



# Manly OOSH Inc. Family Handbook 2024

The information in this handbook was correct upon publishing in July 2024.

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



# Family Handbook 2024

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 and Vacation Care.

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  
Website: [www.manlyoosh.com.au](http://www.manlyoosh.com.au)

## 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 – My Time, Our Place.
- 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
Vacation Care (VC)	7:00am - 6:00pm

## Enrolments

Parents wishing to use the service must enrol their children online via the Manly OOSH website using a desktop or laptop computer. Once enrolled, there is an administration fee of \$15.00 per term and each child will be issued a MOOSH hat which costs \$15. Enrolment and payment details must be completed and approved 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 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 the Xplor Home 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 \$15.00 fee is charged for failure to advise MOOSH of absences by 12:00pm.

Before school care absences must also be registered via the Xplor Home mobile app by 7:30am on the day of the absence so we can offer the spot to another child.

### Casual bookings

These are irregular, non-permanent bookings for school days during term time. These bookings can be made in advance via the Xplor Home 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 emailed to families and 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 Xplor Home 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 50 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 by the Manly OOSH Inc Management Committee. You may be entitled to a Child Care Subsidy from Centrelink. For more information regarding the subsidy, please contact the Manly OOSH office. To claim a subsidy, you will need to provide Manly OOSH with both parent and child CRN numbers and Date of Births via your online enrolment form.

BSC Permanent Bookings	\$19.50 per day per child
BSC Casual Bookings	\$24.50 per day per child
ASC Permanent Bookings	\$27.50 per day per child
ASC Casual Bookings	\$32.50 per day per child
Vacation Care Onsite	\$82.00 per day per child
Vacation Care Excursion	\$97.00 per day per child
Administration Fee	\$15.00 per term per family
Absent Fee:	\$15.00 per session
Late Fee:	\$30.00 per every 15-minute interval
New Hat Fee:	\$15.00 per hat
Spare Hat Fee:	\$3.00 per hat per session
Enrolment Fee:	\$20 per child

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 every fortnight in arrears on a Friday 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 details have been provided.

We charge fortnightly in arrears, and you can access your statement in the Finance section of the Xplor Home mobile app.

## Arrivals and Departures

On arrival your children must be signed in using the Xplor QR code displayed on the iPads by the parent/guardian or if an authorised person listed on your online enrolment is dropping off, please inform MOOSH via email in advance. 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 Xplor QR code displayed on the iPads by the parent/guardian or if an authorised person listed on your online enrolment is picking up, please inform MOOSH via email in advance. 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 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 Director, Educational Leader 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 Director, Educational Leader, President or Vice President of the Committee know if you would be willing to help occasionally.

### **Parent Management Committee Executives**

Simon Smith	President
Anna Hamman	Vice President
John Fallon	Treasurer
Tamara Muggridge	Secretary

### **Manly OOSH Key Staff**

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

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