



# Manly OOSH Inc. Family Handbook 2021

The information in this handbook was correct upon publishing in September 2021.

Information in this handbook may change in accordance with policy and procedure reviews.



# Family Handbook 2021

Please note that the information in this Handbook should be read in conjunction with and subject to our policies and procedures, which are on Manly OOSH website. Policy updates are located onsite in the Parent Information Area and are periodically emailed to parents/guardians.

## Centre Details

Manly OOSH is conveniently located within the school grounds of Manly Village Public School. We are open for Before and After School Care, Vacation Care and Pupil Free Days.

Email: [info@manlyOOSH.com.au](mailto:info@manlyOOSH.com.au)  
Mobile: 0481 063 117  
Landline: 02 9976 2147  
Address: Wentworth Street & Darley Road, Manly, NSW 2095

## Our Philosophy

At Manly OOSH, we believe it is the right of every child to feel safe and cared for in the OOSH environment. We recognise play as an important element in the development of children. We aim to provide a high quality service in a fun and safe environment where children have the opportunity to learn, explore, develop and be creative while fostering respect, self-esteem and the unique contribution of each individual.

## Our Goals

Manly OOSH aims to:

- create a sense of belonging for all;
- be inclusive and create an environment respectful of diversity, supporting the participation of all children;
- promote children's social, cultural and environmental awareness;
- encourage a healthy lifestyle in a safe, nurturing, engaging and fun environment.

## What we offer

- A range of structured and unstructured activities aimed at promoting children's development and wellbeing including art, craft, games and physical play.
- A child-focused program based on children's learning, as outlined in the National Quality Framework for School Age Care.
- Vacation Care programs which include both excursions and onsite activities catering all age groups attending MOOSH.
- Breakfast from 7:00am - 8:00am for Before School Care, and Afternoon Tea each day at After School Care from 3:30pm - 4:00pm.
- Quiet space for children who want to rest or complete their homework.
- Opportunities to collaborate, connect, and form partnerships with local community groups.
- Special programs and activities including dance workshops, science lessons, sports and more.
- A team of experienced and well trained OOSH Educators.

## Operating Hours

Before School Care (BSC)	7:00am - 9:00am
After School Care (ASC)	3:15pm - 6:00pm
Pupil Free Days (PFD)	7:00am - 6:00pm
Vacation Care (VC)	7:00am - 6:00pm

## Enrolments

Parents wishing to use the service must enrol their children online via the Manly OOSH website. Once enrolled, there is an administration fee of \$15.00 per term per Manly Village family. Enrolment and automatic debit forms must be completed prior to using the service.

## Bookings

### Permanent bookings

These are regular bookings for school days during term. Once your booking is confirmed you are guaranteed a place for your child on your chosen day/days and will be charged for that booking whether your child attends or not. Permanent bookings for before school care and after school care may be changed via your online enrolment or completely terminated with 14 days notice in writing to [info@manlyOOSH.com.au](mailto:info@manlyOOSH.com.au). Permanent bookings may not be temporarily cancelled during term time, other than in exceptional circumstances (refer to the Fees Policy on the Manly OOSH website).

Absences must be registered via your online enrolment account or My Family Lounge mobile app by 12:00pm on the day of the absence for after school care sessions so we can ensure all MOOSH children are accounted for after 3:15pm. A \$10.00 fee is charged for failure to advise MOOSH of absences by 12:00pm.

Before school care absences must also be registered via the My Family Lounge mobile app by 7:30am on the day of the absence so we can offer the spot to a child on the waiting list.

### Casual bookings

These are irregular, non-permanent bookings for school days during term time. These bookings can be made up to 2 weeks in advance via the My Family Lounge mobile app and can be cancelled via the app with at least 24 hours notice. If the booking is not cancelled and your child does not attend, you will be charged. Casual bookings are subject to availability of places on any given day.

### Vacation Care bookings

Vacation care programs are published on the Manly OOSH website prior to the end of term. Manly Village Public School families can apply for vacation care bookings up to two weeks earlier than the general community, via the online enrolment account or My Family Lounge mobile app, after which bookings are taken on a first in first served basis. Vacation care bookings can be cancelled via the app with at least 14 days notice. If a booking is not cancelled and your child does not attend, you will be charged.

Places at the Centre do fill up quickly; our maximum intake is 65 places for Before School Care, 120 places for After School Care and 100 places for Vacation Care. We observe a ratio of 1 staff member to 15 children on site. Please refer to the excursion programs to see offsite staff to child ratios.

## Fees

Fees are reviewed annually by the Manly OOSH Inc Management Committee. You may be entitled to a Child Care Subsidy from the Family Assistance Office (FAO). For more information regarding the subsidy, please contact the FAO on 136-150. To claim a subsidy, you will need to provide Manly OOSH with both parent and child CRN numbers via your online enrolment form.

BSC Permanent Bookings	\$15.00 per day per child
BSC Casual Bookings	\$17.00 per day per child
ASC Permanent Bookings	\$22.00 per day per child
ASC Casual Bookings	\$26.50 per day per child
Pupil Free Day	\$67.00 per day per child (MVPS children) \$72.00 per day per child (Non MVPS children)
Vacation Care	\$67.00 per day per child (MVPS children) \$72.00 per day per child (Non MVPS children)
Administration Fee	\$15.00 per term per family (only MVPS families)

As we are a community based parent run service, we attempt to keep our fees to a minimum. To assist with this, we use a payment system called Debit Success. A direct debit will be made from your chosen bank account or credit card every fortnight for any bookings you have made. The bank charges a merchant fee which can be found on the Direct Debit Request form.

Children will not be permitted to attend Manly OOSH until current bank account or credit card details have been provided.

We charge fortnightly in advance and you will receive a statement, via email, early in the week with the direct debit coming out of your nominated account on the Friday of that week. This gives you an opportunity to review your statement before the direct debit on the Friday. That statement will be for the following fortnight, starting on the next Monday.

## Arrivals and Departures

On arrival your children must be signed in using the electronic kiosk by the parent/guardian or an authorised person listed on your online enrolment. It is also your responsibility to make contact with a staff member to advise of your child's arrival at the Centre.

On departure your children must be signed out using the electronic kiosk by the parent/guardian or an authorised person listed on your online enrolment. It is also your responsibility to contact a staff member to advise of your child's departure from the Centre.

The Centre closes at 6:00pm. If an extenuating circumstance arises and you are running late, you must call Manly OOSH (02 9976 2147) to let the staff know. As we are a community based service there will be an additional fee to cover the cost of staff staying late (refer to the Fees Policy on the Manly OOSH website).



## Management Committee

Manly OOSH is run by qualified staff with a Parent Management Committee (PMC) that oversees the finance, governance, and policies of the Centre. Manly OOSH is a not-for-profit incorporated entity with fees being used to operate the Centre. Funds are used to benefit the Centre and the wider school community.

The PMC is open to all parents using the Centre. If you think you may be interested in joining the PMC, please let the Directors or the President of the Committee know.

From time to time Manly OOSH requires professional services. If you feel you may have skills that could benefit the Centre, please let the President or Vice-President of the Committee know if you would be willing to help occasionally.

### Parent Management Committee Executives

Caren Vettese	President
Ralph Bankes	Vice-President
Kristin Lorentz	Treasurer
Katie Smith	Secretary

### Manly OOSH Key Staff

Celine Varghese-Fell	Director (Nominated Supervisor)
Will de Monchaux	Educational Leader
Chloe Cooper	Team Leader
Ali Dudley	Administration Support Officer

**Manly OOSH is based on mutual respect, care and co-operation amongst all children, staff and families.**