



## PLAN OF MANAGEMENT

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133 Peter Street, Wagga Wagga, 2650, NSW





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# 1. Introduction

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This Plan of Management provides guidelines and controls for the operation and management of the proposed child care at 133 Peter Street, Wagga Wagga. 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 levels and child levels
- Noise control
- Car parking and traffic
- Delivery of goods and services
- Collection of garbage and recycling
- Cleaning and maintenance of the centre
- Complaints procedure
- Evacuation and emergency procedure
- Annual review of Plan of Management

All staff at the centre 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

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### AIM OF POLICY

To ensure the child care centre 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 childcare are:

Monday – Friday (Indoor):	6am – 6pm
Monday – Friday (Outdoor):	7am – 6pm
Saturday (Indoor):	6am – 6pm
Saturday (Outdoor):	7am – 6pm

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

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

0-2 years:	20 children	5 Staff	(required: 1 staff per 4 children)
2-3 years:	20 children	4 Staff	(required: 1 staff per 5 children)
3-6 years:	20 children	2 Staff	(required: 1 staff per 10 children)
<b>Total:</b>	<b>60 Children</b>		

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

- c) The proposed number of staff for the centre are 11.





## 3. Noise Control

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### AIM OF POLICY

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

### 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) The childcare centre is to accommodate 60 children and provides unencumbered indoor play areas totalling of 203.5m<sup>2</sup> across four play rooms and unencumbered outdoor play area of 438.5m<sup>2</sup> throughout the site. These spaces are to operate according to the Acoustic Report, and children are to be spread out across the centre to ensure reduced acoustic impact.
- c) Outdoor play areas are not to be utilised prior to 7am.
- d) Management will ensure that all children are evenly spread throughout different play areas of the site.
- e) A handbook will be provided to staff and parents reminding them to minimise noise at all times when entering and exiting the childcare centre.
- f) In cases where excessive noise occurs staff will be directed to manage the cause of the noise through a number of mechanisms including settling/direct attention to a specific child or relocating children to indoor areas until settled.
- g) All gates and doors will have appropriate soft closing mechanisms so they do not slam ensuring noise from doors, upon entering and exiting the centre, is kept to a minimum;
- h) Use of the children's outdoor play area shall not occur prior to 7am or after 6pm.
- i) Management is to ensure children are supervised at all times to minimise noise generated by the children whenever practical and possible.
- j) A contact phone number shall be installed at the front of the childcare centre so that any complaints regarding centre operation can be made.
- k) 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.





## 4. Car Parking and Traffic

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### AIM OF POLICY

To minimise impacts of traffic movements and car parking associated with the childcare centre 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) The five (5) parking spaces provided to the rear of the centre is for utilisation by staff only.
- c) Due to the highly accessible location within the Wagga Wagga commercial core, on street parking and the neighbouring council car park will be utilised for parent pick-up and drop-off, as outlined in the Traffic Report.
- d) Parents are to be advised upon enrolment that parking on-street for child pick-up and drop-off must be done in a timely and efficient manner, taking into regard surrounding neighbours.
- e) When conducting tours of the centre 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.





## 5. Emergency Procedures

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### AIM OF POLICY

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

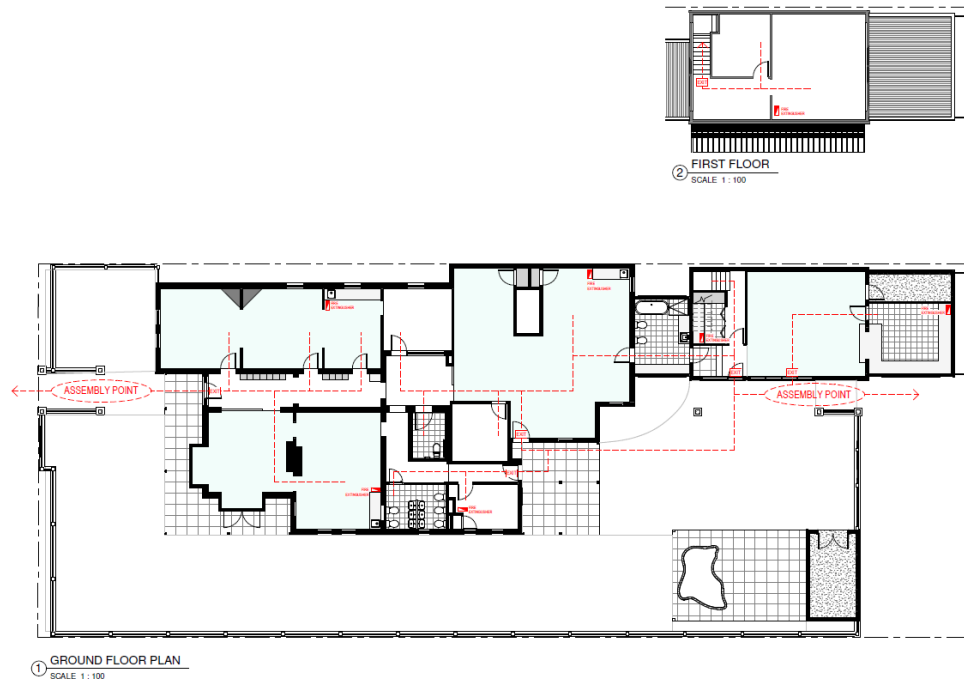
### IMPLEMENTATION

- 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:
  - At the main entrance to the centre;
  - In each playroom; and
  - In any other area accessed by visitors to the centre.
- b) The Centre 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 office.
- c) Emergency telephone numbers will be displayed throughout the Centre in the following locations near telephones or available mobile phones:
  - In the offices;
  - Outdoor areas; and
  - 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:
  - In kitchen;
  - In the entrance; and,
  - 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.

