



Operational Plan of Management

Proposed Childcare Centre

at

**88 BEACH ROAD
BUNBURY WA 6230**

MAY 2022

DRAFT

MANAGEMENT PLAN FOR CHILD CARE CENTRE

1 EXECUTIVE SUMMARY

This Plan of Management (POM) forms an essential part of the ongoing management requirements for the Child Care Centre. It is a document required by Council and that reflects a reasonable agreement between the Centre Operators and the Council in order to minimise any adverse effects upon neighbours. It is required by and reflects the intention of the requirements of Council's conditions of development consent for the centre.

2 CAPACITY OF CENTRE

The Centre's capacity is for a total of 67 Children as follows:

0-2 years	12
2-3 years	15
3-5 years	40

Weeks of Operation: 51 weeks per annum

Hours of Operation: 6:30am – 6:30pm

This capacity is based upon the numbers provided by the architect.

3 HOURS OF OPERATION

The Centre opens daily Monday to Friday from 6:30 am to 6.30pm, fifty-two (51) weeks a year. The Centre closes for Public Holidays and for 1 week over the Christmas-New Year period.

4 STAFFING

The Centre will be operated by a minimum of eleven (11) (including the 10 primary contact staff and 1 chef) at any one time.

There will be a structured routine where the children will be divided between their age groups of 0-2 years (Babies), 2-3 years (Toddlers) and 3-6 years (Pre-schoolers). A daily programme will be based on their needs and individual development/progress.

Each group will be required to maintain staff to children ratios in accordance with the Childcare Regulations.

Our analysis of Arrival and Departure times across our existing centres supports the staffing requirements and is in accordance with the requirements of the *Children's Services Regulations*

5 STAFF ARRIVAL

Not all staff arrive at the same time. The arrivals are usually staggered between the hours of 6:30am to 10:30am. Full-time staff work for 8 hours a day. Part-time or casual staff work shifts as required.

6 PARENTS/CHILDREN ARRIVAL AND DEPARTURE

In the morning, parents usually arrive between the hours of 6:30am-10:30am. Similarly for pick-up, the parents would start arriving from 3.00pm and stagger until 6.30pm.

The trends of arrival and departure times are also based upon our analysis of arrival and departure times across existing centres currently operating.

7 INDOOR ACTIVITIES

Indoor activities are programmed depending on children's' needs and developmental stages. Typically, the daily routine is as follows:

6:30am-8:00am:	Settling in for early arrivals and centre program – individual work
8am-10:30am:	Program – individual work
10:30am – 11am:	Morning tea
11am – 12:30pm:	Group time
12:30pm – 1pm:	Lunch time
1pm - 2:30pm	Sleep or rest time
2:30pm – 5pm:	Other play and educational activity (eg music, painting dance) or outdoor play, and afternoon tea
5pm – 6:30pm:	Indoor activities

All indoor and outdoor activities are supervised by the regulated number of trained staff.

8 OUTDOOR ACTIVITIES AND SUPERVISION

Outdoor Play Schedule

The outdoor play schedule is set out below:

Mornings:	10:30 – 11:30
Afternoons:	3:30 – 4:30 (maybe longer in summer or if weather appropriate)

Activities

Outdoor activities vary from day to day and are dependent upon the weather and the programme. They include:

- Ball games
- Team play
- Balancing, climbing, stepping
- Using variety of gross motor skills development equipment
- Environmental and nature based activities
- Supervised play
- Sand play
- Water based play (not swimming pool)
- Free play

Monitoring

The monitoring process for outdoor play is the same as for indoor as follows:

Age Group	Monitoring Ratio – 2022
0-2 Years	1 Staff: 4 Children
2-3 Years	1 Staff: 5 Children
3-6 Years	1 Staff: 10 Children

The outside play area will be used only during the centre hours of operation, depending on the weather conditions. The ground floor undercroft play area is protected from light rain and sun providing additional play area in most weather conditions.

All outdoor activities are fully supervised and monitored. Teachers and children are encouraged to participate in quiet play activities.

