

RESPONSE REPORT

August

2024

Point Resolution Childcare
Centre Review

Prepared by

Date of Report:	24.08.2024- 25.08.2024
Locations:	Point Resolution Childcare centre
Reviewers:	
Legislation:	Education and Care Services National Law
	Education and Care Services National Regulations

Introduction

The site review was conducted to primarily establish what Point Resolutions Childcare Centre requires overall to ensure the service is operating in alignment with legislative obligations and industry standards and give an indication on identified issues/improvements that require attention and the associated cost.

Review Methodology

The review was conducted outside of operating hours (during the weekend) to prevent any disruption to staff and daily operations. This comprehensive inspection covered all aspects of the premises, including systems, policies, procedures, and the currency and implementation of governance and compliance processes. Compliance checklists and photographs were used to document findings, ensuring alignment with relevant legislative requirements.

This thorough approach allowed for a detailed and accurate review. However, since the audit was conducted out of hours without staff present, we recommend an additional visit with the Nominated Supervisor and staff. This follow-up would allow us to observe practices in action and provide an opportunity for the Nominated Supervisor to locate documents and demonstrate or explain the processes in place.

Summary of Key Findings

Point Resolution Childcare is a 26-place childcare service catering for children aged 0-5 yrs with one shared indoor play area and one shared outdoor play area, children's bathroom and nappy change room, shared cot and sleep room, staff bathroom, kitchen, open team room, small planning nook, office, admin/reception and foyer space. The service is currently operating on average 87% utilisation per week. The stable utilisation rate is a testament to the trust families place in the service, which highlights the potential for significant improvement with targeted support and leadership.

Overall, we have identified 18 potential offences (multiple occurrences under each offence) against the National Child Care Law and Regulations WA. If left unactioned these offences will likely result in official enforcement from the Education and Care Regulatory Unit, some of which hold monetary penalties for the AP, NS and individual staff. It is the responsibility of the Approved Provider (City of Nedlands) to ensure the service complies with legislative requirements.

Governance and leadership, Premise management, Health, Safety & Wellbeing, and Resourcing (Capex and Opex) are the main areas of concern.

Governance and leadership

It is evident that there are no clear or consistent systems and processes in place to guide service practices or ensure compliance. The service lacks effective management and leadership. Policies and procedures are not readily available to staff and families. Although SharePoint is used to store documents electronically, they are difficult to locate, and multiple, inconsistently controlled versions create confusion, even for management. Not all staff have access to these documents, and it is clear from the service's standards that they are not being followed.

Furthermore, approximately 80% of the policies and procedures have not been reviewed since 2022. A current Quality Improvement Plan (QIP) was neither found on-site nor electronically. There is no evidence of an effective self- assessment or quality improvement process in place. The service currently employs four long-term permanent staff, with regular reliance on agency and casual staff to meet staffing requirements. The admin staff and manager share the responsibility of daily cooking for the children. Notably, an agency staff member is listed as the Educational Leader. These staffing arrangements suggest a potential negative culture within the service, likely stemming from the absence of effective management and leadership.

Premise management

The premises did not present an aesthetically pleasing environment upon arrival. The overall presentation was poor, with excessive clutter, food left on the floor from the previous day, and food splatters on the meals area walls. The floors have built-up grime, and the carpets are dirty and emit a musty odour. Additionally, excessive outdated information is on display, it was immediately evident the premise requires significant maintenance, repair and in some areas replacement (major and minor). Current processes are confusing or non-existent, and it is evident that the maintenance register has not been maintained, leading to the deterioration of the premises and building.

Health & Safety

The service documentation currently in place does not align with the requirements of WA Childcare Laws and Regulations, particularly concerning Health and Safety Policies and Procedures. Examples of non-compliance include incomplete risk assessments, medical management plans, and communication plans. There are no established processes to ensure that staff are aware of or understand the requirements for individual children, as mandated by the regulations.