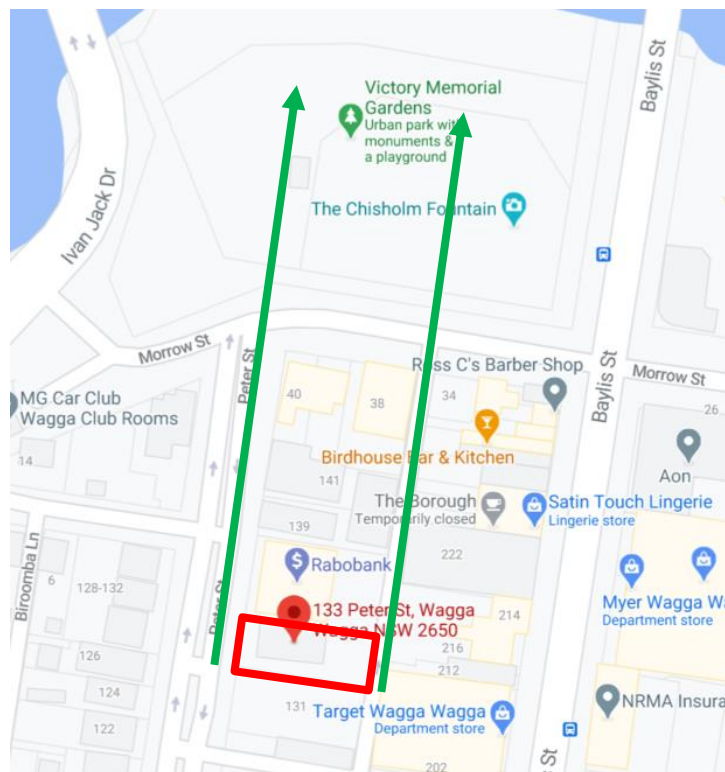
### Evacuation Procedure

- f) When it is unsafe for children, staff and visitors to remain inside the centre staff will:
  - Call 000 and inform emergency services of the nature of the emergency;
  - Evacuate staff, children and visitors to the nominated Off-Site Emergency Assembly Point per the evacuation diagram overleaf:







- The nominated Off-Site Emergency Assembly Point is the Victory Memorial Gardens to the north of the site (see below);





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- 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.



## 6. Delivery of Goods and Services

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### **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 centre to accept delivery.
- b) Delivery vehicles will park on street rt. Delivery drivers will then report to the office at ground level for further instruction from relevant staff members.
- c) Deliveries will not occur during peak drop-off and pick-up times.





## 7. Collection of Garbage and Recycling

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### **AIM OF POLICY**

To ensure the childcare 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 child care centre will utilise the Wagga Wagga Council's garbage and recycling service (off Tongaboo Lane) 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 Centre

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### AIM OF POLICY

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

### IMPLEMENTATION

- a) Daily cleaning of the childcare centre 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 childcare centre.





## 9. Complaints Procedure

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### AIM OF POLICY

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

### IMPLEMENTATION

- a) The childcare centre will install a complaints phone number which is to be manned during open hours and will be capable of receiving and recording complaints at all other times.
- b) All valid complaints shall be investigated and resolved to the best of the childcare centre's abilities as soon as possible.
- c) The owner/operator must maintain a "Complaints Book" 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 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 childcare centre.
- d) 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 in his absence whenever he/she is next on the Premises.
  - e) The Complaints Book must be made available to Council officers for inspection upon request.
  - f) Complaints must remain in the Complaints Book for a minimum period of two years from the date of reporting.
  - g) 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.
  - h) 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.
    - attempt to rectify the situation immediately.
    - contact the individual who reported the Incident to verify that the problem has been addressed.
  - i) The owner/operator must review the Complaints Book regularly and where appropriate amend this Plan so as to eliminate the possibility of the Incident recurring or to minimise the impacts of the incident should it recur.
  - j) Contact Details for the registering of complaints are as follows:

<TBA once operational>



# 10. Annual Review of Plan of Management

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## AIM OF POLICY

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

## IMPLEMENTATION

- a) It is a centre policy and a requirement under the *National Quality Standards* for all policies and procedures of the centre 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 policy or procedure in writing and we will endeavour to consider all feedback provided in developing and implementing centre policies practices and procedures which impact on the surrounding properties.

