

DUNCRAIG

CHILD CARE CENTRE

OPERATIONS MANAGEMENT PLAN



V1: AUGUST 2020

INTRODUCTION

PREAMBLE

This Operations Management Plan (OMP) is proposed to detail the operation of the proposed Child Care Centre in addition to seeking Approval for the proposed use from the City of Joondalup.

LOCATION

The site to which this OMP applies incorporates Lots 508 & 509 (#29 – 31) Acacia Way, Duncraig.

CADASTRAL INFORMATION

The subject site is currently comprised of two separate land parcels, being:

Lot No.	Volume	Folio	Plan	Area (m ²)	Owner
508	1342	289	9655	757	Alicia Janina Pina Ruffino <i>(under contract to CK Group)</i>
509	2040	862		1.073	Christopher Graden Aspland <i>(under contract to CK Group)</i>
TOTAL AREA:				1,830	

NB. To be updated prior to commencement of operation, following amalgamation of the site into one lot following the issue of Development Approval.

PURPOSE & SCOPE

The purpose of this OMP is to assist in managing activities associated with the operation of the Child Care Centre that have the potential to affect the amenity of neighbouring residential premises. A copy of the proposed development layout is attached at **Appendix A**.

OPERATION DETAILS

HOURS OF OPERATION

The site will be operated in a manner as sensitive (as practicable) to adjoining residential occupants with operating hours limited to between the hours of 6:30 am and 6:30 pm Monday to Friday, and occasional opening on Saturdays (purely for marketing purposes).

Staff may access the site from before 6:30am to set up the site for the day's activities, and may also be on-site for up to an hour after the close of business each day for general tidying and cleaning activities.

Structured activities do not commence until 9:30 am and finish at 4:00 pm, allowing staggered drop-off and pick-up of children to occur over a two-hour period in both the morning and afternoons.

STUDENT NUMBERS

The centre is proposed to accommodate up to 92 children, broken down into the following age categories (in accordance with the regulations for child care under the Child Care Services Act 2007):

Activity Room No.	Age Group Places			Play/Activity Space (m ²)	
	0-24 months	2-3 years	3 years +	Indoor (3.25m ² min. / child)	Outdoor (7m ² min. / child)
1	12			44.4 (39 Min. Required)	OPA #1 440.9 (434 Min. Required)
2			10	41.9 (32.5 Min. Required)	
3			20	56.6 + 9.4* = 67 (65 Min. Required)	
4			20	58.8 + 9.4* = 68.2 (65 Min. Required)	
5		5	10	56.5 + 11.3* = 67.8 (48.75 Min. Required)	OPA #2 218.2 (210 Min. Required)
6		15		63.3 + 11.3* = 74.6 (48.75 Min. Required)	
TOTALS	12	20	60	363.9m² (299m ² Min. Required)	659.1m² (644m ² Min. Required)

**Portions of shared atelier room*

Outdoor play is both weather and program dependent. As a guiding principal, the operator intends to promote an indoor/outdoor experience that is operated based on the following parameters:

-  Outdoor play will typically run until 11:30am;
-  The majority of children will be brought inside from 11:30am to 2:00pm for rest time. The only children that may remain outside would be 3-5 year old children; &
-  Indoor/outdoor play then recommences from 2:00pm.

Children will not play outdoors in any extreme weather conditions, such as extreme heat or rain.

STAFF NUMBERS

Staffing will depend on the number of enrolments, with up to fifteen (15) educators and administration staff employed at the centre during peak periods of demand (9:30 am and 4:00 pm weekdays).

PARKING & TRAFFIC MANAGEMENT

The aim of this section of the OMP is to ensure that access and egress to/from the site and parking occurs in an appropriate manner, and to ensure that appropriate arrangements are in place to coordinate vehicle parking between staff and parents and/or carers.

Operations on-site will be established and subsequently managed in accordance with the site-specific *Traffic Statement* prepared by *i3 Consulting*, which (amongst other things) outlines necessary management arrangements and expected impacts on the surrounding traffic network (refer **Appendix B**).

ACCESS & EGRESS

Staff will advise parents and carers that 'drop-off' and 'pick-up' of children is to occur within the on-site designated bays only, so as to reduce any potential conflict with vehicular movements on the external road network. Large pick-up and drop-off windows are provided to both accommodate and encourage the staggering vehicle movements during peak periods.

Appropriate signage and line-marking will be provided to direct patrons to appropriate on-site car parking bays. Parents and carers are required to accompany their child (or children), when accessing the site from the car parking area.

