

Plan of Management

76 PLACE CENTRE-BASED CHILD CARE FACILITY
69-73 GEORGE STREET, MARULAN

Child Care Facility

Date: 4 April 2024

Contents

PLAN OF MANAGEMENT OVERVIEW	3
CHILD CARE CENTRE OPERATION	4
Licensing and Approvals	4
Centre Capacity and Operating Hours	4
Staffing and Management	4
DAILY PROGRAMMES AND ROUTINES	6
TRAFFIC AND PARKING MANAGEMENT	9
NOISE MANAGEMENT	10
MECHANISM FOR CONVEYING POLICIES & UPDATES TO PARENTS	12
POLICY & PROCEDURAL ASPECTS	13
POLICY & PROCEDURAL IMPLEMENTATION	14
SECURITY MEASURES	15
ARRIVAL PROCEDURES	16
DEPARTURE PROCEDURES	16
SUPERVISION OF CHILDREN	17
WASTE MANAGEMENT AND COLLECTION	20
Emergency Procedures	21
Preparing for emergencies	21
Draft Evacuation Procedure	22
PARENTS COMPLAINTS HANDLING PROCEDURE	24

PLAN OF MANAGEMENT OVERVIEW

This Plan of Management has been prepared for the operation and management of a Child Care Centre at 69-73 George Street, Marulan.

The Child Care Facility accommodates a total of 74 child care placements and will operate 7am to 6pm Monday to Friday with a 30 minute shoulder period for staff arrivals and departures. The child care facility forms part of the existing Marulan Village Centre that contains a variety of land uses including an IGA and a variety of specialty shops.

The development is serviced by a total of 16 car spaces located at grade that will be allocated for the child care use during the operating hours of the child care- noting there are 7 staff spaces and 9 visitor parking spaces. Out of hours those spaces can be used by the broader Marulan Village Centre users- i.e. evenings and weekends.

This Plan of Management identifies appropriate strategies and procedures to address operational elements of the facility.

A plan of management is an accepted concept in environmental law and can be used in a range of circumstances. This plan of management assists in addressing a better understanding of the proposal and the way in which it is proposed to operate.

This Plan of Management will require ongoing revision to reflect operational needs and may need to be updated to reflect any DA conditions of consent imposed by Council.

CHILD CARE CENTRE OPERATION

Licensing and Approvals

The centre will not commence operation until the necessary licences have been issued by the relevant authorities.

The centre will be operated strictly in accordance with the relevant licence conditions and regulations including (but not limited to) the *Children (Education and Care Services) National Law (NSW)* and *Education and Care Services National Regulations*.

Centre Capacity and Operating Hours

The Child Care Facility accommodates a total of 76 child care placements and will operate 7am to 6pm Monday to Friday with a 30 minute shoulder period for staff arrivals and departures- i.e. staff will arrive from 6:30am for set up and then leave by 6:30pm for pack down.

The development is serviced by a total of 16 car spaces located at grade - noting there are 7 staff spaces and 9 visitor parking spaces.

The various age groupings of the children are as follows:

- 16 children in the 0-2 year bracket;
- 20 children in the 2-3 year bracket
- 40 children in the 3-5 year bracket;

Educator Ratios and Educators on Site

Staffing arrangements are proposed to align with the provisions of the Education and Care Services National Regulation as follows:

Age Group & Children Number	Educator Ratio	Staff Required	Educators Provided
0-2 years: 16	1 per 4	4	4
2-3 years: 20	1 per 5	4	4
3-5 years: 40	1 per 10	4	4
Total		12 Educators	12 Educators

Staffing and Management

The bulk of administration works will be undertaken off-site at head office of the operator. This includes HR, accounts, marketing/enquiries, and IT support. As such a full-time administration staff member will not be required on site. It is noted that meals will be prepared off site and warmed up on site negating the need for a dedicated cook. If any additional staff are required to assist with the serving of meals, they shall not attend the centre prior to 9am and must leave the centre by 3pm and are to use the vacant visitor parking spaces.

