



WELCOME TO Cessnock Multipurpose Children's Centre



- Dudley Street Long Day Care
- CMCC Hall Street Long Day Care
- Nulkaba Educational Preschool
- Wollombi Road Educational Preschool
- Out of School Hours (OOSH) Care
- Vacation Care
- Playgroup



Educating and Caring for Children since 1963

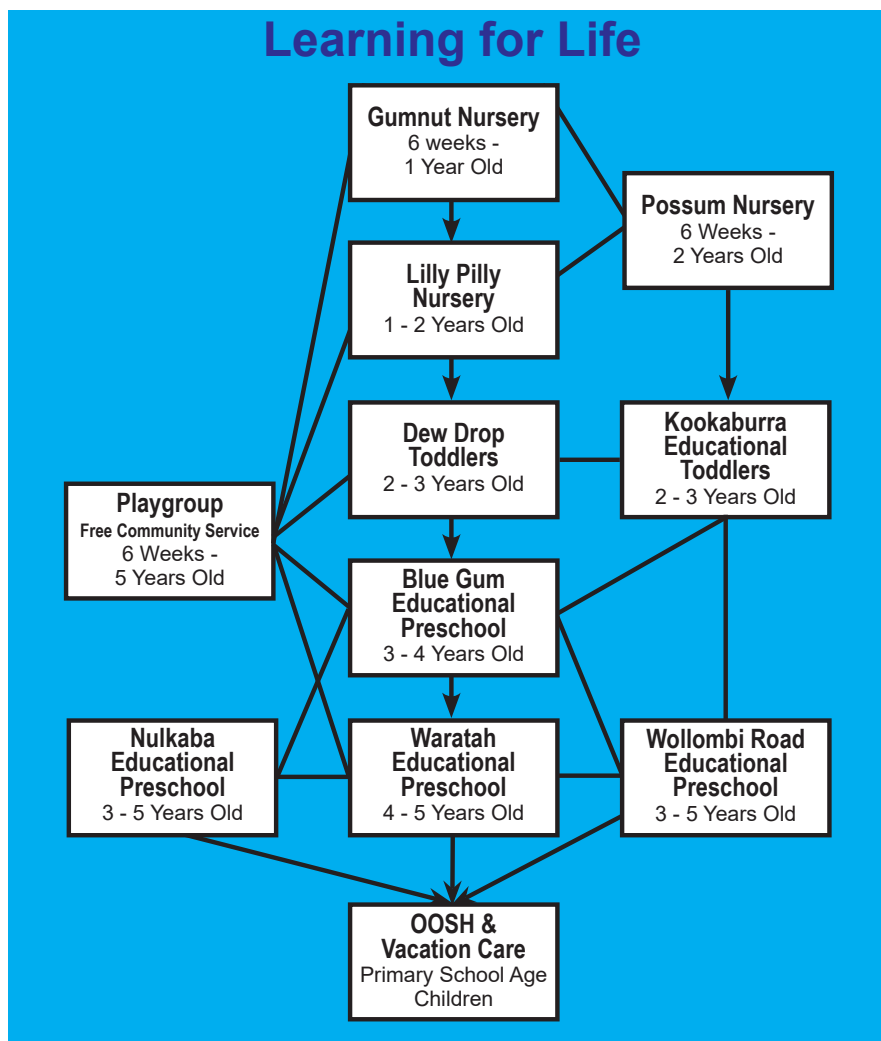
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Introduction

Cessnock Multipurpose Children's Centre is a not for profit, community based organisation. We are registered through the Australian Charities and Not for Profit Commission. Established locally in 1963 we employ over 100 team members and we care and educate for up to 345 children a day throughout our services.

Our services provide excellence in Early Childhood Care and Education guided by the Early Learning Years Framework and My Time Our Place Curriculum, devoted play-based learning outcomes for all children.



Why Choose Us?

- Community Based and Not for Profit – managed by the community for the community
- Educating and caring for children since 1963
- One organisation – eight services – seven Cessnock locations
- Catering for the widest age groups of children in the area (birth to high school entry)
- Qualified early childhood teachers and educators
- Continually striving to operate with above staff ratios
- All fees directed back into services such as equipment and resources for children
- Fees are not charged on Public Holidays or during the Christmas shutdown period
- Chef prepared and dietician approved meals for Dudley St Long Day Care and CMCC Hall St
- Capturing your Children's development – we use an easy-to-use, private, online service that captures a child's development by posting photos, videos, stories, moments, notes and responses.



Values That Guide Us

- High quality, affordable centre based childcare and education across a wide range of services catering for children from 6 weeks to high school entry
- A warm, safe, secure and supportive learning environment
- An inclusive environment with respectful and equitable relationships
- Acknowledging that high quality care is based upon the training, skill, dedication and teamwork of every educator and team member
- Higher staff: child ratios and number of qualified team members that exceed minimum standards under the National Law and Regulations
- A variety of practices which encourage children to become environmentally responsible
- A strong commitment to excellence and assisting each child to reach their maximum potential
- A learning environment that stimulates wonder and curiosity, respect and independence.
- The diverse skills and values of our team members, educators, families and the community are viewed as an integral part of our services
- We recognise early and middle childhood as unique and important stages of life and believe that children are capable, competent and active participants in their own learning journeys
- Self-assessments guide all aspects of our practice, curriculum and learning environment, driving continuous improvement and supporting the achievement of quality outcomes for children, families and educators.
- Provide open ended experiences which allow for choice and discovery
- Encourage building resilience and self-regulation. Children are supported to regulate their own behaviour, respond appropriately and learn from each other