While some cleaning and safety checklists were located, the overall lack of cleanliness and organisation throughout the service suggests that health and safety policies and procedures are not being followed, and the required standards are not being met. This non-compliance with regulatory standards poses significant risks to the health and safety of both children and staff.

Resourcing

The centre currently lacks sufficient quality children's furniture and resources, both indoors and outdoors, as required by WA Childcare Laws and Regulations. While staff are making the best use of the available resources, these resources are neither sufficient in quantity nor quality, and they are not developmentally appropriate or in good repair. The over-reliance on donated items, such as trucks and cars, further limits the diversity of play experiences available to the children.

The outdoor play space does not meet the standards required by WA Childcare Laws and Regulations. The area is

worn and unkempt, with sand having spread across the grassed areas, leaving only a small section at the back of the yard with any grass growth. Outdoor play spaces must be well-maintained, safe, and provide a variety of natural elements to support children's physical development and well-being. The current condition of the outdoor area falls short of these standards, limiting the quality of play and learning opportunities for the children.

Additionally, staff furniture, equipment, and resources are also not in good repair, requiring cleaning, repair, replacement, or upgrading. The current state of these materials does not meet the regulatory standards necessary to ensure a safe, engaging, and developmentally appropriate environment for children and staff.

Refer to:

- 1. Appendix A. Table contains further detail on identified issues
- 2. Appendix B. Costing summary
- 3. Appendix C. Highlighted Summary of Offences under the National Law
- 4. Appendix D. Findings Report which contains photo images require rectifying (separate attachment)

Appendix A

Governance & Leadership				
Identified Issue	Comments	Related Offence		
Documentation on SharePoint - governance files, filing systems, access Controls Handling & Storage of Client & Staff Documentation	 Competitors' intellectual property stored from PRCC online files. Full review & cleanup of SharePoint systematic systems, naming convention, throughout Sighted multiple double up P&P not up to date No registers for training, mandatory training, staff qualification/certificate expiry register. Staff confidential records left easily accessible to all staff. Implement induction resources, tools, and guides staff training for PP, online systems, internal day to day systems, create checklist to complete all daily tasks in a manual or booklet. Remove the clipboard and loose papers system. 	Fail to ensure nominated supervisor meets prescribed minimum requirements Section 161A Fail to display prescribed information Section 172 Regulation 173 Policies and procedures in place (Regulation 168) \$1,100 Prescribed enrolment and other documents		
Prescribed Information Displayed	 Not current or up to date. Items pulled down and not rectified and replaced on display. Identified in ECRU spot visit 	to be kept by approved provider (Regulation 177) \$2,200 Storage of records and other documents		

Nominated Supervisor & Staff Employment & Legislation Obligations	 NQAITS Portal- reporting, correspondence & compliance Evidential the understanding of Nominated Supervisor needs support 	(Regulation 183) Law and regulations to be available (Regulation 185) Compliance directions Section 176 Fail to keep enrolment and other documents Section 175
Handling & Storage of Client & Staff Documentation	 Confidentiality & Privacy: Storage and filing (online and hard copies). Evidence that privacy and confidentiality training is required for the leadership team Staff training on copy right, confidentiality & Privacy obligations External Audit and tidy up of electronic files Organisation Staff risk of privacy and confidentiality breach. Staff online access checked No second line auditing is in place. 	Confidentiality of records kept by approved provider (Regulation 181) \$2,200
Staff Induction, Mandatory Training and all other training	 Training register was not located requires a register that clearly shows the staff training status No evidence of resources, tools, or guides used to conduct inductions Staff culture requires work in Safety, compliance & professional conduct. Outsource: Development of induction resources kit and registers Outsource outstanding training 	Awareness of child protection law (Regulation 84) \$1,100