Waste Collection

Waste collection is to be maintained via a private waste contractor and waste collection is to be undertaken outside of morning drop-off and afternoon pick-up periods for the child care centre to avoid conflict with visitor drop-off and pickups.

Collection will occur from the existing loading bay area in proximity to the bin storage area and bins will be wheeled by the contractor to the truck noting collection is likely to take 5-10 minutes.

Loading and Deliveries

All loading and servicing for the child care centre will be adequately undertaken by light commercial vehicles such as vans, utility vehicles and the like (i.e. B99 vehicles) that are capable of fitting within a standard car space. All delivery and servicing will be scheduled outside of peak pick-up and drop-off periods- being between 10am and 2pm.

Laundry Arrangements

Laundry services will be provided on site for the washing/drying of centre linen such as tea towels, face washers and bibs. The sheets used for sleep/rest time will be provided by the parent and send home for laundering at home. Any wet/soiled clothing or cloth nappies belonging to children will also be send home for laundering at child's home.

DAILY PROGRAMMES AND ROUTINES

DAILY PROGRAMME AND ROUTINE FOR AGES 0 – 2 YEARS

For children aged 0-2 years, we follow individual routines based on family input. This routine is extremely flexible to allow for this to occur. There are no restrictions to outdoor play time align with Acoustic Report by Renzo Tonin & Associates.

DAILY PROGRAMME AND ROUTINE FOR AGES 2 – 3 YEARS

The below program is the general program for the 2-3 year old's. There are no restrictions to outdoor play time align with Acoustic Report by Renzo Tonin & Associates.

The general daily programme and routine is set out below with the outdoor time shown in green.

7am- Centre Opens

7.30-8.30am Breakfast/Morning Tea (A quiet time for children)

8:30-10am Free Indoor/Outdoor Play (small groups-Discuss child's interests, transition).

10:00-10.15 Indoor child interest-based learning (Talk about child's interests, weekly topics, story time)

10:15-10:30 Packing away followed by Music & movement

10:30-10.45 Art and craft

10:45-11.00 Nappy changing & preparing beds

11:00-11.30 Lunch time

11:30-1.30 Rest time/Quiet activities for the children who do not sleep

1:30-2.00 Small group activities.

2:00-2.15 Afternoon Nappy change

2:15-2.30 Afternoon tea

2:30-4.00 Interest based learning (indoor and outdoor)-

4:00-4.15 Late afternoon tea/snack

4:15-5:30 Free indoor/outdoor play.

6:00 Centre Closes.

DAILY PROGRAMME AND ROUTINE FOR AGES 3 – 5 YEARS

The below program is the general program for the 3-5 year old's. There are no restrictions to outdoor play time align with Acoustic Report by Renzo Tonin & Associates.

The below sets out the play times and daily routine for the children in this age grouping.

7am- Centre Opens

7.30-8.30am Breakfast/Morning Tea (A quiet time for children)

8:30-10am Free Indoor/Outdoor Play (small groups-Discuss child's interests, transition)

10:00-10.15 Indoor child interest-based learning (Talk about child's interests, weekly topics, story time)

10:15-10:30 Packing away followed by Music & movement

10:30-10.45 Art and craft

10:45-11.00 Nappy changing & preparing beds

11:00-11.30 Lunch time

11:30-1.30 Rest time/Quiet activities for the children who do not sleep

1:30-2.00 Small group activities.

2:00-2.15 Afternoon Nappy change

2:15-2.30 Afternoon tea

2:30-4.00 Interest based learning (indoor and outdoor)-

4:00-4.15 Late afternoon tea/snack

4:15-5:30 Free indoor/outdoor play.

6:00 Centre Closes.

