

PLAN OF MANAGEMENT

Regents Park Child Care Centre

30-46 Auburn Road, Regents Park

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Quality Assurance

This is a live document prepared to support the Regents Park Child Care Centre (RPCCC) the RPCCC is housed on the ground and first floors of building C within the 30 Auburn Rd. development.

The document is to be updated to record processes to manage operations of the Centre.

Issue	Date	Description	Prepared	Approved
A	5.12.2024	Separated form property Plan of Management	HT	RR

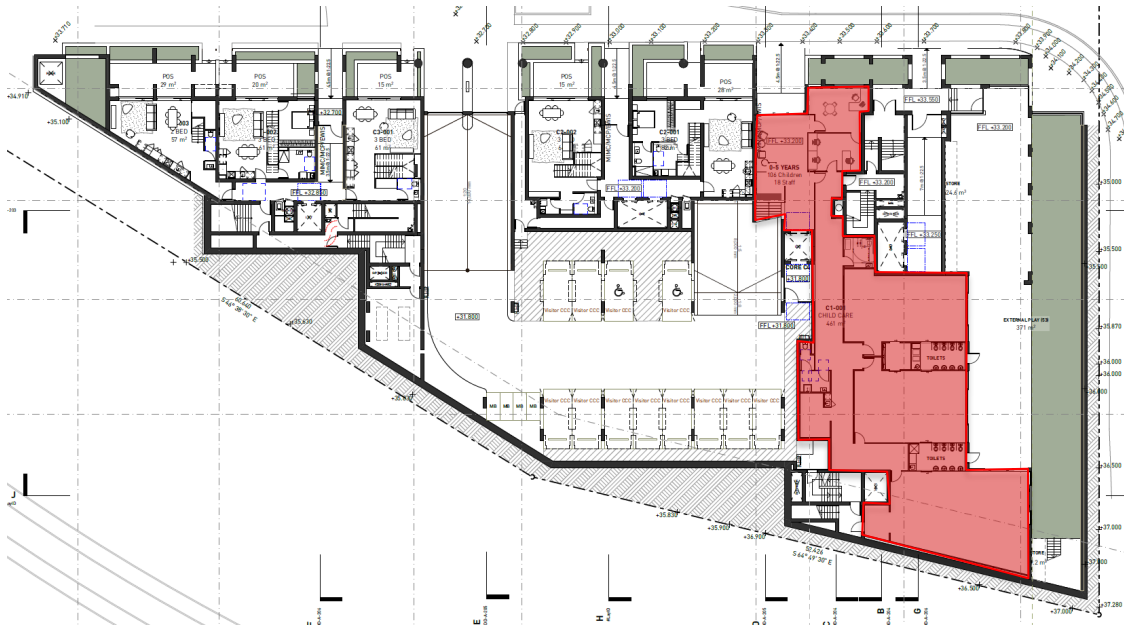
1 Introduction

- 1.1. This Plan of Management (POM) has been initially prepared as part of the Development Application prepared for Cumberland City Council detailing the operation of a Child Care Centre referred to as “Regents Park Child Care Centre” (RPCCC).
- 1.2. The POM is a live document and will be updated for both the development and operation phases of the Centre. The document addresses management of the RPCCC.
- 1.3. This POM addresses the relevant matters for consideration as part of the development application assessment by Council. This POM identifies the operational management protocols required to manage the property within the development.
- 1.4. The document is supported by the following documents:
 - Acoustic Report.
 - CPTED report
 - Waste Management Plan.
 - Traffic & Parking Assessment Report
 - Green Travel Plan
- 1.5. Recommendations and commitments from these documents have been adopted as part of the POM.
- 1.6. The POM is to be updated with any relevant details from the development consent and extracts of the approved DA plans.
- 1.7. The subject site is located on the ground and first floors of building C within the 30 Auburn Rd. development.



