

Woodvale
Child Care Premises
Operations Management Plan



Revision 1, February 2022

INTRODUCTION

PREAMBLE

This Operations Management Plan (OMP) is proposed to detail the operation of the Child Care Premises.

LOCATION

The site to which this OMP applies is Lot 2 on Strata Plan 18912, No. 1 Lyell Grove, Woodvale.

CADASTRAL INFORMATION

The legal lot details of the subject site are detailed below:

Lot No.	Volume/Folio	Plan	Area (m ²)	Registered Proprietor
Lot 2	1873/22	SP 18912	2,191m ²	Edward Raymond Gebert

PURPOSE & SCOPE

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

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 7:00 am and 6:00 pm Monday to Friday, and occasional opening on Saturdays (i.e., up to 4-times a year for half-a-day, purely for marketing purposes).

Staff are permitted on-site 30 minutes prior to and after the stipulated hours of operation (i.e., 6:30am to 6:30pm Monday to Friday) to set up the site for the day's activities, and for general tidying and cleaning activities.

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

STUDENT NUMBERS

The centre is proposed to accommodate up to 71 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	16			52m ² (52m ² required)	112m ² ground floor 385m ² first floor
2		15		50m ² (48.75m ² required)	
3			20	66m ² (65m ² required)	
4			20	66m ² (65m ² required)	
TOTALS	16	15	40	233m² (230.75m² required)	497m² (497m² required)

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

- Play spaces have been designed to facilitate individual or small group engagement rather than large group clustering of children.
- Experiences will be grouped in developmental segments to limit the number of children engaged in each activity at any one point in time.
- Educators will be actively engaged in monitoring children's behaviour at all times.
- Staff will be trained in these practices, with regular reviews imbedded into the procedures of the service.

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

STAFF NUMBERS

13 employees (11 staff for the 71 places, and two administration staff) on-site 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 *Transport Impact Statement* prepared by *i3 Consulting*, which (amongst other things) outlines necessary management arrangements and expected impacts on the surrounding traffic network (refer **Appendix D**).

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. Verge parking is not available. 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 or vacant customer bays located, for brief periods only.

CAR PARKING

A total of 22 parking bays have been provided to accommodate for the parking needs of parents, carers and staff. Car parking bays have been designed to ensure visitors bays are located as close to the entrance of the car park as possible to ensure easy access.

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>).

BICYCLE PARKING

Dedicated bicycle parking is provided in the form of two single u-rails located within the front entrance walkway car park for long-term use by staff, plus an additional bay located adjacent the Woodford Wells Way pedestrian entrance for short-term use by customers (refer **Figure 1**). The staff room includes lockers for staff use, with a universal wet room located adjacent the staff room for staff members who choose to shower.