The specified outdoor play policy and times shall be adhered to. Exceptional circumstances may apply. The centre manager shall ensure that outdoor play activities are conducted in an orderly fashion and that excessive noise from children playing, etc., is avoided wherever possible and practical.

9 AFTER HOURS EVENTS

The Centre may conduct the following events after 6.30pm and until 8.30pm:

- (a) Parent/teacher's information evening (maximum 15)
- (b) Teacher training and staff meetings (maximum 15);

Items (a), (b) are held inside of the centre with doors and windows closed

10 ENROLMENT AND TERMS AND CONDITIONS

The Centre has an established enrolment procedure and terms and conditions which parents sign. The centre operates approved childcare software "Kidsoft".

11 FAMILY INVOLVEMENT AND GREIVANCE

The Centre actively encourages family involvement and communication relating to the centre, children, curriculum and activities.

In addition, we have an established policy to properly manage any

grievances: These are attached as the following Annexures:

- Annexure D – Policy - Family Communication Policy
- Annexure E – Policy - Family Grievance Procedure
- Annexure F – Policy - Family Involvement in Evaluation Policy
- Annexure G - Policy - Family Involvement Policy

In addition, Parents receive a detailed Handbook, which provides an overview on all aspects of our company, philosophy, curriculum and policies. This is Policy number 6.8 and a copy can be provided upon request.

12 INSURANCES

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

13 CENTRE POLICIES and PROCEDURES

The centres operations are documented in our Policies and Procedures, including the Car Park Policy attached as Annexure “C”.

A listing of all the Centre’s Policies is attached to this Plan of Management as Annexure “A”.

These Policies and Procedures make up many volumes. All staff 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 are continually updated and redistributed as they are amended to retain relevance and compliance.

A listing of the contents of our policies and procedures manual is attached for reference.

14 CENTRE CLEANLINESS, WASTE MANAGMENT and MAINTENANCE

Centres are kept clean by both staff and external professional cleaners and gardeners. The centre has a designated WH & S officer who maintains a schedule of required maintenance which is routinely undertaken by handymen, builders and other tradesmen as required.

As the Centre educates children on environmental issues, it is a core objective to recycle our waste as best as possible.

Waste Management Policy is attached as Annexure “B”.

15 FIRE SAFETY and EMERGENCY

The centre must carry certified fire equipment commensurate with the standards. All equipment is recertified as required by the law.

The centre has documented Emergency Evacuation Plans as well as Evacuation diagrams on display throughout the centre.

16 COMMUNITY and NEIGHBOURS

Our car parking policy, takes into account minimising inconveniences caused by unthinking parking.

Complaints from neighbours are very rare, however, when received they are taken seriously and resolved in a positive manner. The company's internal risk and governance management processes ensures that these issues are brought to the attention of the General Manager and Company director.

17 ADMINISTRATION

In addition to the onsite staff, the centre has access to a central head office which provides administration, technical, accounting, human resource and general management resources to the Centre as required.

This ensures that centres can operate with less onsite staff, in addition to the centres having access to highly skilled specialists to ensure that the centre operates at maximum professionalism and efficiency.

18 SECURITY and SAFETY

The centre has the following security measures in place:

- Surrounding child-proof fences and gates
- Security cameras and CCTV – external and internal
- Back to base alarms.
- Swipe card access to all staff and parents to the centre.

In addition, Annexure "A" – Section 3, lists the existing policies relating to the safety and security of our centres, including Emergency Evacuation, Lockdown and Supervision of Children Policies. Copies of specific policies can be provided on demand if so required.