Figure 1 – Aerial of site prior to redevelopment

2 RPCCC – Specific operation Details



2.1 Summary of CCC :

- 106 children from 0-5 years.
- 18 Full time / Part time staff once all children arrive
- Up to 4 part time staff
- The Operational Management Plan (OMP) of the CCC is to be submitted as part of the licensing of the CCC -
- The OMP is to be agreed and signed off by the HRC's Centre Manager.

2.1.1 Age Groups and Staffing:

The centre will provide spaces for the following age groups / no. of children:

- 12 children aged between 0 to 1 years old (3 staff applied)
- 12 children aged between 1 to 2 years old (3 staff applied)
- 12 children aged between 0 to 2 years old (3 staff applied)
- 20 children aged between 2 to 3 years old (4 staff applied)
- 20 children aged between 3 to 4 years old (2 staff applied)
- 30 children aged between 4 to 5 years old (3 staff applied)

Each group will be required to *maintain staff-to-children ratios in accordance with the Children's Services Regulation (Education and Care Services National Regulations – Chapter <https://www.my80stv.com/7, Part 7.1, Division 2>)*.

2.1.2 Operational areas:

The CCC includes the following internal zones and play areas:

- Entrance foyer and reception
- Administrative office
- Staff / parent meeting rooms
- Kitchen and laundry
- Storeroom and other storage
- Staff and children's amenities
- 1 internal play space for 30 children aged 3-4 years
- 1 internal play space for 20 children aged 4-5 years
- 1 internal play space for 20 children aged 2-3 years
- 1 internal play space for 12 children aged 0-2 years

- 1 internal play space for 12 children aged 1-2 years
- 1 internal play space for 12 children aged 0-1 years
- Cot room and nappy change
- Outdoor play area for 0-2 years (-)
- Outdoor play area for 2-5 years (-)
- Outdoor storage room

2.2 Hours of Operation

- 2.2.1 Proposed core hours: –Monday - Friday: 7am – 6pm.
- 2.2.2 Staff may arrive and leave outside of these hours with access via swipe card only.

2.3 Arrival and access

- 2.3.1 The RPCCC can be accessed either by car or by walking. The pedestrian route takes you through the landscaped park area to the front door on the ground floor level.

Vehicular access is by way of the building C vehicle entry from the internal road down to the ground floor carpark. On the ground floor there are 12 parking spaces with a further 15 spaces dedicated to the childcare centre on level C1. These spaces are centred around the CCC lift.

The entry to the childcare centre will be a secure door that will be access controlled outside of arrival and pick up times. The door opens into the reception area that will be staffed during pick up and drop off periods.

2.4 Staffing

- 2.4.1 The CCC, with 106 children will be operated by 18 staff (including the primary contact staff and nominated Supervisor) at any one time.
- 2.4.2 The Nominated supervisor can be an educator but for a centre this size.
- 2.4.3 Up to 4 part time staff. additional part time staff team of four that will include a cook will be engaged to cover lunch breaks/programming and. They will be engaged between 9.30am – 2.30pm.
- 2.4.4 Each group will be required to maintain staff-to children ratios in accordance with the Children’s Services Regulations.

(Education and Care Services National Regulations –Chapter 7, Part 7.1, Division 2).

2.5 Acoustic Measures

- 2.5.1 The Acoustic Report is to be kept on-site by the CCC - Director (and within the Management Office). All requirements are to be satisfied on a daily basis.
- 2.5.2 All noise complaints are to be logged in a CCC complaint register kept on-site by –he CCC - Director and written response provided to the complaint advising of the outcomes of the investigation of the complaint.
- 2.5.3 A record of all noise complaints received are to be submitted to the CM within 48 hours of receipt, including any action taken, resolution or directions for resolution of the matters.
- 2.5.4 Where unfinalized, the CCC staff has a further 48 hours to resolve the complaint and report the matter back to the CM.

- 2.5.5 If the matter then remains unresolved and without direction for resolution, then the matter shall be reported to the Working Group.