DUDLEY STREET LONG DAY CARE



- Located in Dudley Street Cessnock
- 6 weeks to school age
- Open 6.30am - 6.00pm
- Licensed for 90 places per day

Gumnut Nursery

For children approximately 6 weeks to 1 year

Lilly Pilly Nursery

For children approximately 1 - 2 years



Dew Drop Toddlers

For children approximately 2 - 3 years

Blue Gum Educational Preschool

For children approximately 3 - 4 years

Waratah Educational Preschool

For children approximately 4 - 5 years

Children progress through each of our rooms at the start of each year just like they would at school. Educators deliver an educational program based on the individual needs and interests of the children and focus on all developmental areas. This progress is communicated with families in a variety of ways to ensure you are informed at all times of your child's progress.

Our Nursery and Toddler rooms share an outdoor environment that includes fun and interactive features like a fairy house, slides, sand pit, bike track, car track and swing set. Our Preschool rooms share an outdoor environment that includes an amazing pirate ship complete with wobbly bridge, captain's deck and climbing net, a giant sand pit, a dirt pit with diggers, bike track and obstacle course.

Our Dudley Street preschool incorporates a school readiness / transition to school, with a literacy program and Science, Technology, Engineering, Art and Mathematical (STEAM) curriculum focus.

Meals are planned and provided by a qualified and experienced onsite Chef with the menu approved by the Good for Kids Good for Life team from Hunter New England Local Health District.



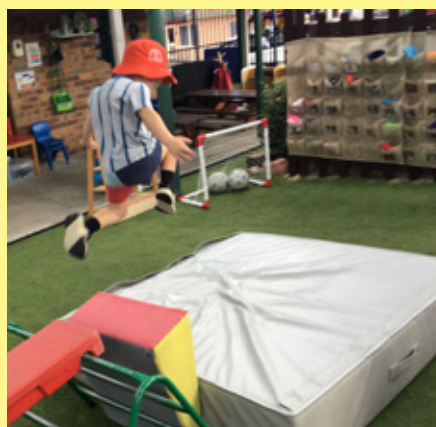
Cessnock Multipurpose Children's Centre

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CMCC HALL STREET LONG DAY CARE



- Located on the corner of Hall & Cumberland Streets Cessnock
- 6 weeks to school age
- Open 6.30am - 6.00pm
- Licensed for 29 places per day

Possum Nursery

For children approximately 6 weeks to 2 years

Kookaburra Toddlers

For children approximately 2 - 3 years

CMCC Hall Street offers a warm, friendly, caring, educational environment. An educational program based on the individual needs and interests of the children and focusing on all developmental areas is provided for the children. Communication with families is important and provided in a variety of ways to ensure you are informed at all times of your child's progress.

Our Possum Nursery has a dedicated yard that provides a safe and interactive environment for curious minds. Our Kookaburra Toddlers have an outdoor space that is split over 2 levels allowing for a fun slide and fireman's pole, obstacle course, a sand pit and plenty of space for bikes and organised activities.

Meals are planned and provided by a qualified and experienced onsite Chef with the menu approved by the Good for Kids Good for Life team from Hunter New England Local Health District.





NULKABA EDUCATIONAL PRESCHOOL



- Located in Ivanhoe Street Nulkaba
- 3 years to school age
- Open 8.30am - 4.30pm
- Licensed for 29 places per day

Nulkaba Educational Preschool is designed just for children 3 years and older. The dedicated educators create a warm and inviting environment while delivering an educational program based on the individual needs and the interests of the children, focusing on all developmental areas. Communication with families is considered important to ensure you are informed at all times of your child's progress.

The outdoor space allows for a world of fun with its tractor play equipment that includes a slide, climbing wall and swing, a large sand pit, boat, bike track, water-play area and creek bed with bridge. There is a large space for climbing frames and interactive activities planned by the educators.

Our preschool incorporates a school readiness / transition to school, with a literacy program and Science, Technology, Engineering, Art and Mathematical (STEAM) curriculum focus.

Children are required to bring a packed morning tea, lunch and afternoon tea each day that meets Good for Kids, Good for Life Guidelines. This process prepares them for school and needing to take their own lunch at that time. Milk and water are provided.





WOLLOMBI RD EDUCATIONAL PRESCHOOL



- Located on the corner of Wollombi Road and Lochinvar Street Bellbird
- 3 to school age
- Open 7.30am - 5.30pm
- Licensed for 44 places per day

CMCC is excited to announce that we have built a brand-new preschool on Wollombi Road, Bellbird - Wollombi Road Educational Preschool.

Designed for children aged 3 years and over, this service will bring together the very best features of our existing centres to create a unique and enriching preschool environment.

The new preschool will offer 10-hour days while maintaining the charm and close-knit feel of a smaller service. We have planned a beautiful natural outdoor environment where children can explore, discover and learn through play, complemented by modern, purpose-built indoor spaces.

Like all CMCC services, the preschool will follow the Early Years Learning Framework and provide a high-quality early education program. A strong focus on school readiness and supporting children's transition to school will be embedded throughout the curriculum.

