

OSHC FAMILY HANDBOOK



Government
of South Australia

Department for Education



WELCOME

Welcome to Kilkenny Primary School OSHC & Vacation Care!

At Kilkenny Primary School OSHC & Vacation Care, we provide a safe, welcoming and inclusive environment where every child feels valued, respected and connected.

Our service philosophy is built on the belief that every child is unique, with their own interests, strengths, culture and voice. We place children at the heart of everything we do, encouraging them to share their ideas, make choices and actively contribute to shaping their OSHC experience.

Through our child-led program, we offer a variety of engaging activities and meaningful experiences that encourage creativity, exploration, independence and friendships. Guided by the My Time, Our Place learning framework, we support children to develop confidence, wellbeing and a strong sense of belonging through play and leisure.

Our dedicated educators build positive relationships with children and families, creating a supportive environment where children can learn, grow, have fun and simply enjoy being themselves.

Quality Care & Education

Our service is regulated by the Education Standards Board (ESB) in South Australia and is guided by the National Quality Framework (NQF) and National Quality Standard (NQS), supported by the Australian Children's Education & Care Quality Authority (ACECQA).

We are committed to continuous improvement through reflective practice, ongoing professional development and our Quality Improvement Plan (QIP), ensuring our program and practices continue to support the safety, wellbeing, learning and development of every child.

We value our partnerships with families, our school and the wider community, working together to ensure every child feels a sense of connection and belonging.

At KPS OSHC, every child has a voice, every child belongs, and every day is an opportunity to learn, play and grow!



SERVICE INFORMATION

kilkenny.oshc@schools.sa.edu.au

0413 483 554



APPROVED PROVIDER DETAILS:

NAME: KILKENNY PRIMARY SCHOOL COUNCIL INC

APPROVAL NUMBER: PR-00006176

APPROVAL GRANTED: 1 JANUARY 2012

ADDRESS: 19 JANE ST, WEST CROYDON

CONTACT: 08 8345 4138

OPENING HOURS:

MON-FRI (EX PUBLIC HOLIDAYS)

BSC: 7AM-8.30AM

ASC: 3.00PM-6PM

PUPIL FREE DAYS/VAC CARE:
7AM-6PM

SERVICE DETAILS:

NAME: KILKENNY PRIMARY OSHC

SERVICE ID SE-0010536

APPROVED PLACES: 85

CONTACT: 08 8345 4138

MOBILE: 0413 483 554

APPROVED PROVIDER DELEGATE & PMC

NAME: ALEX NARCYS

POSITION: SCHOOL PRINCIPAL

CONTACT: ALEXANDER.NARCYS442@SCHOOLS.SA.EDU.AU

SERVICE DELEGATE:

NAME: GRAZIELLA PANAZOLO

POSITION: OSHC DIRECTOR, NOMINATED SUPERVISOR &
EDUCATIONAL LEADER & PMC

CONTACT: GRAZIELLA.PANAZZOLO609@SCHOOLS.SA.EDU.AU

SERVICE PHILOSOPHY

At Kilkenny Primary School OSHC, we believe every child is a unique individual with their own interests, strengths, culture, voice, rights, and developmental needs. We are committed to providing an inclusive, equitable, and supportive environment where children feel a strong sense of belonging and are encouraged to express themselves freely.

We recognise and uphold the rights of all children to feel safe, respected, heard, valued, included, and supported. Children have the right to participate in decisions that affect them, share their ideas, express their identity, and contribute meaningfully to their OSHC environment.

Our programs are child-led and shaped by children's voices, interests, ideas, feedback, and lived experiences. Student voice drives our work, our planning, and our program decisions. We are guided by the principles of My Time, Our Place and Belonging, Being and Becoming, recognising that children learn best through play, experimentation, creativity, relationships, and meaningful experiences. At Kilkenny OSHC, learning is fostered through opportunities that nurture confidence, wellbeing, independence, identity, and connection.

We value positive relationships and support each child's social and emotional development through encouragement, praise, respectful guidance, and responsive educator practice. We aim to provide environments where all children feel safe, included, respected, and supported to participate meaningfully.

We recognise families as children's first and most influential teachers and value them as essential partners in care, learning, and decision-making. Strong connections with families are an important part of our service and help us build trust, consistency, and continuity between home, school, and OSHC. We are committed to strengthening opportunities for family input, feedback, and collaboration so that our program, routines, and practices reflect the needs, cultures, values, and voices of our service community.

We acknowledge that Aboriginal and Torres Strait Islander perspectives are not yet intentionally or consistently embedded across all areas of program planning, experiences, and everyday practice. As part of our ongoing Quality Improvement Plan, we are committed to strengthening cultural inclusion and developing authentic connections with Aboriginal and Torres Strait Islander perspectives in collaboration with the wider school community, local cultural knowledge holders, and relevant community supports. We aim to move beyond acknowledgement by embedding meaningful, respectful, and consistent cultural learning into children's everyday experiences.

Our educators act as facilitators of learning, offering engaging, safe, and stimulating environments that promote exploration, independence, belonging, and a love of learning. Educators are committed to ongoing reflective practice, critical reflection, and continuous improvement to ensure our philosophy remains connected to our service goals, children's voices, family input, community needs, and the National Quality Standard.

We recognise the importance of meaningful community engagement and are committed to strengthening partnerships with local organisations, community members, schools, cultural knowledge holders, and external services. These partnerships enrich children's experiences, broaden their understanding of the world around them, and strengthen connections beyond the OSHC environment.

