PLAN OF MANAGEMENT

EDUCATIONAL ESTABLISHMENT (SCHOOL)

YOUTH OFF THE STREETS

226 HIGH STREET, MAITLAND

9 December 2025

Version 1

Planning Bricks P/L

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1 INTRODUCTION

1.1 Overview

This Plan of Management has been prepared for the operation and management of a school at Tenancy No.1, 226 High Street, Maitland.

This Plan of Management outlines operational procedures, safety protocols, staffing, and community considerations for the effective running of the Youth Off The Streets (YOTS) school. The school provides learning programs for Years 9–12 and aims to provide a flexible approach to learning that responds to the specific needs, interests and talents of students.

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

1.2 Aims

The aims of this Plan of Management are as follows:

a) to ensure students receive education in a safe environment;

b) to ensure the school operates in a manner that does not result in any unreasonable impacts on adjoining properties or residents;

c) to provide management practices for staff and students for the day to day operation of the school; and

d) to ensure that the proposed school and its day to day operations comply with the relevant national, state, and council requirements.

2 OPERATIONAL MATTERS

2.1 Number of Students and Staff

The proposed school will cater for up to 65 students per day and 12 teaching and support staff which will include teachers and counsellors.

It is noted that not all the staff are on site at the one time, and not all staff will work full time. Supporting staff will either be located within the proposed school or may utilise other offices under the control of the operator (Youth Off The Streets) also located in the Maitland area.

2.2 Operating Hours

The school will operate between the following hours:-

- Monday to Friday: 8:00 am – 4:30pm.
- Closed Saturdays, Sundays and Public Holidays.

The school will operate before and after the core student hours (see Section 2.2.1 below) to accommodate a range of ancillary activities integral to school operations. These may include, but are not limited to, staff meetings, individual student support sessions, and supervised study or project work.

2.2.1 Core Student Hours

The core student learning hours will be between **9:00am and 3:00pm**, Monday to Friday.

2.2.2 Occasional Activities

On occasion, the school may host after-hours events such as parent-teacher meetings, community engagement activities, or after-care sessions. These events will be infrequent, typically limited to once per school term, and scheduled during the evening as required. Exact times will vary depending on the nature of the event, and all such activities will be managed to minimise disruption to the surrounding area.

2.2.3 School Holidays

During school holiday periods, the school may still operate in a limited capacity to support planning, administration, and occasional student-related activities. Up to 8 staff members may be present on-site during the holidays.

Students may attend the site intermittently for individual or small group meetings with staff. The school may facilitate occasional small-scale group activities during the school holiday periods, such as workshops or recreational sessions. These activities are infrequent, limited in scope, and generally informal in nature, with the premises primarily functioning as a central meeting location. All use of the site during holiday periods will be carefully managed to ensure minimal noise and disturbance to surrounding residents and businesses.

2.3 Licensing and Approvals

The school will not commence operation until the necessary licence\s and approvals have been issued by the relevant authorities.

3 NOISE MANAGEMENT

The following measures will be implemented to ensure that school operations do not result in unreasonable noise emissions:

- Students are actively supervised at all times and expected to maintain respectful conduct within shared spaces.
- Any after-hours or holiday-period activities will be small in scale and managed to ensure minimal noise. These activities will not involve amplified music or large group gatherings.
- The school maintains a complaints register and is committed to working cooperatively with building management and neighbouring tenants to resolve any concerns that may arise (See Section 6).

4 TRANSPORT MANAGEMENT

4.1 Students

All students are transported via the Youth Off The Streets bus service. No students are to drive private vehicles to the school regardless of age or licensing status. Parents/caregivers are not to drop off or collect students from the school site.

The school operates 2 x 12-seater buses that collect all students from Maitland Railway Station (and other nominated locations as required) each morning and return students to the same locations each afternoon.

- Daily Transport Operations:
    - Morning: Buses depart the school site at approximately 8:30am to collect students from Maitland Railway Station, returning to the site by approximately 9:00am for the commencement of school activities.
    - Afternoon: Buses depart the school site at approximately 3:00pm to return students to Maitland Railway Station and other nominated locations, with all students collected by 3:30pm.

4.2 Staff

There will be a total of 12 parking spaces made available for the school staff provided within the existing 21-space carpark at the rear of the site.

Staff members travel independently to the school site via private vehicle or public transport.

4.3 Deliveries

- Deliveries associated with the school 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 student set-down / pick-up periods of the school.

5 WASTE MANAGEMENT

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

5.1 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.

Staff or contracted cleaners of the school will be required to dispose of internal waste into the waste storage bins each day.

5.2 Bin Storage

The bin storage area is located within garage area located within the rear at-grade parking area.

Internal waste bins will be emptied daily by staff and collected weekly by private contractors organised by YOTS. The anticipated waste on site is to be paper recycling and general waste.

5.3 Collection of Waste

All waste and recycling collection services will be provided by a licensed private contractor. The waste contractor will collect bins directly from the waste storage area.