Children will be required to bring a packed morning tea, lunch and afternoon tea each day that meets Good for Kids, Good for Life Guidelines. This process prepares them for school and needing to take their own lunch at that time. Milk and water will be provided.

Our waitlist is now open. If you think preschool would be a great fit for your child, please contact the administration team to add your child's name to the list. While we do not yet have a confirmed completion date, we will share updates and advertise the official opening date as soon as it is confirmed.

We are incredibly proud of the preschool we are creating and look forward to welcoming families through the doors and showcasing this wonderful new learning environment.



OOSH & VACATION CARE



- Primary school age
- Before School Care open from 6.30am
- After School Care open until 6.00pm
- Vacation Care open from 6.30am - 6.00pm

Dudley Street Educational OOSH

For children from St Philip's Christian College, St Patrick's Primary School, Kearsley Public School and Cessnock Public School

Nulkaba Educational OOSH

For children from Nulkaba Public School

Bellbird Educational OOSH

For children from Bellbird Public School, Ellalong Public School, Paxton Public School, Millfield Public School, Congewai Public School and Laguna Public School

Cessnock West Educational OOSH

For children from Cessnock West Public School, Kitchener Public School and Cessnock East Public School

Before School Care - Children experience a homelike environment in the hours before starting school with breakfast provided until 7.15am and a large choice of educational activities. An educator will accompany your child to school, on one of the centre dedicated vehicles or walk the children to the teachers on duty for the onsite services.

After School Care - An educator will collect your child from school, on one of the centre dedicated vehicles or from a dedicated meeting point for our onsite services. OOSH provides a nutritional Chef prepared afternoon tea and a wide range of educational activities under the My Time Our Place Framework. These activities are child driven and interest based.

Vacation Care - operates during the school holidays and is well known for its outstanding excursions and program of activities. Programs are available prior to each vacation period. A wide range of educational activities are available and guided by the My Time Our Place Framework that are child driven and interest based.

Enrolling Your Child

A guide to enrolling your child at any of Cessnock Multipurpose Children's Centre services:

- We ask that all families have a tour of our service as the first step in our enrolment process. This is to ensure that you are happy with the service and the facilities we have available.
- After a tour we ask for you and your child to have an orientation or stay and play. We will always consider the feelings and time constraints that families may have regarding participating in orientation processes and aim to make the experience a positive and welcoming introduction to the service. We require families and the child enrolling to attend a minimum of 1 orientation visit for approx. 1 hour. Further visits may be scheduled depending on the child and family needs.
- We have a centralised administration system; all enrolments, accounts and administration are conducted through our Dudley Street Office. This allows our educators to fully focus on providing children with the high quality of care and education we are proud of.
- Please complete the enrolment link for your child/ren that is emailed to you. Please remember places are limited by licence number and staff ratios, therefore you are not guaranteed of a position until enrolment documents are completed, fees paid and confirmation of enrolment email received.
- You will need to provide the centre with a copy of your child/ren's immunisation records (Medicare Immunisation History Statement) and birth certificate. This is National Law and a Public Health Act requirement.
- For further information on the Child Care Subsidy, please contact the Centrelink Family and Parent Line on 136 150 or visit the myGov website.
- You will need to provide Cessnock Multipurpose Children's Centre with your Centrelink Reference Numbers – CRN – for both parent and child/ren (these are different).
- Pay a non-refundable, one off enrolment fee to confirm your child(ren's) position. As part of this enrolment fee our early education children receive a wet bag, hat and t-shirt.
- A bond equal to two weeks full fees is required. This bond will remain in a separate account and will be refunded back into your account when your child has finished care with us or roll over to the next year if re-enrolling.
- Two weeks notice is required before changing or cancelling any bookings. Please note if your child doesn't attend on the last day of their notice period then full fees are due back to the last day of attendance as Centrelink removes the Child Care Subsidy on these days.
- Complete your direct debit form with your bank account or credit card details prior to your children(s) commencing care and education at any of our services.
- For a child enrolled at the service who has a specific health care need, allergy, asthma or relevant medical condition you will need to supply the centre with an Action Plan or diagnosis letter prepared by a Medical Practitioner and also supply a Risk Minimisation Plan. Centre managers can help with this.



What to Bring

Please use this as a guide on what to pack for your child each day. Please ensure ALL items are labelled clearly with your child's name.

0-3 years

- Spare clothes - weather/season appropriate
- Cot sheets for Gumnut and Lilly Pilly Nursery and single bed sheets for Dew Drop Toddlers.
- Sleeping bag/suit if applicable
- Comforters - teddy, dummy, ruff raff etc.
- Nappies – minimum 5 per day
- Nappy cream – this must have child's name on the container
- Drink bottle
- Bottles - **formula**, boiled water in bottles premeasured. Formula in premeasured container for easy mixing. 1 bottle per feed.
- **breastmilk**, please provide breastmilk in food safe containers/bags frozen or liquid. Must have date expressed on it. We are a breastfeeding friendly centre and welcome you to come in and feed your child. Please provide an empty sterilised bottle, 1 bottle per feed.
- **cows milk or alternative**, once/if your child is on cow's milk or alternative after the age of 1 year old the centre will provide the milk. Please provide empty sterilised bottle, 1 bottle per feed.
- Hat (will stay at the centre and be washed weekly)

3 years – 5 years

- Spare clothes - weather/season appropriate
- Hat (will stay at the centre and be washed weekly)
- Drink bottle
- Lunch box with Good for Kids Good for Life approved foods for Nulkaba Educational Preschool and Wollombi Road Educational Preschool

OOSH

- Spare clothes - weather/season appropriate
- Hat
- Drink bottle
- Lunch box with Good for Kids Good for Life appropriate foods for morning tea and lunch during vacation care

Dymples Fragrance Free wipes and Auscreen Ultra Protect SPF50+ sunscreen are provided.