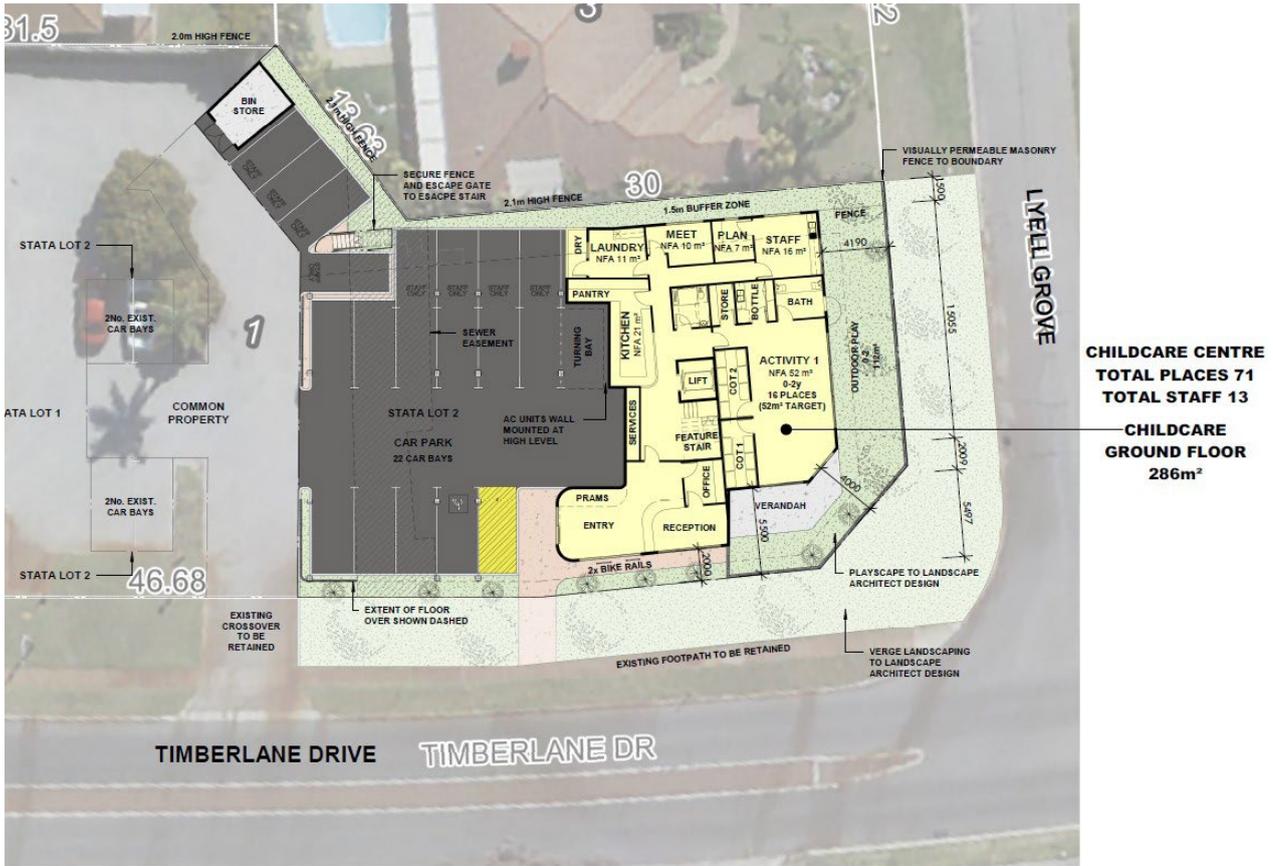


FIGURE 1: PARKING LAYOUT

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, and any subsequent addendums.

Key operational aspects that inform the outcomes of the report (attached as **Appendix E**), 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; and
- 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

- Outdoor play areas will not be utilised by children until after 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; and
- Fencing and/or balustrading being constructed and maintained along the externality of the outdoor play areas, in accordance with the parameters contained in the Environmental Acoustic Assessment.

MECHANICAL PLANT

Mechanical Plant shall be installed and thereafter maintained to ensure it is of a suitable standard, and positioned so as to minimise any potential noise impacts on staff, children and 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 outdoor areas including the car parking area (rather, to utilise the enclosed entrance / lobby), as conversations in the car park area would be 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 manage 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 car park entrance, with flush paving providing direct access to the driveway. Adequate space is afforded for up to 6 x 660 litre bins inclusive of a drain and wash down facilities in accordance with the relevant regulations.

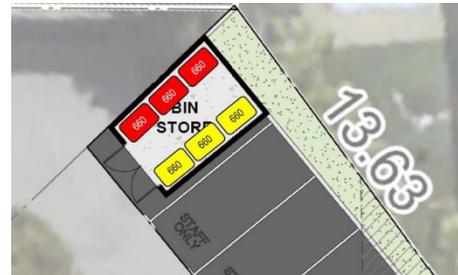
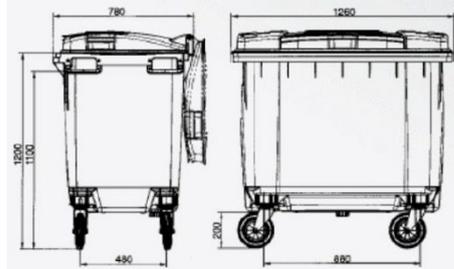
Waste will be collected in accordance with the site-specific *Waste Management Plan* for the centre.

Waste will then be removed from the site via private collection involving the use of a 7.5m long rear loading waste vehicle (outside of peak periods) twice a week in accordance with the standard operation to its similar sized centres. Centre staff and/or the waste contractor 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.

Dimensions - Weights - Standards

■ Nominal volume:	660 litres
■ Net weight:	43 kg
■ Max. load:	265 kg
■ Permitted total weight:	310 kg

Measurements to be used as a guide only - variations will occur



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:

- Sagewood Early Learning

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 (same day of receiving receipt).

FUTURE CHANGES & MODIFICATIONS

This OMP will be reviewed periodically by the operator.