19 SALES and MARKETING

The Centre's sales and marketing plan may include the following avenues for publicising the centre:

- Branding
- Banners
- Site advertising
- Bulk advertising – eg flyers
- Internet/web page
- Centre opening
- Newsletters

ANNEXURE “A”

Part 1 - Administration Policies

- 1.1 Accreditation QIAS Policy**
- 1.2 Administrative Policies, Procedures & Priority of Access**
- 1.3 Allowable Absences and Approved Absence Policy**
- 1.4 Child Care Fees Policy**
- 1.5 Confidentiality Policy**
- 1.6 Evaluating the Inclusiveness of our Policies and Procedures**
- 1.7 Fundraising Policy**
- 1.8 Late Collection Policy**
- 1.9 Our Goals**
- 1.10 Philosophy**
- 1.11 Public Liability Policy**

Part 2 - Health and Hygiene Policies

- 2.1 Anaphylaxis and Allergy Policy**
- 2.2 Asthma Policy**
- 2.3 Bathing Policy**
- 2.4 Cleaning Policy**
- 2.5 Clothing Policy**
- 2.6 Dental and Oral Hygiene Policy**
- 2.7 Food Handling and Hygiene Procedures**
- 2.8 Gloves Policy**
- 2.9 Hand Washing Policy**
- 2.10 Head Lice Policy**

- 2.11 Illness, Infectious Diseases & Exclusion Policy**
- 2.12 Immunisation Policy**
- 2.13 Medication Policy**
- 2.14 Nappy Change Procedure**
- 2.15 Nutrition & Meals Policy – Families Provides Main Meal**
- 2.16 Nutrition & Meals Policy – Service Provides all Meals**
- 2.17 Sleep/Rest Policy**
- 2.18 Toileting Procedure**

Part 3 - Safety Policies

- 3.1 Authority for Emergency/Accident Treatment Policy**
- 3.2 Child Arrival, Departure & Access Policy**
- 3.3 Child Protection Policy**
- 3.4 Children with Specific Protection Needs**
- 3.5 Death of a Child Policy**
- 3.6 Emergency Evacuation Procedure**
- 3.7 Fire Safety Policy**
- 3.8 Lockdown Procedure**
- 3.9 No Smoking, Alcohol or Unlawful Substances Policy**
- 3.10 Playground Improvement Plan Policy**
- 3.11 Safety Buildings, Equipment Policy & Accident Policy**
- 3.12 Smoke Free Policy**
- 3.13 Storage of Dangerous Chemicals and Equipment Policy/Non-Hazardous Policy/ First Aid Action Plan on Dangerous Products**
- 3.14 Sun Safety and Protection Policy**
- 3.15 Supervision of Children Policy and Procedures**
- 3.16 Toy Policy**

- 3.17 **Visitor Policy**
- 3.18 **Water Safety Policy**

Part 4 – Curriculum & Program Policies

- 4.1 **Excursion Policy**
- 4.2 **Inclusion & Equity Policy**
- 4.3 **Indoor Program – Gross Motor**
- 4.4 **Interests of Children in Programming**
- 4.5 **Program Policy**
- 4.6 **Road Safety Policy**

Part 5 - Policies Relating To Children

- 5.1 **Accident/Injury and First Aid Policy**
- 5.2 **Additional/Special Needs Policy**
- 5.3 **Behaviour Guidance Policy**
- 5.4 **Children with Specific Medical Needs**
- 5.5 **Electronic Media Policy**
- 5.6 **Extreme Behaviour Policy**
- 5.7 **Grouping of Children Policy**
- 5.8 **Orientation Policy**
- 5.9 **Sleep/Rest Policy**
- 5.10 **Staff and Child Interaction Policy**
- 5.11 **Toy Policy**
- 5.12 **Transition Between Rooms Policy**
- 5.13 **Transition to School and/or Early Childhood Programs Policy**

Part 6 - Policies Relating To Families

- 6.1 Car Park Policy**
- 6.2 Family Communication Policy**
- 6.3 Family Grievance Policy**
- 6.4 Family Involvement in Evaluation of Their Child's Progress**
- 6.5 Family Involvement Policy**
- 6.6 Insurance Policy**
- 6.7 Non-Compliance Policy**
- 6.8 Parent Handbook**
- 6.9 Settling Children into the Service**
- 6.10 Welcoming New Families to Childcare Centre**