What to Wear

PLAY clothes are the most suitable for all children attending the Centre. If a child is in something he or she is worried about getting dirty they can't truly relax, explore and enjoy themselves.

As winter approaches it is a good idea to always have a warm jumper and pants in their bags in case they get cool.

Spare clothes in their bags are required each day, particularly underwear in case of 'accidents'. It is essential that all items of clothing be CLEARLY marked with the child's name. Elasticised waist shorts or pants allow each child to become independent at toilet times.

Educators will monitor risk posed by children wearing scarves, necklaces, ties, capes or hoodies around their neck whilst playing at any CMCC services. If the item is deemed to pose a strangulation hazard they will be removed. Please don't let your child wear thongs as they are very dangerous and inhibit the child's abilities for climbing and ball games. Sneakers or sandals are a better option.

The paint we use will wash out if pre-soaked and washed in cold water. If hot water or detergent is used the paint may stain. In the warmer months we offer an engaging water play program!



Sun Protection

SunSmart recommends that all early childhood education and care services have a SunSmart policy to reduce UV damage to those in their care including children, educators, staff and visitors. Cessnock Multipurpose Children's Centre is proud that we operate certified SunSmart Services.

All services endorse the wearing of hats that protect the wearer's face, neck, ears and crown of head and clothing that covers shoulders and gives protection from the sun. CMCC hats and t-shirts are available to purchase from the Dudley Street office if you are in need of any. SPF 50+ Broad spectrum sunscreen is supplied at the sign in areas of all services. We ask that upon arrival each day you apply sunscreen to your child and educators will reapply 20 mins prior to each play session. Educators role model the wearing of sun safe hats, clothing and use of sun screen.

Babies under 12 months of age will not be exposed to direct sunlight. Small amounts of sunscreen will be applied to areas of exposed skin.

Where possible active, outdoor, sun safe play is encouraged throughout the day/year. On hot days children will continue to be offered the choice of indoor or outdoor play. Play activities will be set up in shaded areas and moved throughout the day. Children will be monitored so they do not spend too long out in the heat, reminded to drink water regularly and water play activities will be provided.

<http://www.sunsmart.com.au/communities/early-childhood-primary-schools>

What should I know about the Child Care Subsidy?

Families will need to complete a Child Care Subsidy (CCS) Claim online through their MyGov account, to ensure they receive any eligible child care fee reductions. The Child Care Subsidy will be paid directly to child care providers on a family's behalf, in which case families only pay the difference between the fee charged by the service and the amount subsidised by the Government.

There are three key factors that determine how much Child Care Subsidy families may receive:

- The combined family income – how much families earn
- Your fortnightly family activity level – how much families work, train, study or volunteer
- The fees charged by the child care service

Prior to Child Care Subsidy being payable, the parent who is claiming the Child Care Subsidy must confirm that the enrolment is accurate. This can be done through an individual's Centrelink Online account or mobile app. Where the parent is unable to access the internet, they may contact Centrelink over the phone or in person, at a Centrelink office, to confirm the enrolment.

It is the responsibility of parents to provide the Centre with CRN numbers and dates of births for the Parents and Child. Through the parent app you will need to agree to your child's bookings and related Child Care fees, a Complying Written Agreement (CWA). These details must match Centrelink records.

Full fees are payable until Child Care Subsidy is approved and confirmed.

Information for families about Child Care Subsidy and Additional Child Care Subsidy is available on the Department of Human Services website.

Families can call Centrelink about Child Care Subsidy and other family payments on 136 150 from Monday to Friday, 8am – 8pm, including staff assistance in completing the claim form.

For privacy reasons, CMCC does not have access to any information regarding families Child Care Subsidy and their circumstances. Therefore, if you are having any issues with your Child Care Subsidy at any point, you will need to contact Centrelink directly to have this rectified.





Fees

Fees are to be paid via direct debit. Payments are processed either weekly or fortnightly as selected by each family, on a Friday morning. As a part of the Australian Government policy we are unable to accept cash payments to cover fees.

Fee subsidies are available in all sections. For further information regarding the "Child Care Subsidy" please go to myGov - my.gov.au

No fees are charged during our Christmas close down period or public holidays.

Enrolment Fees & Bond

A non-refundable one off enrolment fee of \$90 per child is payable at time of enrolment.

A bond equal to two weeks full fees is payable at the time of initial enrolment. If at the time your child ceases care you have no fees owing and have returned your security tags, (Dudley Street only) this bond will be refunded back to you or rolled over into the next year if your child is re-enrolled. Your bond is to be topped up when increasing days or in case of a fee increase each year.



Dishonour, Late and Non Cancellation Fees

Accounts must have a zero balance each Friday. Any accounts where fees are unable to be deducted will incur a \$15 administration fee on top of the direct debit dishonour fee charged. Unpaid fees will be expected to be paid within 7 days. If this amount is not paid promptly your child's position may be reviewed. If there are problems with payment, please discuss this with the friendly administration team at our Head Office in Dudley Street.