TRAFFIC AND PARKING MANAGEMENT

The following procedures are to be adopted for the use of the childcare centre car parking area:

- The recommendations of the traffic report by Hemanote Consultants dated November 2023 are to be followed at all times.
- There should be a total of 16 parking spaces made available, being 7 staff spaces and 9 drop-off spaces. It should be noted that the above-mentioned car parking allocation for the proposed childcare centre apply on weekdays only, with these car spaces being used by the other existing businesses on weekends, to minimise any impacts on parking for the existing shopping village.
- All parking associated with the childcare must occur within the sign posted spaces and they will be signposted staff or visitor parking spaces.
- Vehicles must enter and exit the site car parking area in a forward direction at all times;
- The disabled car spaces must be used by people with a valid disability permit;
- The pedestrian walkway connecting the car parking spaces to be kept clear at all times;
- No double parking is permitted in the car parking aisle;
- The security door at the entrance to the car park should remain open during childcare centre operating hours;
- The car parking area is not to be used for storage purposes, thereby reducing the number of available car spaces;
- Staff, parents and carers must be encouraged to report improper use of the car parking area to the centre's manager;
- Staff are to regularly monitor the car park during operating hours to ensure the above items are adhered to, particularly during peak drop off/pickup periods;
- This traffic & parking management plan must be issued to all new parents, staff, with a copy to be included on the centre's website;
- This traffic & parking management plan is to be regularly reviewed & amended as deemed necessarily.

NOISE MANAGEMENT

The following procedures are to be adopted in relation to the management of noise. The childcare centre is to operate as per the relevant recommendations of the approved Acoustic Report by Renzo Tonin & Associates, which are as follows:

- Ensuring all staff and parents are provided with a copy of the Centre's Noise Management Plan and its implications for them during their time at the Centre. Extracts of the general noise management strategies in the Acoustic Report by Renzo Tonin & Associates are set out below and must be followed:

4.4.1 Physical Mitigation

The solid boundary fences (acting as acoustic fences) along the northern, eastern and southern boundaries of the site are to be 1.8 m high as shown in Figure 2.

Note that the heights of the fences are referenced to the ground level directly under the corresponding fence.

The construction of the fences can be from any durable material with sufficient mass to prevent direct noise transmission e.g. masonry, steel, fibrous-cement, timber, acrylic or polycarbonate, selected to withstand the weather elements. A double-skinned profiled sheet steel construction with a minimum 50 mm cavity between the sheets and each sheet having 0.6 mm minimum base metal thickness (e.g.

'Colorbond' fence or similar) is adequate for use as an acoustic fence. A treated timber lapped and capped fence could be used, provided it has no gaps so that it can perform as an effective acoustic fence. Where acrylic or polycarbonate sheets are to be used to form part of the fences, the thickness of the sheets should be a minimum 12 mm thick.

Furthermore, all boundary fences should give regard to the following to maintain acoustic integrity and for the fences to perform as noise screens:

- Any penetrations through the fabric of the fence should be sealed air tight
- All joints and gaps between fence / planks / sheets should be sealed air tight
- Any gaps between the fences and the ground should be filled to ensure that the fence provides appropriate noise attenuation.

4.4.2 Management Measures

The following management measures should be implemented as part of the operation of the proposed childcare centre:

- Signs should be erected at appropriate, prominent locations, to advise the following:
 - that staff and parents converse at a very low volume
 - that parents not call out to their children when delivering or collecting their children
 - that gates not be slammed.
- Children who are loudly crying outdoors should be comforted by staff and if the child continues to cry loudly then they should be taken inside.
- No music should be played in any outdoor areas at any time.

- Time out of doors is an essential component of the child's experience of the centre. When children are in the 'active' play area, each group will be fully supervised at all times.
- Centre management recognizes the importance of ensuring all educators and carers are properly trained.
- Children who are making excessive noise outdoors- screaming and loud crying- who cannot be settled are to be taken inside to calm them.
- In-house training will include familiarization with the procedures in the operation of the centre.
- Staff will be instructed to engage the children in educational play and activities that children find mentally and physically stimulating at all times.
- Centre management will maintain a log of any, and all complaints received.
- Centre management will endeavour to respond to any noise complaint at the time of the event and record such events in a daily log.
- A laminated copy of the noise management plan will be displayed in the foyer.
- All educators are required to read the noise management plan.