5.4 Problem Waste

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

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

6 COMPLAINTS PROCEDURE

Youth Off The Streets have prepared a detailed Complaint Management Policy which is attached at **Appendix A**.

7 EMERGENCY MANAGEMENT

7.1 Emergency Defined

An emergency, in relation to an education service, is defined as any situation or event that poses an imminent or severe risk to individuals at the 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

7.2 Scope

Emergency management and procedures will apply to the staff, and students attending the school.

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

Induction procedures will be put in place to inform staff and students, of the emergency and evacuation procedures. Annual warden training is also undertaken through TrimEvac.

7.3 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 school 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		

Contact	Name	Phone number
Reception		
State Emergency Services (SES)		
Poison information line		
Utilities		

7.4 Key Organisational and Department Contacts

NSW Department of Education Information and Enquiries Team	1800 619 113 (toll free) ececd@det.nsw.edu.au
Association of Independent Schools of NSW (AISNSW)	T: (02) 9299 2845
<Add contacts as required>	Contact details.

7.5 Evacuation Diagram

A copy of the evacuation diagram is to be displayed in a prominent position near each exit at the premises.

7.6 Evacuation Procedures

When it is unsafe for student, staff and visitors to remain inside the school, the school manager is to implement the following procedures

- The school manager will inform all persons in the school to evacuate.
- Take the attendance record, contact details, and any other relevant documents/items (for example portable first aid kit) with them when evacuating.
- 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 diagram.
- If the emergency exits as indicted on the emergency diagrams are blocked, then the school manager will utilise any alternative evacuation exits to ensure all persons leave the school in a safe manner.
- If the primary evacuation assembly area is affected by the emergency, the school 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 school.
- If a student or person is requiring first aid or unable to leave the school due to an injury the school manager will ensure all other persons are evacuated and assist the person who is injured to evacuate.
- When all student 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 student and persons calm during the evacuation.
- Once the area has been declared safe by the appropriate authorities the staff and the students can re-enter the school.

7.7 After an Emergency

- An operational debrief with 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.
- The school manager is to communicate if there is any specific information staffs, or students need to know (e.g. areas of the school to avoid)

7.8 Lockdown Procedure

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

- Call Triple Zero (000) for emergency services and seek and follow advice.
- Initiate the lockdown and provide instructions to staff (e.g. sit below window level or move into corridors).
- Check that all external doors (and windows if appropriate) are locked.
- If available, allocate staff to be posted at locked doors to allow students, staff and visitors to enter if locked out.
- Ensure a telephone line is kept free.
- Keep public address system free if installed in your service.
- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
- As appropriate, ascertain that all student, staff and visitors are accounted for.
- If it is safe to do so, have a staff member wait at the main entry 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.

7.9 Actions After Lockdown Procedure

- Ensure any student, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information staff, student, and visitors need to know (e.g. family areas of the school to avoid).

- Undertake operational debrief with staff 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 and the Association of Independent Schools of NSW (AISNSW), in accordance with relevant regulatory requirements.

7.10 Rehearsal Evacuation

Emergency and evacuation procedures will be rehearsed at least every 12 months. The drills will be documented, and comments provided from staff on effectiveness of procedures and whether changes are required.

7.11 Risk Assessment

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

8 COMMUNICATION AND UPDATES

At the time of induction to the School, staff will be provided with an induction handbook (or the like) which includes this Plan of Management. School management will provide an overview of this Plan of Management, and particularly the relevant procedures for staff.

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

9 REVIEW OF PLAN OF MANAGEMENT

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

APPENDIX A - Complaint Management Policy

Complaint Management Policy

1. Purpose

The purpose of this policy is to outline the principles, roles and responsibilities of the Youth Off The Streets (YOTS) complaint management system.

This policy should be read in conjunction with the *Complaint Management Procedure.*

2. Scope

This policy applies to complaints made about YOTS:

a) workers and Board members;

b) services and activities; and

c) the complaint management process.

N.B. For matters regarding:

i) employee grievances and code of conduct matters – refer to the *Grievance Policy and Grievance Procedure.*

ii) suspected or actual acts of wrongdoing - refer to the *Whistleblowing Policy.*

iii) inappropriate behaviour by workers against children and young people - refer to the *Mandatory Reporting Procedure* and *Reportable Conduct Procedure.*

3. Statement of commitment

YOTS respects people's right to complain about any aspect of our operations. YOTS recognises that an effective complaints management process plays an important role in the provision and delivery of high-quality person centric services.

YOTS is committed to the following principles:

3.1 Enabling complaints

- proactive approach to seeking and receiving complaints, compliments and feedback;
- complaints can be made in a variety of ways including: phone, face-to-face, email, letter, YOTS web form;
- complaints can be made anonymously;
- information about the complaints management process is provided and publicised in a variety of formats such as policy and procedure documentation, fact sheet, YOTS website and YOTS flyer with QR code;
- the complaints management process is culturally responsive, accessible and inclusive;
- anyone who makes a complaint (complainant) will be treated with respect;

- so far as it is reasonably possible, complainants will not be adversely affected because of the complaints made by them or on their behalf;
- complainants have the right to be supported by a friend, a carer, an advocate, an interpreter, a community Elder or other person.