Part 7 - Policies Relating To Staff

- 7.1 Authorised Supervisor Policy**
- 7.2 Car Park Policy**
- 7.3 Code of Conduct for Staff Policy**
- 7.4 Confidentiality Policy**
- 7.5 Continuity of Care for Children Policy**
- 7.6 Hot Beverages Policy**
- 7.7 Induction of New Staff and Staff Returning from Leave**
- 7.8 Induction for New Staff - Relief Staff**
- 7.9 Non-Compliance Policy**
- 7.10 Opening and Closing Policy**
- 7.11 Policy Compliance**
- 7.12 Sign In and Out Policy for Staff and Visitors**

- 7.13 Staff Appraisals Policy**
- 7.14 Staff Complaints & Grievance Policy**
- 7.15 Staff Development and Training Policy.**
- 7.16 Staff Discipline Policy**
- 7.17 Staff Dress Code Policy**
- 7.18 Staff Handbook**
- 7.19 Staff Immunisation Policy**
- 7.20 Staff Occupational Health and Safety Policy**
- 7.21 Staff Phone Policy**
- 7.22 Staff Guidelines for Infectious Diseases**
- 7.23 Staff Pregnancy Policy – Safety**
- 7.24 Staff Professionalism Policy**
- 7.25 Staff Recruitment Policy**
- 7.26 Student/Volunteer Policy**
- 7.27 Student/Volunteer Handbook**
- 7.28 Traineeship Policy**
- 7.29 Staff Policy Review and Acknowledgement**
- 7.30 Waste Management Plan**

Part 8 - Policies Relating To Babies

- 8.1 Bottle Procedures for Formula, Breast Milk, Milk – Heating and Storage**
- 8.2 Soother/Pacifier Policy**
- 8.3 Cleaning of Mouthed Toys**

Part 9 - Policies Relating to Occupational Health and Safety

- 9.1 Manual Handling & Carrying Children Procedure**
- 9.2 Chemical Product Control Form**
- 9.3 Controlling Risks Procedure**
- 9.4 Hazard Identification Form**
- 9.5 Identifying OH&S Hazards Procedure**
- 9.6 Indoor & Outdoor Daily Safety Checklist**
- 9.7 OHS Representative/Consultant Nomination Form**
- 9.8 OHS Policy**
- 9.9 Procedure for Assessing Risks**
- 9.10 Risk Priority Calculator**
- 9.11 Workplace Checklist**

ANNEXURE “B”

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

Local Governments can have varying requirements for waste removal. Some allow for Council bins to be utilised, others require commercial waste management services to be used or a mixture of both. It will be necessary to determine the best waste removal option that works in a particular local government area.

Practise, Cleanliness and Hygiene

- All boxes should be broken down prior to placing in bins.
- 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 the waste removalist and request replacement.
- If Removing bin is complete prior to regular weekly collection date, contact The waste removalist to arrange for interim collection.
- Ensure The waste removalist be 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, composting
 - where possible, maintaining a worm farm
 - maintaining 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 “C”

Car Park Policy

Aim: To ensure the safety and wellbeing of children, their families, staff and visitors, when using the centre’s car parking facilities including street parking.

Reason: The car parking facilities are used by families with children, staff and visitors to the centre. When vehicles are continuously entering, parking their vehicle and exiting the car park, particularly in peak periods, it can pose a safety issue for the users of the car park. Therefore, it is necessary that procedures are followed for safety reasons and out of courtesy for all users of the car parking facilities.