MECHANISM FOR CONVEYING POLICIES & UPDATES TO PARENTS

- The centre operations are documented in our policies and procedures.
- These policies and procedures make up many volumes. All educators and carers must read the policies and procedures and confirm in writing that they have done so. The policies and procedures are discussed at staff meetings and continually updated and redistributed as they are amended.
- Policies are also located in the front foyer for all families and visitors to have access to at all times.
- Centre policies are reviewed throughout the year on a monthly basis following a schedule. All revised policies are mentioned in the centres monthly newsletter and displayed in the front foyer for the families to be updated and advised of any changes that have been made.

POLICY & PROCEDURAL ASPECTS

The following provisions of the National Quality Standard are relevant and will be adhered to:

QA4

4.2 Educators, coordinators and educators are respectful and ethical.

4.2.1 Professional standards guide practice, interactions and relationships.

4.2.2 Educators and coordinators work collaboratively and affirm, challenge, support and learn from others to further develop their skills.

4.2.3 Interactions convey mutual respect, equity and recognition of each other's strengths and skills.

QA7

7.2.3 An effective self-assessment and quality improvement process is in place.

7.3.2 Administrative systems are established and maintained to ensure the effective operation of the service.

7.3.5 Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

The following provisions of the Education and Care Services National Regulations are to be complied with:

- 31- Condition on service approval-QIP
- 55-56- QIP
- 168- education and care services must have policies and procedures
- 170- policies and procedures to be followed
- 171- policies and procedures to be kept available
- 172- Notification of change to policies and procedures affecting ability to family.

POLICY & PROCEDURAL IMPLEMENTATION

Our centre believes that reflection and evaluation is an important aspect of quality improvement. Reviewing the centres practices and strategies will ensure that we continually strive to improve our service to families and the children in our care. To this end, we have implemented the strategies below.

Policies and procedures will be made available to families, located in the service.

Educators will ensure that families can have access to policies and procedures, this gives both families and educators opportunities to suggest elements the need improving.

For educators and management this will occur: -

- At meetings
- At the policy review points
- Family meetings
- Newsletters
- Parent educator meetings

Who is affected by this policy: -

- Children
- Families
- Educators/Staff
- Management

SECURITY MEASURES

The centre will have the following security measures in place: -

- Surrounding child proof fences and gates, security cameras and CCTV.

The relevant legislative provisions outlined below are also to be complied with.

QA2

2.3.2 Every precaution is taken to protect children from harm and any hazards likely to cause injury.

2.3.4 Educators, coordinators and staff members are aware of their roles to respond to every child at risk of abuse or neglect.

National Regulations

84 Awareness of child protection law

99 Children leaving the education and care service premises

158 Children's attendance record to be kept by approved provider

Aim

The aim of this policy is to ensure that delivery and collection procedures are consistent with the safety of children. Children are delivered and collected from the centre by an authorized person only.

Implementation

The nominated supervisor, educators, staff will adhere to the following procedures at all times to ensure the safety of children.

Children and families will not be allowed to enter the service before opening hours.

We encourage you to drop children off before 10.30am, as we program daily for children and a late drop off may make it difficult to effectively include children in learning stories/daily journals.

If your child is going to be away on the day for any reason, please inform the centre via email.

ARRIVAL PROCEDURES

- All children are to be brought into the centre by an adult to an educator;
- Parent are required to make contact with educators when collecting their child;
- All children must be signed in by their parent or person who delivers them to the centre. If for any reason they are unable to sign, the nominated supervisor may sign them in;
- An educator will greet and receive the child;
- A locker or shelf space will be available for the child's belongings.