2.6 Staff Arrival

- 2.6.1 Staff arrival is staggered between the hours of 6.30am to 9.30am.
- 2.6.2 Staff access to the CCC outside of these hours is permitted access via swipe card (which will record name and time of arrival).

2.7 Parents/Children Arrival and Departure

- 2.7.1 Morning arrival is usually between 7.00am-10:00am.
- 2.7.2 Pick-up is generally between 3.00pm to 6.00pm.
- 2.7.3 Access is via the lift and internal atrium.
- 2.7.4 One passenger lift will be dedicated as childcare only.
- 2.7.5 If access is required out of standard centre hours, no swipe card is held, then arrival or pick-up to be organised with CCC staff (via intercom).
- 2.7.6 Prior to the CCC's opening hours, parents/guardians can only access the lobby.

(Education and Care Services National Regulations – Regulation 99)

2.8 Indoor Activities

- 2.8.1 Indoor activities are programmed depending on children's needs and developmental stages.
- 2.8.2 All indoor as well as outdoor activities are supervised by the regulated number of trained staff.
- 2.8.3 Flexible routines based on children's needs and interests and the weather conditions in accordance with Regulations.

2.9 Outdoor Activities and Supervision

- 2.9.1 All outdoor activities to occur in line with the SunSmart Recommendations published by Cancer Council NSW (Refer to Annexure B- the Sun Protection Policy), the following outdoor play schedule is implemented at Childcare Centre. Outdoor activity times and sun protection practices to include:
- October – March: At the childcare centre we minimise outdoor activity between 11am and 3pm (daylight saving time). Sun protection practices are required at all times when outside.
 - April- September: At the childcare centre, outdoor activity can be planned at any time of the day. Sun protection practices are required between 10am-2pm except in June and July when the UV Index is mostly below 3 (in NSW).
- 2.9.2 Outdoor activities vary from day to day and are dependent upon the weather and the programme.

(Education and Care Services National Regulations – Regulation 168)

2.10 Enrolment and Terms & Conditions

- 2.10.1 The CCC – will establish an enrolment procedure and terms and conditions – which parents sign.

2.10.2 The CCC – will operate approved childcare software.

(Education and Care Services National Regulations – Regulation 160, Regulation 168)

2.11 Family Involvement and Grievance

2.11.1 The CCC will encourage family involvement and communication relating to the centre, children, curriculum and activities.

2.11.2 In addition, they will establish policies to properly manage any grievances.

2.11.3 Parents should receive an outline, which provides an overview of the company, philosophy, curriculum and policies.

(Education and Care Services National Regulations – Regulation 160, 168, 172, 174, 175)

2.12 Insurances

2.12.1 In order to be licenced, the operator will take out the following insurances:

- Childcare Insurance which covers all aspects of a childcare centre and includes Public Liability Insurance of \$20 Million
- Workers Compensation Insurance

(Education and Care Services National Regulations – Regulation 29)

2.13 CCC – Policies and Procedures

2.13.1 The CCC's operations will be documented in their Policies and Procedures.

2.13.2 All staff are to read the Policies and Procedures and confirm in writing at induction and as part of staff training that they have done so. The Policies and Procedures are to be discussed at Staff Meetings and continually updated and redistributed as they are amended to retain relevance and compliance.

(Education and Care Services National Regulations – Regulation 168, 170, 171, 172)

2.14 Cleanliness, Waste Management and Maintenance

2.14.1 The CCC is to be kept clean by both staff and external professional cleaners and gardeners.

2.14.2 The CCC is to have a designated WH&S Officer who maintains a schedule of required maintenance, which is routinely undertaken by handymen, builders and other tradesmen as required.

2.14.3 Care to be taken that any fire safety services are not undermined by maintenance crews. Annual testing or as required by BCA for all access / egress, disabled access and fire services.

2.14.4 As the CCC educates children on environmental issues, it is a core objective to recycle our waste.

2.14.5 Waste bins are to be provided throughout the CCC with all waste (general putrescible and recyclable wastes to be collected by staff).