Any parent who collects their child after hours will be charged a late fee. The child's parent or guardian will be asked to sign a late pick-up note. The late fee is required to be paid with the next normal fee payment.

In instances where you have not notified us that a child will be absent from After School Care, there will be a \$15 OOSH Non Cancellation Fee applied to your account.

Parent Accounts

The primary carer can access their statement at any time through the parent app. You can see how much is owing, your past fees and payments and the total number of absent days that your child has used.



Medication

Educators can only administer medication which has been prescribed by a doctor. All medicines must have a prescription label on them and must be accompanied with a note from the doctor giving the educators clear instructions about the dosage, time to be taken and method of administration. We require families to provide webster packs for accurate tablet dosages.

Please notify an educator with all relevant information regarding your child(s) medication upon arriving at the service and the educator will assist you with completing a Medication Form.

Medical Conditions, Asthma and Anaphylaxis

When a child is enrolled who has a specific health care need ie allergy, asthma, intolerance or relevant medical condition, a medical management plan, risk minimisation plan and communications plan must be prepared in conjunction with your medical practitioner and centre management team.

Medical Management Plan “Action Plan”

A parent of the child must provide a medical management plan from the medical practitioner for the child. This medical management plan must be followed in the event of an incident relating to the child's specific health care need, allergy, asthma, intolerance or relevant medical condition.

The medical management plan should detail the following:

- details of the specific health care need, allergy, intolerance or relevant medical condition including the severity of the condition
- any current medication prescribed for the child
- the response required from the service in relation to the emergence of symptoms
- any medication required to be administered in an emergency
- the response required if the child does not respond to initial treatment
- when to call an ambulance for assistance.

Risk Minimisation Plan

A Risk Minimisation Plan must be developed in consultation with the parents of a child and ensure:

- that the risks relating to the child's specific health care need, allergy, asthma, intolerance or relevant medical condition are assessed and risks minimised;
- if relevant, that practices and procedures are in place including the safe handling, preparation, consumption and serving of food are developed and implemented;
- that the parents are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented;
- that all educators and volunteers can identify the child, the child's medical management plan and the location of the child's medication are developed and implemented;
- if relevant, to ensure that practices and procedures ensuring that the child does not attend the service unless the child has at the service their relevant medications if this would pose a significant risk.

Communications Plan

A communications plan must be prepared to set out how a parent of the child can communicate any changes to the Medical Action Plan and Risk Minimisation Plan for your child.

Sick Children

As most parents are aware, it is best to keep your child at home when they are unwell and unable to participate in the program. We are obligated not to accept a child who is sick or suffering from a contagious illness.

Educators will be aware of signs and symptoms that suggest a child may be ill. If a child's condition changes the parent/contact will be notified immediately. We will require a clearance letter from your doctor stating that your child has no further symptoms and is right to return to care before they can re-attend any of our care services.

In the event that your child has an infectious disease or any illness either while attending the Centre or the community, please notify us promptly. Our Centre has an infectious disease policy which does include exclusion periods. We appreciate your co-operation in implementing this policy.

If the parent/guardian cannot be contacted educators will follow first aid protocol and if required contact child's doctor or Cessnock hospital for advice and/or treatment.

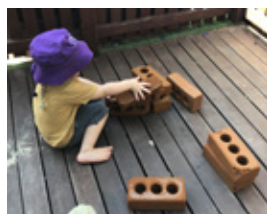
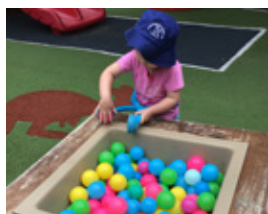
Accidents

Incident forms are completed for all injuries where first aid is applied by staff with first aid training. Parents are required to sign this form to acknowledge that they are aware of the incident. Courtesy phone calls will be made to parents for all injuries above the shoulders.

In case of a serious accident or illness, an ambulance will be called. The parent/guardian will be notified immediately so it is very important that we have the correct contact details in place.

Infectious Diseases Policy

Please refer to the NSW Health website for further information.



When Absent

Please notify our administration team at the Dudley Street office if your child is going to be away. You can phone, email or mark your child absent using the parent app. Your usual fee is still payable for all booked days.

Centerlink allows for 42 absent days per financial year that don't require an explanation. After these 42 days have been used, you lose your Child Care Subsidy on your absent days unless you provide a doctor's certificate (at Centrelink's discretion).

Before and After School Care

If your child attends After School Care you must let us know if your child will be absent. If your child does not turn up to the bus or OOSH and we are unaware they are absent, we will call you to ensure they are safe. If we cannot confirm the child's safety within half an hour, the police will be notified. There will be a **\$15 OOSH Non Cancellation Fee** for those that don't mark their child absent.

Nutritious Menu Dietician Approved and Chef Managed

CMCC's nutrition policy encourages foods that are low in fat, salt and sugar and high in fibre. Colours and additives are also avoided. Criteria to define food that is high in fat, salt or sugar:

- A food that is 'high in fat' contains greater than 20g of fat per 100g and/or greater than 5g of saturated fat per 100g
- A food that is 'high in sugars' has greater than 15g of sugars per 100g
- A food that is 'high in salt' contains greater than 600mg of sodium per 100g

Children at Dudley Street and CMCC Hall Street Long Day Care services are offered breakfast if at the service before 7.15am, morning tea, lunch, afternoon tea and a late snack. These are planned and provided by a qualified and experienced onsite Chef with the menu approved by the Good for Kids Good for Life team from Hunter New England Local Health District.