DEPARTURE PROCEDURES

- All children must be signed out by their parent or person who collects the child;
- Children can only be collected by a parent, authorized nominee who information is located on enrolment;
- It is the parent's responsibility to ensure their information is regularly updated;
- No child will be released into the care of unauthorized persons;
- Educators will always ensure the safety of the child first, if a person become aggressive or violent Educators may not release the child and ring the police on 000;
- Nominated supervisor will make sure that the child's records are kept up to date;
- No child will be released into the care of anyone not known to the educators

Parent must give prior notice when: -

- The person collecting the child is someone other than those mentioned on enrolment;
- There is a variation in the persons picking up of the child;
- If educators do not recognize the person by face, they may need to provide a form of identification (license);
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, educators are to bring the matter to the persons attention before releasing the child;
- Signing in & out is a condition of your child's enrolment at the centre;
- Two educators verify and initial the open and close sign in sheets of the day;
- Individuals visiting the premises must sign in and out of the centre (visitors);

If a child has not been collected by the time, we are due to close the service, the Nominated supervisor will: -

- Attempt to contact the parents, authorized person;
- Leave a voice-mail and call again;
- Wait a few minutes and attempt to re dial, if the person has yet not arrived, ring the protection hotline for guidance before ringing emergency services (000)

The review will be conducted by: -

- Management;
- Families;
- Employees.

SUPERVISION OF CHILDREN

Activities

Outdoor activities vary from day to day and are dependent upon the weather and program.

They include: -

- Ball games
- Team play
- Free Play
- Water-based play
- Sand play
- Balancing and climbing games
- Gross motor skills
- Supervised play

The maximum number of children outside is reflect in table 2 above in relation to the noise management measures.

Monitoring process for outdoor play is the same as for indoor.

SUPERVISION POLICY

The following legislation is to be followed with regard to supervision.

NQS

QA2

2.3.2 Every reasonable precaution is taken to protect children from harm and any hazards or injury

4.1.1 Educator to child ratios requirements are maintained at all times.

5.2.3 The dignity and rights of every child are maintained at all times

National regulations

168- Policies & procedures are required in relation to health & safety

Implementation

The service defines 'supervision' as actively watching and attending their environment. Educators should avoid carrying out activities that will draw attention away from supervision.

The supervision policy is committed to: -

- Complying with education and care services
- ensuring that children are supervised at all times
- considering the design and arrangement of children's environments

- guiding educators to make decisions about when children's play needs to be interrupted
- identifying high risk experiences and developing strategies, depending on the age and development of children.

The procedures relating to the supervision policy are laminated, clearly labelled and displayed for everyone to read: -

- Supervision procedures & practices are made easy to read and interpret
- The service will consider obtaining information in community languages
- The centre will have a supervision plan.

Procedure

Supervision is one of the most important care giving strategies and skills required by educators to develop and master. Listening and watching is an active combination of supervising. Children learn about who they are, how they react in situations, and discover interests. There are vital skills to develop as they assist staff to predict children's play patterns.

Positioning of educators

- It is important carers are able to move around effortlessly and view play areas from different angles
- Carers should be close enough to children to intervene promptly and prevent injury;
- Educators should ensure that students are being considered when coordinating supervision.

Listening when children play

- Listening is important and different sounds can alert educators to potential risks.

Knowledge of the environment and its potential risks

- Please refer to the maintenance policy

Setting up of the environment

- It is important that the design and layout should be safe enough to allow adults to freely interact.

Promoting play and learning experiences

- Supervision can ensure that children's play is enjoyable, and their learning opportunities are promoted.

Risk management strategies

- Please refer to the services OH&S policy

Children's arrival & departure

- To ensure only authorized-persons collect children from the centre
- Upon enrolment and first starting day a parent is shown where to sign the child in & out

In relation to parents

- Parents or authorized persons MUST be responsible for the supervision of children not enrolled at the centre
- Parent must ensure that staff are aware of their child's arrival/departure
- Parent must hand the child over personally to staff/educators

In relation to staff

- Educators are to ensure that no child will exit the centre without a parent or authorized person
- While on duty, educators have a first priority to ensure safety of children

Nappy changes & toileting

- Please refer to the policy (toileting, nappy change)

Transporting children

- Please refer to the services OH&S policy

Protective behaviours & practices

- Staff, students, carers are role models
- Children learn through example and modelling to teach children

Staff professional development opportunities

- The service aims to maintain and strengthen the skills and knowledge of educators in relation to active supervision.

