

Prepare Early Education Centre

Operational Plan of Management

27 Steam Street Maitland NSW 2320

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This plan of management will consider day-to-day operations within the childcare centre and provide an overview of management control implemented as part of an ongoing monitoring and review process. The execution of this plan of management will ensure activities scheduled within and around the childcare centre generate no negative impacts to local amenity.

This plan of management attests to Prepare Early Education intent to continue to act as a conscientious and constructive member of the local community and operate the centre in a manner with that aim and consent conditions.

The plan will be used by the centre to implement controls affecting the operation of the childcare centre and to monitor performance and impacts on local amenity.

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

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

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

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

### **Aims & Objectives of the Child Care Centre**

The principal aim of the centre is to achieve an excellent rating against each of the seven Quality Areas under the National Quality Standard and meet the community's demand for high quality child care and provides a safe, engaging and stimulating environment which enhances children's learning and development. Under the National Law and Regulations, services are required to base their educational program on an approved learning framework. This should focus on addressing the developmental needs, interests and experiences of each child, while taking into account individual differences. There are 2 nationally approved learning frameworks which outline practices that support and promote children's learning:

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

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

#### My Time, Our Place: Framework for School Age Care in Australia

Approved learning framework under the NQF for school age children.

The Centre's program will be centred on the National Quality Framework and The Early Learning Framework: Belonging, Being and Becoming which is a national curriculum for the 0-5 year age group. Staff will be

encouraged, through play based learning and formal teaching, to explore the learning outcomes specified in the early years learning framework with all children both individually and in groups.

### **Policies and Procedures**

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

### **Staffing**

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

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

Staff commence work on a staggered basis between 6.30 am and 9.30am as childcare places are progressively filled. Similarly, staff finish work on a staggered basis as children are collected from 3.00pm onwards. Staff are provided with a roster and allocated their respective shifts fortnightly. All educators maintain qualifications in First Aid, Asthma and Anaphylaxis, Child Protection and will undertake regular professional development opportunities to meet National Quality Standards.

All staff must agree to follow the code of conduct/code of ethics that applies to management, educators, coordinators and staff members which clearly explain the responsibilities of all parties in relating to one another, to children and to families using the care service.

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

### **Children configuration -**

40 children – 3-5 yrs. Old - 4 full time staff

35 children – 2-3 yrs. Old – 7 full time staff

32 children – 0-2 yrs. Old – 8 full time staff

Total- 107 children

### **Hours of operation- 6.30am – 6.30 pm**

Monday- Friday

51 weeks per year

The majority of children arrive between the hours of 6.30 am-10:00 am and the centre supervisor greets the parents and children.

The children start leaving from the hours of 2:30pm-6.30 pm.

### **Deliveries**

All deliveries will be during the day and can be unloaded from the designated loading dock for the centre.

### **Parking-**

All drop off and pick up will be in the onsite carpark. This will enable safe and secure drop off and pick up for the parents, staff and visitors to park.

The centre supervisor greets parents in the morning and makes the drop off in the morning more efficient.

All parents are advised that all parking is to be in the onsite carpark on enrolment.

### **Security**

The front door will be controlled by an access code and the centre has a camera intercom for visitors. Parents are given an access code for access to the centre. This enables the centre director to control who comes in the centre. There will also be CCTV cameras installed, 2 in the outdoor area, 1 in each play room and cot room and 1 in the reception. The egress doors will have an electric door strike which will monitor whether the egress doors are opened and send an alarm back to reception.

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

#### *Arrival*

- All children must be signed in by their parent or carer who delivers them to the Centre,
- A staff member must meet and greet each child to ensure the child is cared for

at all times,

#### *Departure*

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

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

### **Entry and Exit**

The centre can be accessed by car on the Steam Street frontage, which forms the main point of entry for access and egress.

### **Safety**

Visitors cannot enter the centre without being granted access. The staff is responsible for emergency and operational procedures. Staff members possess current first aid accreditation.

### **Waste Management**

The private contractor has an established waste management system that relies on the correct segregation of wastes and recyclables by the generators. To integrate with this system, the Childcare Centre has designated bins for waste and recyclables.

The guiding principle for waste management for the Childcare Centre will be based on the established waste management hierarchy – avoidance, reuse, recycling and disposal. Staff will be expected to endeavor to avoid the generation of waste in the first instance and then reduce or recycle before disposing of materials into the waste stream.

All staff are expected to ensure that they place materials into the correct bins – these are in the bin room (in between the kitchen and laundry).

Bins with red lids are for waste and the bins with yellow lids are for recyclables such as: plastic/glass drink bottles, newspapers and other paper and cardboard.