We champion healthy habits, environmental sustainability, cultural awareness, inclusion, and respect for diversity. Through our reflective practice and Quality Improvement Plan, we will continue to review our philosophy annually to ensure it reflects our current service strengths, identified areas for improvement, and commitment to providing high-quality outcomes for children and families.

Through these values, we aim to guide children in becoming confident, capable, respectful, connected, and responsible members of the local and wider community.



OUR PROGRAM

At Kilkenny Primary School OSHC, our program is guided by our service philosophy, placing children's voices, interests and choices at the heart of everything we do.

We offer a balance of structured and unstructured play experiences, including arts and crafts, outdoor play and sports, construction, games, reading, puzzles, group activities and special events.

Our child-led approach encourages children to explore their interests, develop independence, build friendships and enjoy meaningful play in a safe, inclusive and supportive environment.

Our educators support children to make choices about their play, ensuring every child feels valued, included and has a sense of belonging.

Our weekly program is displayed for families to view, providing an opportunity to see what is planned and contribute ideas and feedback.

DAILY ROUTINES

Before School Care

Children can enjoy a calm and relaxed start to the day with: - Breakfast provided - Quiet indoor activities - Outdoor or gym play

After School Care

Children are welcomed after school and can participate in: - Afternoon tea (healthy snacks provided) - Outdoor and indoor play - Planned experiences and free play

Vacation Care

Our holiday program includes a variety of exciting activities such as: - Themed days - Creative experiences - Sports and outdoor play - Excursions and incursions (where applicable)



FOOD AND NUTRITION

At Kilkenny Primary School OSHC, we believe that sharing delicious, nutritious food helps create a warm, welcoming and homely environment where children feel comfortable and connected.

We provide breakfast during Before School Care and afternoon tea during After School Care and Vacation Care, offering a variety of healthy, balanced and home-cooked meals and snacks.

Guided by our service philosophy, children's voices and ideas play an important role in shaping our menus. We encourage children to share their favourite foods, suggest new recipes and explore different flavours, while promoting healthy eating habits and positive mealtime experiences.

We aim to cater for children's individual dietary requirements, allergies and cultural needs, ensuring every child feels included and supported.

Our goal is to provide nutritious, home-style food that children look forward to enjoying, creating a sense of belonging and bringing a little taste of home to their OSHC day!



ENROLMENTS, BOOKINGS AND CANCELATIONS

Enrolments and bookings at our service are managed through an online system to ensure a smooth and efficient process for families. To get started, families are asked to complete an Expression of Interest form and submit it to the OSHC Administration Team. Once your form has been received, our team will provide you with all the necessary information to access the booking portal and begin making bookings. We will also arrange an enrolment and service meet-and-greet, either over the phone or in person, to support you through the process, answer any questions, and ensure your child's transition into the service is positive and well supported.

BOOKINGS

Families can: - Make and manage bookings online - Update regular or casual sessions

Cancellations

To avoid fees, cancellations must be made within the required timeframes:

- Before School Care: by 6:00pm the night before
- After School Care: by 3:00pm the day before
- Vacation Care/Pupil Free Days: at least 72 hours prior

Late cancellations will incur a fee.



ARRIVAL AND DEPARTURE

Signing In and Out

- Children must be signed in and out using the iPad system
- Only authorised persons listed on your enrolment can collect your child

Late Pick-Up

If you are running late: - Please contact the service as soon as possible - Late fees may apply in accordance with our policy



HEALTH AND SAFETY

Your child's safety is our top priority.

Supervision

Children are actively supervised at all times by qualified educators. Children wear a brightly coloured vest while they are at OSHC. Green for 2-6 Hot pink for PSC -yr 1. This allows us to easily identify the children out in the school yard.

Medical Needs

- Families must provide up-to-date medical plans and medication
- Medication must be in original packaging with clear instructions

Illness

Children who are unwell should not attend OSHC. Families will be contacted if a child becomes unwell during the session.



Sun Safety

We follow SunSmart practices, including: -
Wearing hats outdoors - Applying sunscreen

BEHAVIOUR GUIDANCE

We support children to develop positive behaviours by:

- Encouraging respect and kindness
- Promoting inclusion and cooperation
- Supporting children to resolve conflicts

Our approach focuses on guidance, not punishment, and aims to build children's confidence and social skills.

COMMUNICATION WITH FAMILIES

We value open and respectful communication.

Families can expect:

- Friendly daily interactions with educators
- Updates about their child's day
- Communication regarding any incidents or concerns
- Regular program information, service updates and all the fun things that children are getting up to on our class do-jo platform.

We welcome feedback and encourage families to share ideas, concerns, or suggestions.



POLICIES AND PROCEDURES

Our policies are available upon request.

They cover areas such as:

- Health and safety
- Behaviour guidance
- Sun protection
- Medical conditions
- Emergency procedures

EMERGENCIES

We have clear procedures in place for emergencies, including evacuation and lockdown situations.

Regular drills are conducted to ensure children and staff are prepared and can respond safely.

OUR COMMITMENT TO QUALITY

We follow the National Quality Framework to ensure high standards of care and education.

We continuously reflect and improve our practices and welcome family feedback as part of this process.

WORKING TOGETHER

We believe the best outcomes for children happen when families and educators work together.

We encourage you to:

- Share important information about your child
- Keep your contact details up to date
- Communicate any concerns or changes

THANK YOU

Thank you for choosing Kilkenny OSHC.

We look forward to supporting your child and building a strong partnership with your family.

INTRODUCING...



This is Kenny!
He's our new OSHC mascot — and he loves to talk!
Keep an eye out for Kenny, because if you spot him, chances are he has something important to share!