WASTE MANAGEMENT AND COLLECTION

Waste management and collection during the ongoing use of the building is as follows:

- Waste is contained in the bin storage area shown on the plans.
- Waste collected by a commercial contractor as required- generally twice per week
- Waste will be collected from the existing loading bay in proximity to the bin storage.
- Waste is to be collected between 7am and 6pm. Waste collection is to occur via a private contractor and pickup will be targeted to be early in the morning or in the evening to avoid conflict with the broader Marulan Village Centre peak times.

Collection will occur from the street frontage with the bins to be wheeled from the collection area to the kerbside on collection day by a private contractor.

Emergency Procedures

Prior to commencement of operation of the centre, 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.

Regulation 97 requires emergency and evacuation procedures to be rehearsed at least every 3 months. Rehearsals should 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.

Preparing for emergencies

All rooms and outdoor play areas will have an emergency pack which includes whistles for teachers, roll call list, emergency contact details, a torch, water bottle and rope with knots for the children to hold on to. Staff will take this should an emergency evacuation be necessary.

One of the cots will also be a designated evacuation cot which will be specifically designed to wheel easily over rough surfaces if necessary. The evacuation cot is for any baby under 6 months of age to be transported in during the evacuation.

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.

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.

Draft Evacuation Procedure

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

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

Whoever 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 back gate"

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 on the way out of the building.

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

Note there will never be an educator on a level on their own supervising a group of children.

When all children and staff are assembled the responsible person will call the roll to ensure everyone is out of the building.

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

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.

PARENTS COMPLAINTS HANDLING PROCEDURE

As per regulation 173 of the Education and Care Services National Regulations the name and telephone number of the person at the education and care service to whom complaints may be addressed will be displayed at the entry to the service. The contact details of the regulatory authority will also be displayed here.

Minor complaints:

Parents are encouraged to discuss minor concerns with the room leader or service nominated supervisor as soon as possible. These will be recorded in a complaint register and addressed with relevant people. Parent will be advised of the outcome.

Serious complaints:

The nominated supervisor will:

- listen to the family's view of what has happened
- clarify and confirm the grievance, documenting all the facts prior to the investigation
- encourage and support the family to seek a balanced understanding of the issue
- discuss possible resolutions available to the family. These would include external support options
- encourage and assist the family to determine a preferred way of solving the issue
- record the meeting, confirming the details with the family at the end of the meeting
- maintain confidentiality at all times
- refer families (as necessary) to Service policies that may assist in resolving the grievance.

If the grievance cannot be resolved, it is to be referred to the Approved provider who will investigate further:

- if appropriate, collect relevant written evidence. This evidence will be treated in strict confidence and will be held in a secure place
- should it be necessary to interview relevant people concerning the grievance, their involvement should be kept to the minimum necessary to establish the facts
- third parties providing evidence must also be made aware that the matter is to be kept confidential.

Should the grievance be lodged against another person(s), these person(s) will be interviewed separately and impartially. Individuals must be given the opportunity to respond fully to the allegations and may have another person present, as a support person, if they wish. If after investigation, it is concluded that the grievance is substantiated:

- both parties will be told of the decision and the reason for it

- immediate and appropriate steps will be taken to prevent the grievance from recurring
- if after investigation, it is concluded that the grievance is not substantiated both parties will be notified of the decision and the reason
- the family will be informed that if they are not satisfied with any decision relating to the grievance procedure that they should consult with an external body for further advice such as the Regulatory Authority.
- if the grievance is of a serious nature, the Nominated Supervisor is responsible to inform the Regulatory Authority.

GENERAL COMPLAINTS

The owner/operator will 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 Child Care Centre.

The owner/operator must 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 necessary) in order to address the complaint or concern.

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/her absence whenever he/she is next at the centre.

The Complaints Book must be made available to Council officers for inspection upon request.

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.

The approved provider will also schedule at least 2 community meetings per year that will be open to anyone wishing to attend. The purpose of these meetings will be to allow any concerns to be raised and aims to develop positive relationships within the community.