Procedures for families when car park facilities are located within centre premises:

- Ensure that vehicle is parked strictly in allocated parking bays. This includes parking within parking bay lines; ensuring vehicle does not cross over the parking bay lines or double parking.
- Obey any signage and markings within the car park.
- Ensure that adults and children are entering or exiting the vehicle only when the vehicle is at a complete stop and parked in an allocated parking bay.
- Ensure that when driving in the car park that the speed limit of 5kms per hour (5km/h) is observed.
- Where centre car park has separate entries and exits, vehicles must enter and exit the driveway in a forward direction.
- Ensure that vehicles are entering and exiting the car park using the correct entry and exit points.
- Be aware, when entering or exiting the car park and parking the vehicle, of pedestrians (especially children) using the car park, entering and exiting their vehicles and/or the centre.
- Please do not block exit by waiting to turn right. If the road is too busy to turn right, then turn left.
- Ensure that no children are left in the vehicle when it is unattended. This is illegal and children may be exposed to heat stress, dehydration, car thieves, playing with car controls etc.
- At all times, ensure that children are supervised (preferably by holding the child’s hand) when in the car park.
- Ensure that drop off and collection times are carried out efficiently to ensure parking spots are available to other families. Should a parent or visitor plan to remain at the centre for over 15 minutes during peak periods i.e., 6:30am-8:30am and 3.00-5.30pm, they may be required to park their vehicle in a different car park onsite by centre staff to assist with car movements.

- Please be mindful of local residents when parking your vehicle and keep noise to a minimum.
- Any parent found to be driving dangerously can be excluded from using the car park and if deemed serious enough can be requested to leave the centre.

Procedures for families when car park facilities are located outside or adjacent to centre premises:

- Ensure that vehicle is strictly parked in allocated parking bay following the legal parking requirements outlined on street/parking signage.
- The Centre accepts no liability for families and/or visitors that receive parking and/or traffic infringements.
- Ensure all adults and children are entering or exiting the vehicle only when the vehicle is at a complete stop and correctly parked in an allocated parking bay.
- Be aware, when entering or exiting the car park and parking the vehicle, of pedestrians (especially children) using the car park, entering and exiting their vehicles and/or the centre.
- Ensure that local speed limits are observed.
- Ensure that no children are left in the vehicle when it is unattended. This is illegal and children can be exposed to heat stress, dehydration, car thieves, playing with car controls etc.
- At all times, ensure that children are supervised when in the parking area.
- At all times, ensure that children are supervised (preferably by holding the child's hand) when in the parking area.
- Ensure that drop off and collection times are carried out efficiently to ensure parking spots are available to other families, residents and other road users.
- Please be mindful of local residents when coming or going to the centre. Things to take into consideration are:
 - Not blocking driveways or parking too close to driveways.
 - Not always taking the same parking spots. Try and use a variety of spots.
 - Keep noise to a minimum.
 - Be as fast as possible in picking up and dropping off.
- Any parent found to be driving dangerously can be excluded from using the car park and if deemed serious enough can be requested to leave the centre.

Procedures for Staff:

- Each centre will have a 'car park plan' that will outline where staff members must park their vehicles. The car park plan will be a diagram with positions as to where staff vehicles need to be parked. Staff members who are closing the centre will be given parking positions that are closest to the centre for safety purposes.
- Where tandem car parking bays are proposed, staff are to park in the "forward" bays.

- Please be mindful of local residents when parking your vehicle for the duration of your shift.
 - Things to take into consideration are:
 - Not blocking driveways or parking too close to driveways.
 - Not always taking the same parking spots. Try and use a variety of spots.
 - Keep noise to a minimum.

ANNEXURE “D”

Family Communication Policy

Aim: To ensure frequent and effective communication between The Centre and families.

Reason: The Child Care Centre Management respects and values that the child’s family need to be aware of the daily events that have occurred at the centre and the activities that their child has participated in for the day; therefore effective procedures for communication with families will be implemented.

Procedures:

- Families should be greeted and farewelled each day by staff, and any messages from the parents need to be passed on to relevant staff members and recorded in the staff diaries.
- Families are requested to fill in the communication book next to the sign-in sheets if they need to pass on a message to staff.
- Families also have individual communication books which can be used by both the family and staff to communicate.
- Daily diaries are compiled and indicate activities that have occurred in each room.
- If a family wish to have an in-depth meeting with staff, then an appointment needs to be made in advance. Meetings are limited to 15 minutes at a time.
- Families are encouraged to inform staff of any recent events that may affect a child’s behaviour or experience at the centre, including but not limited to the death of family members, divorce, recent birthday, marriage, etc.