2.14.6 CCC putrescible waste bins to be serviced and stored by staff in the designated waste storage area in Lower Ground Level and collected by private contractors.

2.14.7 Waste Management Policy 7.30 is attached as Annexure A.

(Education and Care Services National Regulations – Regulation 103 – Regulation 115).

2.15 Fire Safety and Emergency

2.15.1 The CCC must carry certified fire equipment commensurate with the standards.

2.15.2 All equipment is recertified as required by the law/BCA/NCC and manufactures specification.

2.15.3 The CCC will have documented Emergency Evacuation Plans as well as Evacuation diagrams on display throughout the centre.

2.15.4 The staff and children will have regular training sessions on how to proceed in cases of emergency.

2.15.5 Emergency Procedures

Prior to commencement of operations, a risk management plan will be prepared to assess the likelihood of possible emergencies and develop a range of emergency procedures in line with these risks.

These procedures will include emergency evacuation and lock down procedures

Emergency and evacuation procedures will be rehearsed at least every 3 months consistent with Regulation 97.

Rehearsals will take place at various times of the day and week to ensure that everyone at the service has the opportunity to rehearse.

These drills are to be documented to allow for reflection on their effectiveness.

The service will conduct emergency drills more often than required under the Education & Care Services National Regulations as these will be done on a monthly basis.

This proposed procedure has been prepared in accordance with AS 3745:2010.

2.15.6 Emergency Evacuation Plan

Prior to commencement of operations, a comprehensive Emergency Evacuations procedure will be prepared by a licensed and accredited fire expert. Fire evacuation plans will be installed around the centre as per the expert's recommendations. This plan and the procedures will be checked by DET before a license to operate the centre is issued.

All play rooms and the outdoor play area will have an emergency pack which includes whistles for teachers, roll call list, emergency contact details, a torch, water bottle. Staff will take this should an emergency evacuation be necessary.

All rooms will also have the relevant evacuation equipment for each age group including an emergency evacuation mattress (used for children who cannot walk yet that can be pulled down the stairs); grab and go straps for the toddler age group and rope with straps for the preschool aged children to hold on to.

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. In addition, practice fire drills will occur at least every 3 months to ensure that all staff and children are proficient in the procedures.

Emergency evacuation procedures that are based on the service's floor plans will be prominently displayed near each emergency exit. The Emergency Evacuation

Procedure will detail the steps to be taken in the event of an evacuation including specific roles that need to be carried out by staff.

The service will maintain an up-to-date and compact register of emergency telephone numbers that must be taken in an emergency or evacuation.

Emergency telephone numbers will be displayed prominently throughout the service near all telephones.

The service will ensure educators are provided with training on how to use fire extinguishers, fire blankets and other emergency equipment.

Fire extinguishers, fire blankets and other emergency equipment will be tested as recommended by the manufacturer by recognised authorities. All tests must be documented.

Emergency and evacuation procedures will be discussed with families and regular information will be provided to families.

The Nominated Supervisor is responsible for ensuring that all educators, including relief educators and staff members, are aware of the service's policies and procedures relating to Emergency Management and Evacuation.

Informal games and discussions will be used to familiarise children with the service's evacuation and emergency procedures.

The service has a range of evacuation equipment to cater to the various ages and mobility of children. This will include s-cape kids evacuation mattress; 'grab and go' straps and evacuation ropes. Part of the evaluation process when evacuation practices are done is to determine any issues or challenges that need to be addressed.

2.15.7 Proposed Evacuation Procedure

Evacuation signal will be a whistle blown for 3 seconds and repeated as necessary until all areas are aware of need to evacuate.

Whom ever blows the whistle will also call where emergency is within the building.

Upon hearing the signal the educator in the area will gather the group of children and tell them where they are walking to. For example "Let's hold hands and walk to the front door"

The responsible person on duty will collect the sign on sheets from reception area (or tablet if electronic sign in) and the emergency evacuation bag/phone on the way out. They will call emergency services.