The Childcare Centre cleaners will be responsible for transporting the waste and recycling bins to the bin storage area for collection by the appointed contractor. They will then replace these bins with empty ones. This process will occur on a daily schedule.

The Childcare Centre's management are responsible for ensuring that all staff are aware of correct waste/recycling management procedures and to monitor correct segregation. Any issues will be communicated to staff and on a quarterly basis, advice as to the effectiveness of the system will also be communicated to staff.

### **Health and Safety**

- *Injury, trauma and illness*- All accidents in the centre will be recorded and reported. The time, nature of incident, location and outcome of the incident will be recorded. Parents will have to sign the report, comments and follow up information can also be made by either the educators or parents

and the record will be kept until the child turns 25 years old. Changes to the environment or resources will be made accordingly if they had any impact on the accident/injury/illness in question.

- *Infectious diseases*- Will be documented and the appropriate information from staying healthy in childcare along with the centres policies and procedures will be sent out to parents to inform them of the infectious disease, what to look out for and what to do. If necessary, the Department of Health will be contacted, and further advice and guidelines will be advised and also communicated to the families.
- *Medical conditions in children*- Asthma, allergy and anaphylaxis plans will be displayed in the child's room and other appropriate locations such as the kitchen. The plans will be written by the child's medical practitioner and updated accordingly. Medical equipment and medication will be stored suitably within the child's room and taken outside when the child is outside. It will also be taken out of the room with the evacuation bags during evacuation drills and in emergency evacuation cases. The Work Health and Safety officer and director alongside the child's legal guardians and room leader will be in charge of checking the medication and medical equipment is in date and has the approved medical stickers relating to the child.

### **Child-safe environment**

There are security procedures and precautions and authorisations for who is allowed access and who can pick up the child/ren via controlled access on the entry/exit doors. Each room will have a door that has a handle situated 1600mm above floor level to prevent children from opening and closing them by themselves. All materials that are used within the centre are certified and all resources/apparatus used within the rooms are also certified and age appropriate.

### **Safe sleep and rest of young children**

Children are encouraged to sleep and rest throughout the day.. These children will have a rotating sleep roster according to the age and needs of the child. Children over the age of 1 will sleep on stretcher beds which will be positioned within the classrooms at the designated sleep times. During these times, the activities are packed away, and beds are set out around the classroom. Beds are to be 50cm apart and children are to lie down in a top to toe order. Children who do not wish to sleep can complete quiet activities or play outdoors.

### **Excursions**

No excursions will take place outside of the centre.

### **Light management**

Lighting will include the latest energy efficient lighting to serve the purpose of each room. All room lights will be turned off by 7.00 pm.

The childcare centre has a strong sustainability culture, staff and children are trained to activate lights and equipment only as needed and to switch them off when leaving a space.

### **Noise management**

Noise will be kept to a minimum during indoor and outdoor play times. The children are supervised and encouraged to play in quiet manner by providing activities that encourage small group experiences, independent learning, and parallel play (2 children).

### **Outdoor play noise management**

- Stagger the times of outdoor play across the day
- Implementing yoga and meditation experiences in the outdoor areas
- Create quiet spaces such as reading corners and art and craft experiences
- Implement staff supervision zones to increase interactions with children and avoiding noise
- Making children aware of their noise levels
- Providing different structured play activities such as reading, drawing and cognitive tale games
- Providing intentional resources for non-structured free play opportunities

- A notice will be placed to remind parents to arrive and depart in a quiet manner to avoid disturbing the neighbors

#### **Indoor Play noise management**

- Install types of flooring that absorb noise
- Soft furnishings such as couches, chairs, cushions, rugs and soft toys
- Small group experiences
- Focused activities such as art and craft
- Supervision zones
- Interaction of all staff
- Provide a quiet corner for all age groups including those in the infants' room
- Engage with crying children, and comforting them straight away

#### **Meals**

The centre provides 5 meals a day. Breakfast, Morning tea, hot lunch, afternoon tea and a light snack. These meals may be prepared onsite by a qualified cook.

#### **Food Preparation Facilities**

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

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

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

The kitchen is accessible by one lockable door to prevent unsupervised access by children.

Facilities in the designated area include a fridge, oven, cook-top and hood, dishwasher, preparation bench, microwave oven, garbage bin, and impervious benchtop and tiles.

#### **Bottle Preparation Facilities**

Bottle preparation facilities are located in the 0-2 classrooms. There is no need for a bottle preparation area in the 2-3's classrooms as it is a health recommendation that children cease the use of bottles by the age of 2.