	Purchase Membership to ECA or similar to access training	
Staff personnel files	 Files require attention. staff are missing signed inductions evidence of training, qualifications and certification. Mandatory training register not able to locate 	
NQAITS Portal- reporting, correspondence & compliance	Oversight of the incident reporting is required to ensure reportable incidents are being reported.	
General organisation of the Service	Evident support guidance and leadership is lacking. The service is in disarray	
Archiving old children's files.	 No evidence of implemented processes for archiving old children's files. Unable to locate previous children who attended 	
Privacy & Confidentiality understanding & obligations are non- compliant	Training and demonstration of understanding is lacking staff are putting themselves and organisation at risk of privacy and confidentiality breach.	
QIP not sighted	Quality Improvement Plans not available on site, or easily located on system.	Quality Improvement Plans (Regulation 55)

Accounts administration and Managing payments	 Procedures are not being followed, Outstanding accounts no evidence procedure Is followed. Accounts left in significant arrears without action (\$9,000+) 	
Childcare Software Management systems is not being utilised to its full capacity.	 Only utilising sign in/out and Incidents. The transition requires a project plan to implement XPLOR. enable good governance on children's programming. 	
Staffing Arrangements	 Evident agency staff usage needs to reduce employ permanent casuals. Full review of qualified staff to be conducted. High Risk Further review to be conducted including use of agency staff, rostering compliance, recruitment, onboarding induction, training, succession, qualification compliance register, check criteria and cross reference with appointed staff. 	Awareness of child protection law (Regulation 84) \$1,100 Educational leader (Regulation 118)

Premise			
Identified Issue	Comments	Related Offence	
Mould, moisture & water damage Rusted Poles, gutters, fences, soffits/eaves metal fixtures Flooring & Carpet	Overall, not in good repair, Broken resources and equipment & Rubbish inappropriately stored. Melted bluetac through the service, Musky smell throughout – consistent on all 4 site visits Disorganised, unprofessional Rugs and carpets are stained and	Health and hygiene practices and safe food practices (Regulation 77) \$2,200 Ventilation and natural light (Regulation 110)	
Flooring and carpets Bathroom, flooring, basins, cupboard shelving & Toilets etc Not in Good repair Internal and External walls not in good repair Doors and door frames not in good repair Outdoor landscaping is not in good repair Pest control	 Door dirty handles rusted/corroding indoor and outdoor Dirty cluttered & untidy in all areas Gaps, holes and wood revealed/ damaged on window frames, corners of walls. Door frames Yard upgrade including to include fixed structure sandpit retaining boarder new sand, grass to be replacement, bike track created with a full track, leveling yard, filling holes and gaps to remove trip hazards, removal or relocation of tyres High pressure clean walls, paving, fences Windows cleaned Upkeep of a maintenance schedule highly recommended Sighted Spiders with egg sack under unused pot. Replace carpet and professional heavy due clean throughout entire centre. 		

Identified Issue	Comments	Related Offence
All Risk assessments not completed, current or accessible Risk Assessments	 Risk Assessments (Sleeping) don't include information in all different age groups not current, not readily available to access for staff Overall Presentation of the Service is well below best practice. Inadequate Health Hygiene practices, Cleaners cannot carry out their job well due to state of centre Staff training & Accountability Leadership training Redefine centre expectations and staff obligations cleaning. Centre had food scraps left in meals area- evident no cleaning took place after mealtime 	Health & hygiene practices and safe food practices non compliances identified Regulation 77 \$2200 Emergency and evacuation procedures (Regulation 97) \$2,200 Risk assessment for purposes of sleep and rest policies and procedures (Regulation 84C) \$2,200

Resources			
Identified Issue	Comments	Related Offence	
Children's Resources & Equipment	 At least 60% of the resources are, broken, outdated (preowned/donated), not age appropriate don't align with best practices. Resources non-compliant All licenced and non-licenced spaces require new equipment and resources upgrade. The premise looks very unpleasing on arrival due to aged & limited resources. Broken buckets and equipment in use by staff and children, stationary items files clipboards are falling apart. All indoor mats require professional cleaning or replacing. Tables and chairs are dirty Tables and shelving exposed wood/ chipped laminate at meals 	Premises, furniture and equipment to be safe, clean and in good repair (Regulation 103) \$2,200 Access to sufficient furniture, materials and developmentally appropriate equipment (Regulation 105)	

 Books ripped and falling apart displayed and stored. 	
The overall upkeep is dismal, and it is	
evident everywhere you look.	