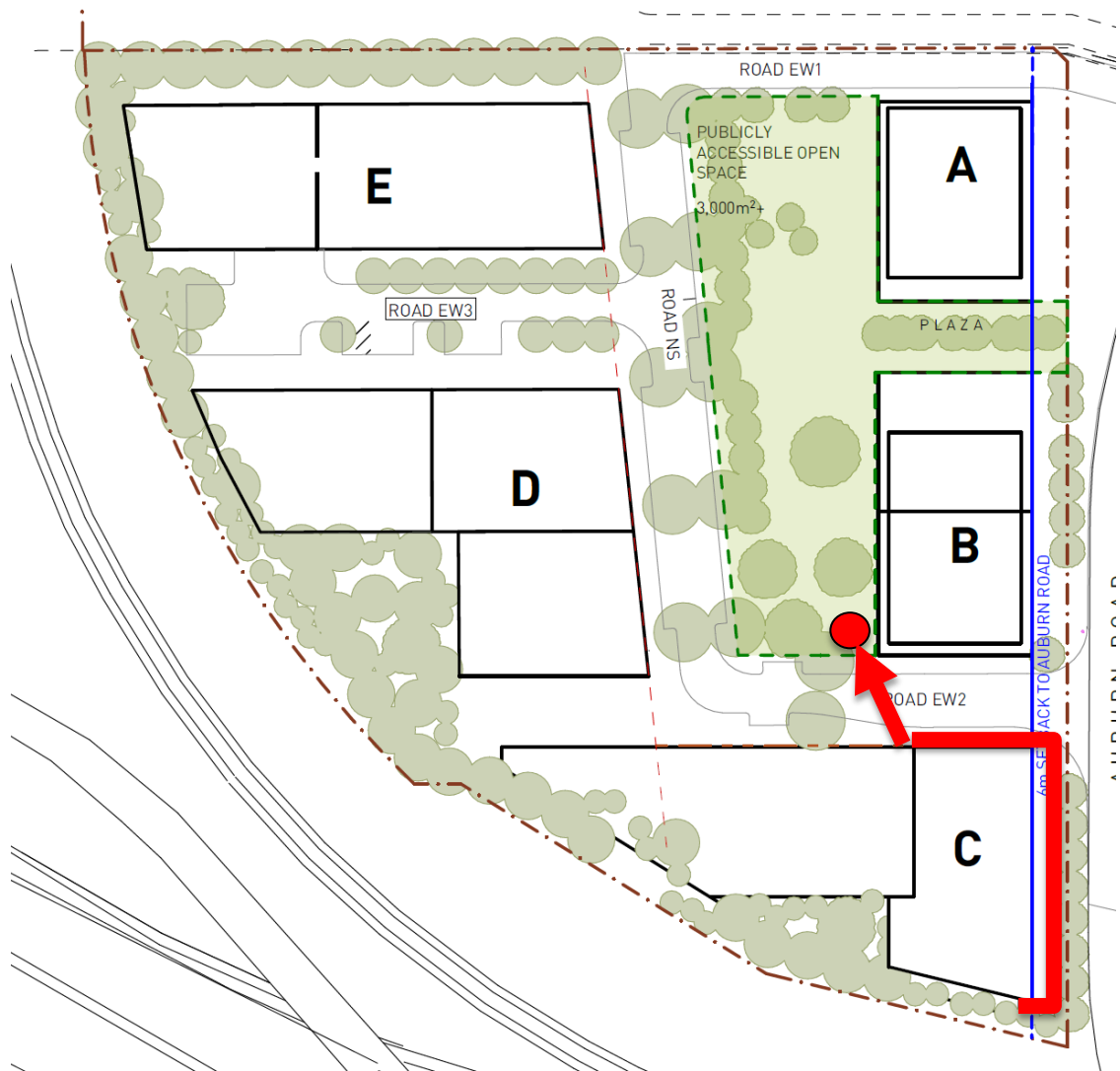
If the responsible person is supervising a group of children another educator who is close by will take over supervision of those children.