#### **Indoor/Outdoor Facilities**

The internal design and fit out of the centre aligns with Part 4.3 Physical environment of the Education and Care Services National Regulations. Toilets and nappy changing rooms are conveniently located directly off indoor play rooms..

#### **Fire Safety**

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

#### **Shade**

Regulation 114 of the Education and Care Services National Regulations states that "The approved provider of a centre-based service must ensure that outdoor spaces provided at the education and care service

premises include adequate shaded areas to protect children from overexposure to ultraviolet radiation from the sun." The Centre will join the Sun Smart Child Care Program provided by the NSW Cancer Council and establish a Sun Protection Policy incorporating the following key components;

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

## **Enrolment and Orientation**

### *Enrolment*

The Nominated Supervisor will initiate the enrolment process following the acceptance of an offer.

An enrolment package will be given to the family and will include:

- An enrolment form that includes information set out in Regulations 160-162;
- A Privacy Statement attached to the enrolment form;
- Current fee structure and payment details;
- An information booklet on the Centre;
- Policies including, but not limited to, those required under Regulation 168;
- Information on National Quality Framework, National Quality Standards, and the Early Years Learning Framework;

The information in the enrolment package is retained by the family for future reference.

Families will provide the following, prior to the agreed start date for the child:

- A completed enrolment form including authorisations;
- A bond payment as outlined in service fee policy;
- Current Centrelink issued Immunisation status;
- Birth Certificate, Passport or other identification;
- Current contact information for parents and emergency contacts;
- Information on children's additional needs (including medical conditions, health and developmental concerns).

This information will be kept at the Centre's premises in accordance with service policies and the Education and Care Services National Regulations.

### *Orientation*

Our orientation program takes into consideration the individual needs of the child and families, providing opportunity for the exchange of information and time to settle in before commencing.

- Educators and staff will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required.
- The Nominated Supervisor will inform the educators and staff of the intended time for any pre-commencement orientation visits.
- A family member will remain in the premises during these orientation visits. The family must sign the visitors book/register on arrival and when they leave. The child cannot be left at the Centre until they have formally commenced at the Centre and are therefore not included in the ratios.
- During the pre-enrolment orientation visit educators and staff will interact with the child and actively encourage them to engage in the Centre program and activities. They will also be available to the

family to answer any questions they may have, whilst ensuring they are not compromising the supervision of other children or required ratios.

### **Daily routine-**

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

**6.30am-8:00am** Centre opens. Combined family grouping indoors until 7:30am. Breakfast is served for the hour for all children as they arrive.

**7:30am** 2-3's children are brought into their room. Sunscreen will be applied before children transition outside.

**7:45am-9:00am** Outdoor exploratory play, while assisting educators in setting up the outdoor environment

**9:00am-10:00am** Progressive morning tea and intentional teaching learning experiences guided by the weekly program

**10:00am-10:15am** Munch and move exercise planned activities

**10:15am-10:40** Indoor exploratory play

**10:30am-11:00am** Nappy changing

**10:40am-10:55am** Group times indoors. Educators begin to set up for rest time- beds put out and activities set up

**10:55am-11:00am** Transitioning for lunch with a short story and song singing while children wash hands

**11:00am-11:30am** Lunch time

**11:30am-11:45am** Rest time transitioning

**11:45am-2:00pm** Rest time and quiet outdoor activities for children who do not rest or wake up early

**1:45pm-2:15pm** Nappy changing

**2:00pm-2:15pm** Waking up and transitioning to go outside- sunscreen is applied and appropriate clothing is on (wearing shoes and hats)

**2:15pm-3:00pm** Progressive afternoon tea

**3:00pm-5:00pm** Indoor or outdoor exploratory play

**4:30pm-5:00pm** Nappy changing

**5:00pm-5:15pm** Transitioning for late snack with a short story and song singing while children wash hands

**5:15pm-5:30pm** Late Snack

**5:30pm-5:45pm** Indoor experiences and exploratory play

**5:45pm-6:30pm** Family grouping- Indoor experiences and exploratory play till centre closes

### **Fees**

Fees will be debited from the families via a direct debit system. The families will have to sign an agreement and choose when and how they want their fees debiting. This will include, weekly, fortnightly, 4 weekly and monthly and via debit or credit card.

**Complaints handling procedure**

There will be a complaints handling procedure to ensure all complaints are dealt with and the impact on the amenity of the neighbors is minimized. The Centre will also develop and implement a complaint handling and resolution policy to address neighbour complaints or concerns. The policy will aim to achieve the following;

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

**Maintenance of the fence and landscaping-**

Landscaping around the site will be irrigated with an automatic irrigation system with a timer, all irrigation will be in the early hours of the morning to ensure there is no water wastage.

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