All staff will be responsible for monitoring use of the on-site car parking areas in accordance with these traffic management provisions. Any unsafe behaviour or behaviour contrary to the requirements of this OMP will be reported to the Centre Manager (and City where necessary), for resolution.

The need for delivery of goods or services to the site is limited, will involve small commercial vehicles only, and occur outside peak-periods to reduce the potential for traffic conflict. When available, delivery vehicles are expected to use the full access bay located at the bottom of the ramp connecting the entrance, for brief periods only.

CAR PARKING

A total of 27 parking bays (inclusive of one full-access bay) have been provided to accommodate for the parking needs of both parents/carers and staff. Bays located on the southern side of the central aisle, and the two tandem arranged bays are restricted to staff parking with the 12 bays on the northern side (closest to the building entrance) reserved for customer use.

Staff members will be advised of, and encouraged to take advantage of the site's proximity to public transportation and/or other alternative modes of transportation. To assist, employees shall be made aware of the bus routes servicing the area, and encouraged to plan their journey using the Transperth journey planner (<http://www.transperth.wa.gov.au/Journey-Planner>).

A copy of the current bus timetable for both nearby Bus Routes (#423 & #441/442) are attached at **Appendix C**.

BICYCLE PARKING

Dedicated bicycle parking is proposed in a convenient location within the car park for use by both staff and parents who choose to cycle to the centre (refer **Figure 1**).