Evacuation Stairs

The evacuation route involves the use of stairs so the youngest age grouping of children will enter the evacuation stairwell first with the remaining age groupings following youngest to oldest. Employees will space themselves along the balustrading and railings to act as a physical guard and barrier between children and railings and assist children down the stairwells moving down with the children to the bottom, where possible

When all children and staff are assembled the responsible person will call the roll to ensure everyone is at the assembly area.

Egress evacuation point and emergency evacuation safe haven meeting point is the grass verge adjacent to the centre.



Children will be seated at the evacuation area and sing songs/have stories until the all clear to return to the play rooms is given or await collection from the parent.

The service has a supply of food available on site should an emergency occur that prevents children leaving the site.

Evacuation and emergency procedures will be finalised with consultation from expert prior to service approval.

2.15.8 Draft Lock down Procedure

While many emergency situations will require staff and children to evacuate from the Service, there are potential situations that will require the Service to go into 'lockdown'.

Within early childhood services there are two types of lockdown that may be required:

'Full lockdown' indicating that there is a potential threat outside that you wish to prevent from entering the building. For example:

- Potentially dangerous unwanted or uninvited intruder
- Potentially dangerous person due to intoxication or substance abuse
- Receiving an emergency services warning about a reported incident or civil disturbance

'Shelter-in-place' which generally will be required when there is a real or perceived

threat to health or safety. For example:

- Severe storms
- Extreme smoke from a local or distant bushfire
- Chemical or hazardous substance spill
- Gas leak / atmospheric hazardous substance
- Flood outside of the service
- Unidentified dangerous animal or insects

Lockdown means that all windows and external doors are locked, and where possible internal doors are locked, and blinds closed.

For a ‘Shelter-in-place’ lockdown children are able to participate in the usual experiences and activities: However, for a ‘Full lockdown’ children and adults must be moved to a room/position that does not allow them to be viewed.

Risk assessment in possible emergency situations:

Type of emergency	Issue	Risk	Control strategies
Any evacuation	Child wanders off	Possible	Younger children have grab and go straps. Older children hold the rope.
Any evacuation	Traffic	Possible	Responsible person will have a safety vest and stop traffic if required.
Any emergency	Child distress	Likely	Have regular practice drills and discussions about how the children will be kept safe. Regular visits from emergency services such as fire brigade to assist children become familiar with sirens/lights.
Any evacuation	Children may be asleep when evacuation occurs	Possible	Have practice drills during these times.
Any emergency	Phone line is cut	Possible	Responsible person to take alternate phone such as mobile.

(Education and Care Services National Regulations – Regulation 97)

2.16 Community and Neighbours

2.16.1 All parking to occur as designated on the architectural plans.

2.16.2 The CCC – supports requests from local schools and other associations to present opportunities to families and involvement in their activities.

2.16.3 Any complaints from residential neighbours are taken seriously and resolved either internally by CCC Management or referred to Precinct management entity.

2.17 Noise Management

- 2.17.1 The Acoustic Report, prepared by Renzo Tonin, is to be kept on-site at all times.
- 2.17.2 Noise abatement measures are to be articulated to all staff and parents/guardians as part of induction and general information provided upon employment or enrolment with the centre.
- 2.17.3 Where not covered by the Acoustic Report, the CCC will follow recommendations by the Association of Australian Acoustical Consultants as prescribed within the AAAC Guideline for Child Care Centre Acoustic Assessment 2010.