- Water is available to the children throughout the day
- Milk is provided with the children's morning and afternoon tea – full fat milk for children 0 – 2 years and light white milk for children 2 – school age.
- Parents food choices will be supported in line with our nutrition policy – good nutrition is especially important for children because they need extra nutrients for growth and development. Our menu provides 50% of children's dietary intake as recommended.

CMCC is also a breastfeeding friendly service. All feeding mother's, both breastfeeding and bottle feeding, are welcome at our service at any time to feed their child. We have safe and comfortable spaces for you to feed and will work with you to support you and your child.



Food Brought from Home

Vacation Care, Nulkaba Educational Preschool and Wollombi Road Educational Preschool

- Please provide meals that are represented within the five food groups and meet our nutrition policy.
- Variety is the key and provide plenty of choices – it's better to have packed too much than not enough

Please do not include lollies, sugary snacks (roll-ups, fruit sticks, LCM's, Strings etc), chocolate, sweet cereals, chocolate coated and choc chip items, Nutella, fruit juices / poppers, whole nuts (including peanuts), sweet biscuits or gum in your child's lunch box as your child will be disappointed when they are asked to save them for home.

See our educators if you would like some suggestions or refer to our handout "best left in, best left out".

Allergy Awareness

There are children attending our services who may have life threatening allergies which include: egg, peanuts, dairy, tree nuts, fish, strawberries, blueberries and wheat.

Some of these foods will still be present in our menus however alternative menu items are provided where appropriate. With correct hand washing, cleaning routines and other strategies we can minimise risks.

To help us, please ensure that you and your child wash their hands and faces after eating and before entering any of our services. Please change any clothes that may have food spills on them and refrain from allowing your child to eat food while entering any of our services.

If foods are bought to any of our services that may contain allergens, please notify our educators so that we can manage any risk.

If you have any questions regarding this matter, please speak with one of our educators or the Management Team.

Together we can make a difference and keep all children safe!



Security Entry Swipe Tag (Dudley Street)

Each family will be issued with two entry swipe tags for access to their child's room at Dudley Street. Any additional tags required are available at a cost of \$30 each. Please advise the office ASAP if a Security Swipe is lost or stolen. This tag remains current whilst the child is enrolled and fees are up to date. Entry to Dudley Street is via the main office. Contacts who do not have a tag will be required to press the door bell at the front door and speak with our admin team to have the door unlocked. Please return your Security Entry Swipe Tags when your child(s) finishes care and education. If you do not return all tags a \$30 charge will be deducted from your bond for each tag not returned.

Guiding Children's Behaviour

The strategies we use are appropriate to your child's age. Positive and responsible behaviour will be encouraged using positive language and positive consequences. Educators guide and redirect children to appropriate activities, use of equipment and behaviours. Educators will clarify what is required rather than criticising the unacceptable behaviour. Consistent clear rules will be established, involving children and understood by adults and children.

The 6 steps to Conflict Resolution is one of our guiding tools used by our educators:

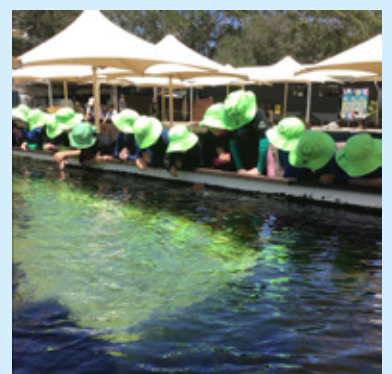
- Approach calmly stopping any hurtful actions
- Acknowledge children's feelings
- Gather information
- Restate the problem
- Ask children for solutions and allow the children to choose one
- Be prepared to follow up

If a child is using inappropriate language during play, whenever possible educators will ignore it. If other children copy the language, educators will provide an acceptable alternative. Children over 3 years will be reminded to "Use kind words". Older children, in addition to strategies above will be directed away from other children or other children directed away from them.

Sometimes in child care programs, outbreaks of biting occur in infant and toddler rooms and occasionally even among preschoolers. This is an unavoidable consequence of young children in group care. When it happens, it's pretty scary, very frustrating and very stressful for children, parents and educators. But however unfortunate, it is a natural phenomenon, not something to blame on children, parents or educators and there are no quick and easy solutions to it.

Children bite for a variety of reasons: simple sensory exploration, panic, crowding, seeking to be noticed or the intense desire for a toy. Repeated biting becomes a pattern of learned behaviour that is often hard to extinguish because it does achieve results: the desired toy, excitement, attention. CMCC manage repeated biting by increasing staff ratio to enable educators to support children.

CMCC has a ZERO tolerance policy on aggressive behaviour and bullying. Any child displaying violence, including bullying of any kind, toward other children or team members, who cannot be redirected will be sent home immediately and unable to return until next booked session or a meeting has been held with management/educators. If a child is sent home more than once, the child's position at the Centre will be reviewed. Please see our policies for more information.



Identifying and Responding to Risk of Significant Harm

All educators, staff members, students and volunteers are mandatory reporters under NSW child protection law. The service has zero tolerance for child abuse, neglect or harm and is committed to ensuring all reporting obligations are met promptly and correctly. Nominated Supervisors and persons in day to day charge must complete approved child protection training. All team members complete National Child Safety training. Mandatory reporting obligations apply regardless of where the harm occurred or who is responsible.