3.2 Managing complaints

- complaints will be dealt with in a timely manner;
- each complaint is acknowledged and assessed in accordance with the issues raised;
- complainants will be advised about: the complaint process, the expected timeframes, their involvement in the process and the possible or likely outcome of their complaint, where applicable in a culturally responsive way;
- all complaints are recorded in the YOTS Risk and Compliance Management System (Folio).

3.3 Objectivity and procedural fairness

- complaints will be managed in an impartial and unbiased manner;
- any conflicts of interest, whether real or perceived, will be managed appropriately;
- assistance, such as an interpreter or cultural support, will be provided where possible.

3.4 Privacy and confidentiality

- all complaints will be confidential except where required by law;
- identifiable information about any individual will only be disclosed or used in compliance with all relevant privacy laws and ethical obligations.

3.5 Review

- complainants will be provided with an explanation of the outcome of a decision, any recommendations and options for redress;
- complainants have the right to appeal a decision and will be provided with options for review in a culturally responsive way;
- complainants may seek an external review from the NSW Ombudsman and Queensland Ombudsman.

4. Roles and responsibilities

YOTS Board	• promotes a culture of continuous quality improvement.
Chief Executive Officer	• promotes a culture that values feedback. • reviews reports about complaint trends and issues arising from complaints. • encourages all staff to be alert to complaints and assists those responsible for handling complaints to resolve them promptly. • supports recommendations for service, staff and complaint handling improvements arising from analysis of complaint data.
Chief Operating Officer	• recruits, trains and empowers staff to resolve complaints promptly and in accordance with YOTS policies and procedures.
Child Justice and Safety Lead	• ensures complaints by children or young people are managed in line with the YOTS child safe policies. • notified about all complaints made by children or young people. • provides advice to complaint handlers to ensure resolution is consistent with the YOTS child safe policies. • reviews complaints made by children and young people in order to build a child safe culture.
Complaints Officer	• Monitors the Complaints Register in Folio. • Determines via a triage process and impact rating, the most appropriate team member to manage the complaints. • Ensures the documentation process for complaints is completed and recorded in Folio. • Reports complaints to the relevant Board subcommittees via the Risk and Compliance Lead as appropriate.

5 Definitions

Advocate	A person who has the permission to support a child or young person in making decisions, ensuring that their rights are respected. They can include: a carer, a family member, an employee of a specialist advocacy service.
Child	**NSW** • under the age of 16 years and a Young Person is a person who is aged 16 years or above but under the age of 18 years. (*The Children's and Young Persons (Care and Protection) Act 1998*. • under 18 years of age (*Ombudsman Act 1974; Child Protection (Working With Children Act 2012*)). • under 12 years of age and a young person is between the ages of 12 years and 25 years (*Advocate for Children and Young People Act 2014).* **Victoria** • under 17 years of age (*Children, Youth and Families Act 2005*). • under 18 years of age (*Child Wellbeing and Safety Act 2005*). **Queensland** • under 18 years of age (*Child Protection Act 1999*). • under 18 years of age (*Education General Provisions Act 2006*).
Complainant	A person who makes a complaint to YOTS about our services, workers or the handling of a complaint.
Complaint	An implied or express statement of dissatisfaction where a response is sought, reasonable to expect or legally required. It includes dissatisfaction with YOTS: ・ customer services ・ actions or decisions ・ inaction or delay ・ policy or processes.
Complaint management system	All policies, procedures, practices, staff, hardware, and software used in the management of complaints.
Feedback	Feedback is a compliment, criticism, comment or suggestion where a response is not sought, or not reasonable to expect.
Grievance	A clear, formal written statement by an individual staff member about another staff member or a work-related problem.

Serious complaint	A complaint that is a potential criminal matter and/or likely to result in 3+ impact level to YOTS.
Vexatious complaint	A vexatious complaint can be, but is not limited to, a groundless complaint that causes distress, detriment or harassment to the subject of the complaint; or a complaint that is unduly repetitive, burdensome, or unwarranted when compared to its merits.
Worker	Means a person who performs work in any capacity for a person conducting a business or undertaking. A worker includes employees, apprentices, trainees, contractors or subcontractors, an employee of the contractor or subcontractor, employees of a labour hire company, work experience students, outworkers, and volunteers.

6 Related documents

Child Safe Code of Conduct

Code of Conduct

Grievance Policy

Mandatory Reporting Procedures

Records Management Policy

Reportable Conduct Procedure

Risk Management Policy

Whistleblowing Policy

7 Legislation and standards

AS/NZ 10002:2022 *Customer Satisfaction – Guidelines for Complaints Handling*

Australian Charities and Not For Profits Commission Act 2012 (Cth)

Privacy Act 1988 (Cth)

8 Revision control

Version no.	Revision	Date
v 1.0	New policy	unknown
v 2.0		1 March 2019
v 3.0	Simplified the earlier version. Applied new document template.	30 June 2021
v 4.0	Applied succinct language style.	8 March 2024

9 Document status

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