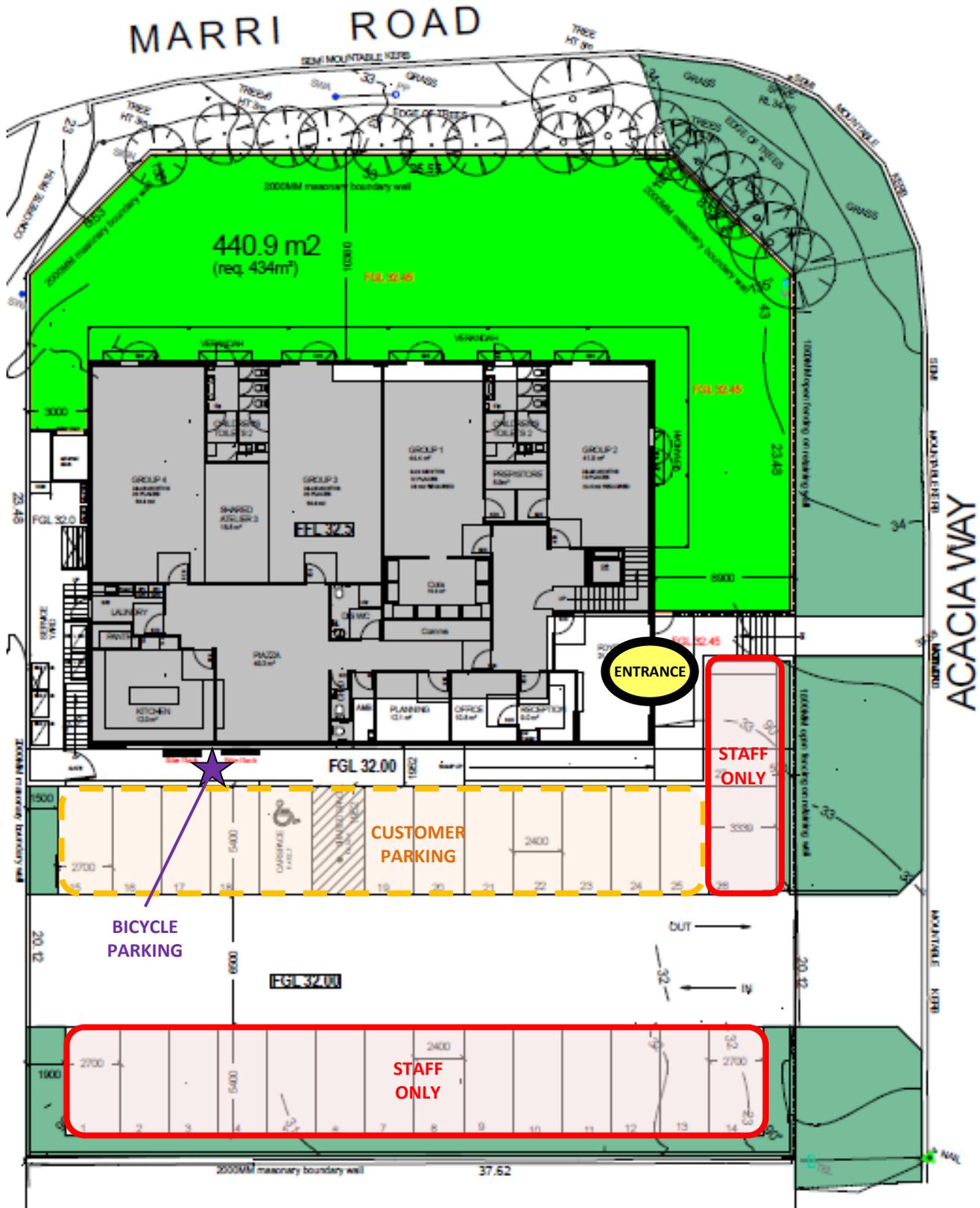


FIGURE 1: PARKING LAYOUT

NOISE MANAGEMENT

Any noise resulting from on-site activities are required to meet the requirements of the Environmental Protection (Noise) Regulations 1997. Operations on-site will be undertaken in such a manner as to comply with the above Regulations, as informed by the recommendations contained in the site-specific *Environmental Acoustic Assessment* prepared by *Herring Storer Acoustics* (dated August 2020), and any subsequent addendums.

Key operational aspects that inform the outcomes of the report (attached as **Appendix D**), include the following:

INDOOR PLAY

- Internal noise levels will not exceed those from outdoor play for each age group;
- External doors and windows will be closed during indoor activity/play; &
- Any music played within the internal activity areas will be 'light', with no significant bass content and played at a relatively low level.

OUTDOOR PLAY

- Children are not allowed to play outside until at least 7am.
- The behaviour and 'style of play' of children will be monitored to prevent particularly loud activity (e.g. loud banging/crashing of objects, 'group' shouts/yelling);
- Soft finishes will be favoured to minimise impact noise (e.g. soft grass, sand pits, rubber mats) over timber or plastic;
- Preference for the use of soft balls and rubber wheeled toys;
- Crying children will be taken inside to be comforted;
- No amplified music being played outside; &
- 2m tall solid fencing being constructed and maintained along the northern, western and southern boundaries, in accordance with the parameters contained in **Appendix D** to enhance acoustic shielding.

MECHANICAL PLANT

Mechanical Plant shall be installed and thereafter maintained to ensure it is of a suitable standard, and positioned on the western side of the building adjacent Marmion Avenue, so as to minimise any potential noise impacts on neighbouring properties.

MONITORING & MANAGEMENT

The contact details of the Centre Manager will be provided to the landowners of neighbouring properties. This provides residents with a point of contact, should an issue relating to the matters contained within this OMP arise. If complaints are received, the Centre Manager will take the appropriate action(s) to rectify the complaint.

The Centre Manager, staff, parents and children will all be required to comply with this OMP. Parents of children attending this centre will be provided with the information outlined in this OMP and be advised of the need to comply with the specified requirements.

PROCEDURE & POLICIES TO MANAGE NOISE LEVELS

- Car parking associated with the centre will be managed and controlled in a manner that causes minimal disruption to neighbouring residents;
- Parking bays (other than staff parking) will be restricted to drop-off and pick-up purposes only. Parents will be discouraged from entering into conversations with other parents in the car parking area as this is deemed to be unsafe. This information will be specified in the information packs on enrolment and monitored on-site by staff and the Centre Manager.
- A 'Behaviour Policy' will be in place to outline the procedures for dealing with unfavourable behaviour from a child, including disruptive and excessive noise behaviours. This policy will outline the steps to be undertaken by staff in the instance that a child exceeds the acceptable level of noise and is determined to be partaking in disruptive behaviour.

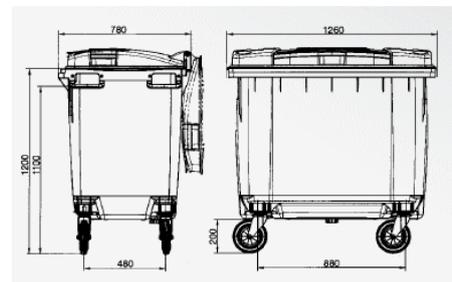
RESPONSIBILITIES OF STAFF

To help achieve the purpose of this OMP, staff will be responsible for the following:

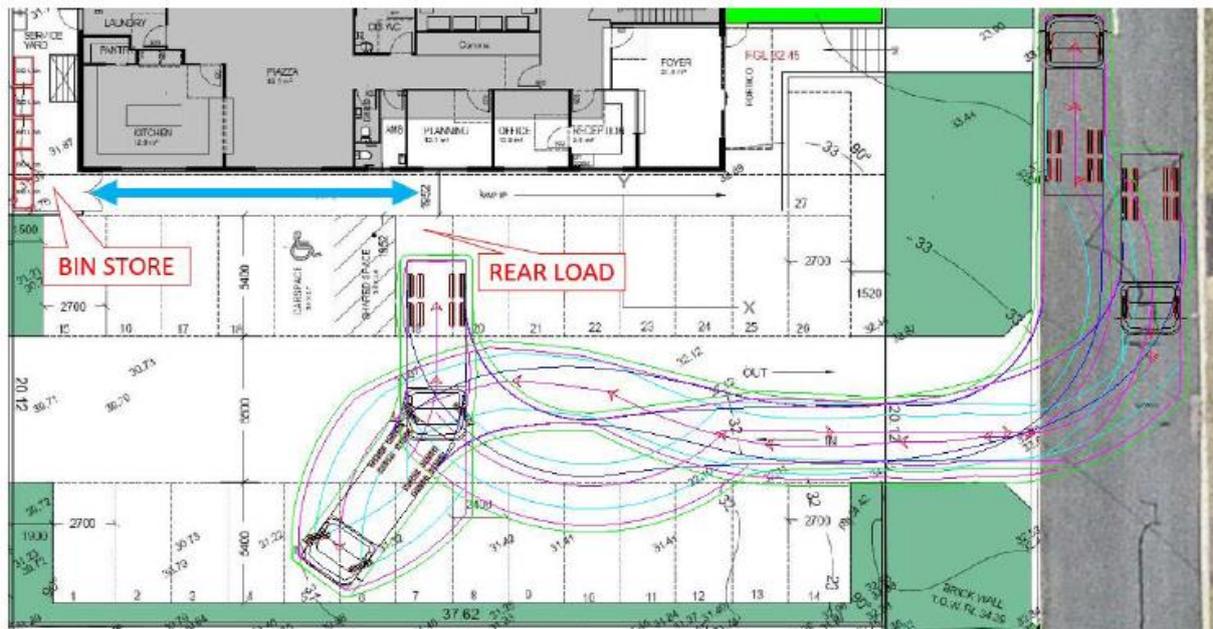
- Participate in a formal induction at the beginning of employment in regards to behaviour and noise management strategies. The centre provides for all children to be in a safe and comforting environment, therefore positive behaviours and choices will be encouraged at all times.
- Children are energetic, and develop through exploring and playing. Sometimes this results in children hurting themselves and others and crying. Every attempt will be made to address the issues of crying, however children's play is not to be discouraged.
- Noise is a natural by-product of play, however where excessive screaming and shouting occurs the staff will instruct the children to refrain from this behaviour or recommend an alternative activity for the children to undertake.
- A minimum of three (3) staff members will be caring for up to a maximum of thirty (30) children in each program (older group), meaning there will be consistent and careful monitoring of play area. Staff will be required to ensure that there are sufficient and engaging play activities for the children both during indoor and outdoor play.

WASTE MANAGEMENT

Staff will clean the centre at the conclusion of each day including the collection of all rubbish from interior bins for disposal via 660L bins, which will be stored within the externally accessible enclosure located adjacent the southwest corner of the building, with a flush kerb providing direct access to the adjoining car park. Adequate space is afforded for up to five (5) x 660 litre bins inclusive of a drain and wash down facilities in accordance with the relevant regulations.



Waste will then be removed from the site via private collection involving the use of an 8.8m long rear loading waste vehicle (outside of peak periods) twice a week for general waste, and once a week for recycling in accordance with the recommendations of the *i3 Consulting* prepared Waste Management Plan included at **Appendix E**. Centre staff are responsible for maintaining the cleanliness of the bin area and for the movement of bins to and from the bin store on collection days.



LIGHTING

Lighting on-site shall be provided in accordance with the relevant Australian Standard.

CONTACT DETAILS & COMPLAINTS PROCEDURE

Any complaints relating to the operation of the business should be directed in the first instance to the Centre Manager. They can do so by calling the business on:

 **TBC prior to commencement of operation, when a landline has been connected to the site.**

An answering machine or service shall allow for a message to be left in the event that the call is not immediately answered. The Centre Manager will call the resident back as soon as practical (within 2 working days of receipt).

FUTURE CHANGES & MODIFICATIONS

This OMP will be reviewed periodically by the operator. Variation to the Development Plans and Conditions of Approval listed in **Appendix F (to be inserted upon approval)** shall require the written consent of the Town of Victoria Park (unless otherwise exempt under relevant Planning & Building Regulations).