2.18 Security and Safety

- 2.18.1 The CCC will have the following security measures in place:
- Security cameras and CCTV – external and internal
 - Back to base alarms.
 - Swipe card access to all staff and parents to the centre.
 - The fire egress is not to be used a staff entry or exit point.
 - The staff door in reception must remain secured and closed at all times. It is not to be left propped open at any time.
 - Staff caught leaving the door propped open shall be issued a written warning and can be dismissed on this basis.
- (Education and Care Services National Regulations)*

2.19 Daily Timetable

Daily Routines

Infants 0 – 2 years

7.00am – 8.00	Flexible/family grouping with other age groups as needed Indoor free play
8.00 am – 9.00	Outdoor free play
9.00 – 10.30	Progressive morning tea and child indoor play Nappy change and some infants will sleep.
10.30 – 10.45	Story and movement group/handwashing
11.00 – 12.00	Lunch
12.00 - 2.00pm	Sleep time or quiet activities (indoor). Nappy change
2.00 – 3.00	Outdoor free play Progressive afternoon tea Some infants will sleep
3.00 – 5.00	Indoor planned movement/games then free play indoors
5.00 – 6.00	Flexible/family grouping with other age groups as needed - late snack served indoors

Early Learners (2-3 year-old)

7.00am – 8.00	Flexible/family grouping with other age groups as needed Indoor free play or outdoor play
8.00 am – 9.00	Indoor free play and morning tea
9.00 – 10.00	Outdoor free play.
10.00 - 11.00	Indoor group time
11.00 – 12.00	Lunch
12.00 - 3.00pm	Rest time/quiet activities (indoor)

3.00 – 4.00	Outdoor free play Progressive afternoon tea
4.00 – 5.00	Indoor planned movement/games
5.00 – 6.00	Flexible/family grouping with other age groups as needed - late snack served indoors

Preschool (3-5 year old)

7.00 – 8.00	Flexible/family grouping with other children as required
8.00 – 9.00	Indoor free play with progressive morning tea
9.00 – 10.00	Outdoor free play
10.00 – 12.00	Indoor planned group time – literacy and free play
12.00 – 12.30	Lunch
12.30 – 1.30	Rest time/quiet activities (indoor)
1.30 – 2.00	Planned group music/movement/games
2.00 – 3.00	Indoor and Progressive afternoon tea
3.00 – 4.00	Outdoor play
4.00 – 5.00	Indoor free play
5.00 – 6.00	Combined grouping with other age groups – late snack served

Annexure A – CCC Waste Management Plan

Aim: To ensure that centre waste is properly and safely disposed of in accordance with local government regulations, workplace health and safety policies and environmental guidelines.

Reason: Proper rubbish removal and waste management is an important aspect of the day-to-day operations of a child care centre. Waste must be held and disposed of in a manner which is safe to children, staff and families, does not impact negatively on the community and has regard to the environment. Waste management practises must also comply with relevant local government regulations, other centre policies and work place health and safety guidelines.

Internal Rubbish Bins

- Use separate garbage containers in the nappy change (must be covered bin), bathrooms, kitchen and play areas.
- Ensure indoor garbage containers are waterproof and have a tightly fitting lid.
- Line indoor garbage containers with appropriate bin liners.
- Empty daily at a minimum unless required more frequently and insert new liners.
- Clean indoor garbage containers weekly.

Nappy Disposal

- Disposable nappies must be disposed of immediately.
- They are to be placed in the covered bin, besides the nappy change table. The bin then needs to be removed and placed in the external waste bin, making it inaccessible to children.
- The nappy change bin needs to be emptied after a series of nappy changes or after an individual nappy change that is a bowel movement.
- All Nappies are to be placed in plastic bags that are tied or otherwise sealed appropriately.

External Waste Management (private waste collection).

Commercial waste management services will be used to manage and remove waste from the centre. Refer to the waste management plan for details of how waste services will operate in the centre.

In those locations that require commercial waste collection, the childcare centre the seek assistance from their nominated service provider in the calculation of suitable bin sizes based upon centre size. Our normal collection frequency is weekly.