Any situation regarding an allegation of child abuse or any concern for a child as being at risk of harm is treated with the utmost discretion and regard for the privacy and confidentiality of the persons concerned, recognising that the rights of children to be free from abuse must be held paramount.



Visitors to the Centre

All adults who are at the centre for any purpose other than dropping-off or collecting their child from care may be required to complete a Working with Children Check. All visitors must sign "in" and "out" of the services in the reception areas.

Staff Babysitting Children

As a childcare service, we are unable to endorse, recommend, supervise or take responsibility for private babysitting arrangements involving our employees outside of their rostered duties at the centre.

Safe Precautions!

Can you help? Please ensure:

- Strickly NO smoking or vaping on premises.
- Strickly NO mobile phones or personal electronic devices allowed on premises as per the National Model Code.
- Gates, doors and latches must be kept shut at all times. Only adults are to use the exit buttons at Dudley Street.
- Follow CMCC policies.
- Do not double park.
- Watch your speed when operating a motor vehicle in and around the centres.
- No children to be left in cars at any time
- Hold children's hands in car park.

Family Help – Share your Skills!

Children benefit greatly from the skills and attention of caring adults. In order to provide this, parent participation is very important. We strongly believe in a partnership approach as this helps us achieve the same common goal! Many parents / guardians have commitments with work and cannot attend things during the day, but we would appreciate your support at night and weekend functions. As soon as all children have settled into their section's routine, parents are more than welcome to come and spend some time with their child. Please feel free to approach any team members if you would like to spend some time with your child at the Centre. Please be aware that in some cases a Working with Children Check will apply.



Celebrations

We would like to hear more about the types of celebrations recognised by your family. If you would like your child to celebrate his or her birthday or other special events on their day at the centre please feel free to communicate this to the educators in your child's room.

For birthdays the educators in your child's room will celebrate on the day your child attends that is closest to their birthday. Families are welcome to bring cakes/ cupcakes in so their child can celebrate with their friends. Please provide a list of ingredients to ensure food allergy safety.



CMCC Policies

Families have access to the CMCC policies by scanning a QR code found in each service's reception. As part of our commitment to continuous improvement we regularly review our policies. To ensure we provide tailored care to our families we encourage you to share your thoughts and suggestions on our policies. Your feedback is vital in shaping a service that reflects the needs and values of our community.

Our Commitment to Quality and Collaboration

At CMCC, we are dedicated to providing the highest quality early childhood education and care. Here's how we ensure this:

Assessment and Rating (A&R) Overview

CMCC is regularly assessed under the National Quality Framework (NQF) to ensure we meet high standards in early childhood education and care.

Each service displays their service ratings in their reception area for families to see. We are proud to say that each of our services is Meeting the National Quality Standard.



Early Years Learning Framework (EYLF) & My Time Our Place (MTOF) Framework:

Our services follow the Early Years Learning Framework (EYLF) V2.0, Australia's national framework for early childhood education and My Time Our Place (MTOF) for OOSH and Vacation Care. These frameworks support educators in fostering children's learning, development and wellbeing through play-based experiences and meaningful interactions.

Educators regularly observe children to identify their interests, strengths, abilities and emerging skills. Observations also help educators identify areas where a child may require additional support, guidance or opportunities to further develop specific skills. This information is used to plan and implement experiences that support each child's individual learning journey and promote positive learning outcomes. Programming is an ongoing cycle of observing, planning, implementing and reflecting, ensuring learning opportunities remain engaging, purposeful and responsive to children's needs.

Families can expect to see evidence of their child's learning through observations, photographs, learning stories, displays and regular communication from educators. We value families as children's first and most important teachers and welcome family input into our program. By working in partnership, we can create a nurturing environment that supports children's confidence, wellbeing, sense of belonging and lifelong love of learning.

Our CMCC Philosophy

At CMCC, our philosophy is more than just words—it's a shared vision shaped by the voices of our families, educators and community. We believe that families are children's first and most influential teachers and we value your insights, culture and contributions in everything we do.

Our philosophy guides how we care for, educate and support children. It reflects our commitment to strong partnerships, inclusive practices and play-based learning. We invite families to engage with our philosophy, offer feedback and help us continue to grow a service that truly belongs to our community.

Collaborative Partnerships

Cessnock Multipurpose Children's Centre (CMCC) promotes open and honest communication with families, friends and team members to achieve best practice outcomes for our children. We recognise and believe that our families and friends are the primary and most influential teacher in our children's lives. We strive to have respectful and reciprocal relationships with our families, friends and the wider community. We engage in shared decision making, sharing information and strategies to achieve successful outcomes. We value the partnerships we have within our community and acknowledge the role our community has in helping teach our younger generation of children about the world they live in.



Skilled and Dedicated Team Members

We employ highly qualified people and empower our team members to continually develop their skills and qualifications. Our team works collaboratively together, valuing each other, sharing ideas and recognising the diverse range of knowledge and experience each person has. This supports professional development, providing high quality education and care for the children, families and friends within our services. We are committed to having above educator ratios, exceeding the minimum standards supporting children's health, safety and wellbeing through consistent and familiar relationships. We believe it is important to have consistent educators within our services as it offers security, familiarity and trust for our children, families and friends. We are highly committed to ongoing professional development to upskill our team members. We are committed to having a strong and effective leadership team and governance.



