plans. <http://www.allergy.org.au/health-professionals/anaphylaxisresources/ascia-action-plan-for-anaphylaxis> <https://www.asthmaaustralia.org.au/nsw/home>

Child Protection – staff will be trained up to date. <http://napcan.org.au>

Immunisation – all children attending the service must be immunized to be enrolled.

<http://www.health.nsw.gov.au/immunisation/pages/default.aspx>

<https://www.humanservices.gov.au/customer/services/medicare/australian-immunisation-register>





13. Workplace Health and Safety (WHS) Educational Programs

An educational leader will be employed to implement the educational program in line with the national framework.

EYLF – Early Years Learning Framework – this will provide a foundation for the educational program. Children will be assessed against the learning outcomes. <https://www.education.gov.au/early-years-learning-framework> 8 Programs for children with additional needs;

- The facility will have policies to support children and families with special development needs.
- The facility will gain funding for additional support workers to assist in supporting and including children with additional needs.
- The facility will work closely with speech therapists and occupational therapists
- Early intervention will be promoted External Programs operating within the Centre as part of the program will include
- Multi Sports • Language classes • Yoga • Dance



14. Annual Review of Plan of Management

AIM OF POLICY

To ensure the Plan of Management is comprehensive and up-to-date.

IMPLEMENTATION

It is a policy of the facility and a requirement under the *National Quality Standards* for all policies and procedures of the facility are to be reviewed on an annual basis. Management undertakes to ensure that the Plan of Management is reviewed on an annual basis in consideration of feedback from all interested parties.

Further, we invite the Department of Health and all other interested neighbours to put any concerns or issues or suggested improvements to the policy or procedure in writing and we will endeavour to consider all feedback provided in developing and implementing facility policies practices and procedures which impact on the surrounding properties.