We have a specific plan for communicating with families and this information is obtained at the time of enrolment. Families are asked of their preferred method of communication which includes; verbal communication, meetings, phone discussions, email, notices/newsletters, interpreting/translating services. Should families not select their preferred option the service will use the most appropriate form of communication based on the needs of the majority of families.

Reference:

Making Links: Parent Partner: A Guide for Parents About What Matters in Early Childhood Services. Anne Stonehouse. 2006

Building a Partnership in Your Child Care Service. NCAC. 2007.

ANNEXURE “E”

Family Grievance Procedure

Aim: Our Centre welcomes information and feedback from all families as it enables the quality of the services to be improved. All families should be made aware of their right to complain and should understand the complaints procedure.

Reason: Grievances or complaints may arise from time to time and it is important that they are not ignored. An unexpressed or unresolved grievance can often escalate unnecessarily. The following procedure is designed to make sure that:

- Families feel that they have someone to turn to when they disagree with the way their child is being treated.
- Directors have somewhere they can turn for help in dealing with disagreements with parents.
- The whole matter can be dealt with in a professional manner, to the child's best advantage.

Families have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly.

The Nominated Supervisor/ Director should take steps to ensure that families feel comfortable to continue accessing the service after making a complaint.

NQS

QA7	7.3	Administrative systems enable the effective management of a quality service
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National Regulations

Regs	168	Education and care service must have policies and procedures
	173	Prescribed information to be displayed
	176	Time to notify certain information to Regulatory Authority

Centre Procedure:

The procedure for dealing with complaints is described below:

1. All complaints are to be recorded on the *Complaints Record Form*, which is to be completed by the Nominated Supervisor/Director (ANNEXURE 'H').
2. Any disagreement between a family member and a teacher over an educational matter, care matter or any other matter relating to the centre matter must first be discussed by the parent and the teacher/Nominated Supervisor at a meeting held specifically for that purpose.

3. If either the parent or the teacher is unhappy with the outcome of the first discussion, the teacher or parent may ask the Nominated Supervisor or Director to sit in on a second meeting.

The role of the Nominated Supervisor or Director will be to try to resolve the disagreement for the child's best benefit.

4. In the event that the parent is still unhappy with the state of affairs, they should raise the matter with the Director who will take the matter in writing to the General Manager/Approved Provider, who will decide how best to resolve the matter in conference with the parent(s).
5. The procedure is designed to achieve the best possible outcome for the party who is most likely to lose out in any disagreement: the child.
If the matter cannot be resolved, the following steps must be implemented:
6. Subject to the Procedures outlined below, the General Manager/Approved Provider must raise the issue with The Education and Care Regulatory Unit (ECRU) (WA Regulatory Authority). Families will be advised of the outcome of the complaint/grievance and their resolution.

Procedure when Informing The Education and Care Regulatory Unit (ECRU):

Regardless of the outcome of the complaint the Education and Care Regulatory Unit (ECRU) will be notified of any complaint made to the service alleging a breach of regulation which alleges that the safety health or wellbeing of a child was or is affected, or that the service has broken the Education and Care Services National Law within 24 hours of the complaint being made.

The following procedure must be adhered to;

1. Inform the General Manager of SNS Early Learning immediately upon the complaint being lodged. The Nominated Supervisor will complete the relevant notification forms or preferably will prepare the notification forms using the National Quality Agenda IT System (NQA IT System):

NL01 Notification of complaints and incidents (other than serious incidents)

Or SI01 Notification of serious incident

The latest versions of the forms can be downloaded from ACECQA web site: <http://acecqa.gov.au/application-forms/notifications/>

The NQA IT System can be accessed from ACECQA web site: <https://public.ngaits.acecqa.gov.au/Pages/Landing.aspx>

2. Upon completion of the forms, the Nominated Supervisor will notify the General Manager and the Director who will review the forms and provide further instructions to the Nominated Supervisor. The General Manager/Director/ Nominated

Supervisor/Administration officer will submit the forms to DEC

3. Give written notice to DEC of any actions taken in response to the complaint as soon as reasonably practicable after the action is taken.