Appendix B

		Estimated oost to rectify	
Premise management	engagement	Estimated oost to reotily	
Building repairs and maintenance	External	\$40,000	Price for visible issues only. Recommend having a building inspection for ful scope of works required.
Yard upgrade	External	\$125,000	Option to refresh existing will be a smaller cost in the short term however will be a continual cost to maintain.
Extend building or demountable type room to add separate staff room	External		Obtain quote
Replace flooring	External		Obtain quote
Health & Safety			
Deep clean - interior	External	\$10,000	
Deep clean - exterior	External	\$10,000	
Deep clean - kitchen	External	\$2,000	
Deep clean of furniture and resources (paid out of hours working bee or outsource)	Internal/ external	\$2,000	
Disposal of broken and worn furniture and equipment	Internal/ External	\$1,500	
Governance and		1	
Leadership Consistent systems and processes established and implemented	External		
A thorough audit of all documentation, information, and resources	External		
Archiving and disposal of old records	External	\$15,000	
Remove all posters, documents, and information throughout service, redisplaying only current/ required documents	External		
Recruitment	Internal	\$2,000	
Staff training/ reinduction with consistent processes	External CON	\$10,000	
Access to online training eg ECA	External	\$1,000	
or			
Engage management company to see site over	External		Obtain quote
Resourcing			
Disposal of all broken and worn resources	Internal/ External	\$1,000	
Full resource injection (children's play equipment)	Internal	\$50,000	
Replacement of broken and non-compliant furniture and fittings	Internal	\$10,000	
Staff resources - industry information, stationery	Internal	\$2,500	
Team room renew	Internal	\$3,000	

Appendix C – SUMMARY OF OFFENCES UNDER THE NATIONAL LAW





Offence	Approved	Norhated supervisor	Sunity day (see educator	intrigement redice	Compliance direction	Maximum penalty
talighano or ather communication equipment (regulation 58)	1			1	1	\$4100
Children leaving the education and care service premium. Begulation set	1	1	1			\$1,000
Elick assessment must be conducted before securities (Regulation soul)	1	1	1			\$1,100
Authorisation for excursions (Regulation 100)	1	1	1			\$4,000
this assessment for the purposes of sale annuals of dislicitor policies and procedures (Regulation 1824KC)	1				1	\$2,200
Transport risk assessment must be conducted before service transports child (higgstation 2028)		1				\$2,200
Authoritation for service to consport children (Regulation Intit)	1	/	1			\$400
Accounting for children embarking a means of transport for regular transportation and making a mound (regularism size)	1	1				\$2,200
Accounting for children disembarking a means of transport for regular transportation and making a record (Regulation SCSF)	1	1				\$2,500
Premium, furniture and equipment to be sale, clean and in good repair (Regulation sorg)	-				,	\$e,roo
Feecing and security (Regulation rosa)				1	1	\$4,200
Access to sufficient furniture, materials and developmentally appropriate equipment (Regulation soc)	1				1	
Laundry and hygiene facilities (Regulation toti)	1				1	
Space requirements - indoors (Regulation sort)					1	\$5,000
Space requirements - subless space (Regulation soll)	1				1	\$4,000
Ventilation and natural light (Regulation rac)	1				1	\$2,200
Administrative space (Regulation ever	1				1	
Nappy change facilities (Regulation sur)				1	1	\$1,000
Oundoor space - natural environment (Regulation 113)	1				1	
Outdoor space - shade (Regulation stu)	1				1	\$1,355
Premium designed to facilitate supervision (Regulation 11)	-				1	
Assessments of Berilly day care residences and approved venues (Regulation cot)	-				1	\$2,200
Compliance with feacing requirements for swinning pools at family day care residences and approved family day care services (Regulation LISC)					-	
Gero (Regulation sur)	1				1	
Educational leader (Resolution suff)	1				1	





Appendix D

Separate attachment – photo report

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