Practice, Cleanliness and Hygiene

- All boxes should be broken down prior to placing in compactor.
- All decomposable rubbish should be tied or sealed bags.
- Keep outdoor garbage area clean.
- Do not place rubbish outside unless it will fit into the bin.
- Clean outdoor garbage container if there has been a spill.
- Monitor external waste bin and area for signs of pests and rodents and odours.
- Report any sign of pest build up or infestation to cleaner to provide a complete clean of the rubbish area.
- Report odorous bins that cannot be effectively cleaned or damaged bins to collection service and request replacement.

- If the collection service's bins are full prior to regular weekly collection date, contact the facilities team to arrange for interim collection.
- Ensure the collection service is aware of any special needs of local community and neighbours when collecting rubbish.
- Hands should be cleaned after any handling of garbage.

Environmental Sustainability

- Our educators will model sustainable practices by embedding sustainability into all aspects of the daily running of our service operations including:
 - recycling materials for curriculum and learning activities
 - minimising waste and effectively using service resources
 - turning off equipment and lights when not in use
 - Using the least hazardous cleaning substance appropriate for the situation, for example, ordinary detergent for cleaning dirt from tables and other surfaces.
 - Where possible, compost vegetable matter.
 - where possible, maintain a worm farm
 - where possible, maintain a no dig vegetable/herb garden
 - Incorporating water wise strategies such as drip irrigation and ensuring taps are turned off and leaks fixed.
 - where possible, using food that we have grown in meals on our weekly menu
 - implementing environmentally friendly pest management

Specific Centre Requirements

- Any specific requirements that may occur from centre to centre should be added to this policy for that centre.

Annexure B - Sun Protection Policy

This Sun Protection Policy provides guidelines to:

- Ensure all children, educators and staff have some UV exposure for vitamin D.
- Ensure all children, educators and staff are well protected from too much UV exposure by using a combination of sun protection measures during the daily local sun protection times (issued whenever UV levels are 3 and above).
- Ensure the outdoor environment is sun safe and provides shade for children, educators and staff.
- Ensure children are encouraged and supported to develop independent sun protection skills.
- Support duty of care and regulatory requirements.
- Support appropriate WHS strategies to minimise UV risk and associated harms for educators, staff and visitors.

Rationale

Exposure to ultraviolet (UV) radiation in childhood is a major risk factor for developing skin cancer later in life. By implementing a best-practice Sun Protection Policy and practices, the childcare centre can help protect staff, educators and children from UV radiation and teach children good sun protection habits from an early age.

Legislation and Standards

Education and Care Services National Law Act 2010:
Section 167 – Protection from harm and hazards
Education and Care Services National Regulations 2011:
Regulation 100 - Risk assessment for excursions
Regulation 113 – Outdoor space-natural environment
Regulation 114 – Outdoor space-shade
Regulation 168 – Policies and procedures
(2)(a)(ii) – Sun protection

Procedures

To assist with the implementation of this policy, educators and children are encouraged to access the daily local sun protection times via the free SunSmart app or at www.sunsmartnsw.com.au.

The sun protection measures listed below are used for all outdoor activities during the daily local sun protection times (issued whenever UV levels are 3 and above), typically from September to the end of April in New South Wales. Where possible, active, outdoor sun safe play is encouraged throughout the day. SunSmart practices consider the special needs of infants. All babies under 12 months are kept out of direct sun during the sun protection times (when UV levels are three and above).

Practices

Scheduling outdoor activities (Quality Area 2: Children's health and safety)

The childcare centre will ensure that outdoor activity times and sun protection practices are inclusive of the below:

October - March:

Minimise outdoor activity between 11am and 3pm (daylight saving time). Sun protection practices are required at all times when outside–

April - September:

Outdoor activity can be planned at any time of the day. Sun protection practices are required between 10am and 2pm except in June and July when the UV Index is mostly below 3.

All sun protection measures will be considered when planning excursions and all events held at the service.

Sources:

www.sunsmart.com.au

www.cancercouncil.com.au

Education and Care Services National Regulations 2011.