Management will take into consideration the patterns of the complaints received. If there is an obvious pattern of complaints, management will look at existing policies and procedures and revise or create policies if necessary.

Management will track the complaint/grievance from initial knowledge of the grievance/complaint until its resolution.

If families are not happy to discuss their complaint with staff of the service, or if this is not appropriate, they can take their complaint straight to the Director of the centre or to the Education and Care Regulatory Unit (ECRU) in Western Australia.

The Department of Communities approves and monitors education and care services through the Education and Care Regulatory Unit (ECRU)

Education and Care Regulatory Unit (ECRU)

Boorloo Campus

Level 7, 130 Stirling Street

Perth WA 6000

Mailing Address:

Locked Bag 5000

Fremantle WA 6959

Telephone: (08) 6277 3889

Freecall: 1800 199 383

Email: ECRU@communities.wa.gov.au

Reference:

Education and Care Services National Regulations 2011

The National Regulations - <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653>

The National Law - https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a146885.html

ANNEXURE “F”

Family Involvement In Evaluation Of Their Child’s Progress

Aim: For families to be involved in their children’s progression at the centre.

Reason: The centre realises that the child’s parent/family is the child’s most influential teacher and including the family in the child’s progression can further extend the child’s development.

Procedure: The centre has several methods implemented to enable and ensure that families are aware of their child’s progression. This occurs through:

- The general communication book
- Individual communication book
- Group parent meetings
- Individual parent meetings
- Half-yearly and yearly report cards
- Appointments for individual teacher meetings
- Verbal communication on a daily basis
- Our newsletters
- The parent handbook
- Children’s portfolios

After individual teacher meetings, staff need to follow any issues or points raised. Any suggestions which may have been made by the parent need to be followed up by the staff member, and also in the centre’s program also.

Staff encourage families to be involved in regular evaluation of their child’s progress. Staff ask that families read the daily diary on a daily basis and regularly read their child’s individual observations/evaluations. Families are then asked to evaluate their child’s progress by writing their evaluation in their child’s observation/evaluation sheets.

Parents should be encouraged to come and take part in the program, such as a group time presentation or story times.

Reference: Early Years Learning Framework. Council of Australian Governments. 2009.

ANNEXURE “G”

Family Involvement Policy

Aim: For families to be involved in the centre’s program.

Reason: With diverse families enrolled at The centre, the centre can utilise families to share their talents, interests and professions in the program.

Procedure: Parents are encouraged to participate in the activities of the Centre, e.g. communicate to staff in the diaries provided for you and your child, attend excursions/incursions and join in celebrations. If anyone has a little time to volunteer an hour or so to assist us with activities for the children such as multicultural activities, reading, playing an instrument or repairing toys and equipment, you are most welcome to come and discuss your skills and availability with the staff.

Special religious, medical or cultural requirements (e.g. diet, celebrations or medical) must be notified by parents at the time of enrolment of the child into the Centre so that these requirements can be considered in the program.

Parents are invited to participate in the formulation of curriculum guidelines for the Centre by passing on ideas to staff verbally and in writing. Questionnaires will be circulated throughout the year giving parents the opportunity to comment on the program offered at this centre.

Parents are invited to be involved in policy development and review through reading policies and making suggestions.

Reference: Education and Care Services National Regulations 2011

ANNEXURE "H"

Complaints Record Form

Name of Complainant:

Date:

Address:

Phone Number:

Complaint Received by:

- Telephone
- Letter or email (copy should be attached)
- In person
- Other (please specify)

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Details of the Complaint (attach pages if there is insufficient space below):

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Action to be Taken:

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Outcome & Follow-Up:

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Name & Signature of Complainant:

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Name & Signature of Director:

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