Our Environment is the Third Teacher

At Cessnock Multipurpose Children's Centre, we encourage children to engage in diverse learning environments, recognising the significant role these settings play in their learning and development. Our commitment to environmental awareness is reflected in our daily practices, where we instil a sense of responsibility and care for the earth through activities like recycling, gardening and community recycling programs. We view our indoor and outdoor spaces as the third teacher and believe in the value of loose parts which offers children opportunities to take risks, be spontaneous, explore, discover, acquire essential life skills and empowering children to learn and explore through their innate curiosity and imagination. These experiences foster safe and stimulating environments that support children's wellbeing and development.



Cultural Competence

We strive and are committed to developing our own cultural competence in our services with our children, families, friends, team members and the wider community. Our passion is to nurture children, their families and friends in a safe and caring environment. By nurturing responsive and respectful relationships that foster a strong sense of belonging and wellbeing, we aim to recognise and celebrate the unique gifts and talents of all our stakeholders. We engage with our children in discovering and celebrating their cultures, nurturing awareness and respect for diversity. We promote children's agency which encourages them to make choices and decisions in their world and valuing their voices.



Play Based Pedagogy

Cessnock Multipurpose Children's Centre embraces the principles, practices and learning outcomes of the Early Years Learning Framework (EYLF) and My Time Our Place (MTO). As educators we strive to support the holistic child by using the five learning outcomes to support each child's individual learning. We are passionate about meeting each child where they are developmentally and acknowledge that each child is unique and learns in their own unique ways. Each child is an individual with individual needs and is encouraged to use our rich learning environments to explore, hypothesise, experiment and problem solve. CMCC educators are dedicated to facilitating and scaffolding interest-based learning through play experiences so each child can grow, learn and develop in a rich and nurturing environment.



Providing Us Your Feedback!

We would like to hear from you if you have any feedback! We welcome any compliments, complaints or suggestions, because they help us to provide a better service to you and your children. We believe that by working together, families, communities and our services can all benefit.

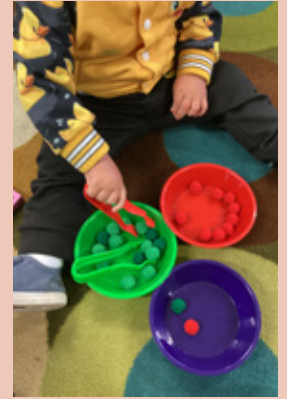
What you should do?

1. Talk to a team member or a member of the Management Team.
Often issues can be sorted out at this level.

2. Talk to the nominated complaints contact person as follows:

Name: Jo Calabretta
Phone: 02 4990 2687

3. Put the issue in writing. You can also e-mail feedback to admin@cmcc.nsw.edu.au and a member of our team will be in touch as soon as possible. If you wish, feedback can remain anonymous by posting or placing feedback in the Family and Friends Box in each reception area.



What Action will be taken?

1. A team member or member of the Management Team will attempt to resolve the matter immediately
2. Your comments and action will be briefly documented
3. If immediate resolution is not possible, the matter will be referred to the appropriate person
4. All parties involved in the complaint will have the opportunity to have their say
5. Where appropriate, a copy of agreed action plan or written response will be provided

How long will it take to get an answer?

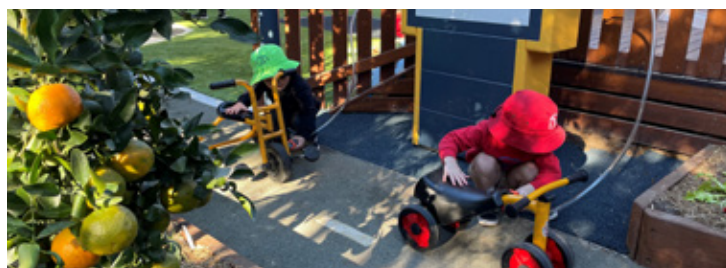
1. Immediately, if possible
2. Most issues will be addressed within two working days.
3. Final resolution to be achieved within 14 days

If your problem has not been resolved?

1. Our Management Committee will deal with areas that cannot otherwise be resolved. Contact our Management Committee President with further details: barbara.rodham@cmcc.nsw.edu.au
2. If you are not happy with the outcome you received, the following contacts are available to help:
Early Learning Commission
Information and enquiries team
1800 619 113 (toll free)
information@earlylearningcommission.gov.au



Please scan here
to view the
NSW Education and
Care Services
National Laws



Please scan here
to view the
NSW Education and
Care Services
National Regulations



Please scan here
to view the
Cessnock Multipurpose
Children's Centre
Policies



Parent Resources

*Raising children is one of the toughest and most fulfilling jobs in the world —
and the one for which you might feel the least prepared.*

We have put together some information we have gathered from different sources
that we think have great tips on a number of parenting issues.

We have put these QR codes in the foyer at each of our services
to give you access to these documents.

Follow Us on Facebook

If you have a Facebook account we would love
you to follow us. We will keep you up to date with
the latest news, exciting activities and events to
look forward to throughout the year as well as
information we may find helpful to parents.



Contact Details

Phone: 02 4990 2687
Email: admin@cmcc.nsw.edu.au
Address: 5 Dudley Street Cessnock
Website: www.cmcc.nsw.edu.au

