My Family Lounge Enrolment Procedure

1. Go to [QK Enhanced - My Family Lounge](#) and click 'Register'

Parent Sign-In

Email

Password

Sign-In   Register

2. Fill out details and click 'Register'

Register

Given Name*

Surname*

Email*
example@example.com

Confirm Email*
example@example.com

Register   Cancel

Register

An account has been created.
A registration completion email has been sent to you. Follow the instructions in the email to complete the registration process.

3. Follow the link sent via email to complete registration

Complete Registration

Hi

You have been registered to use the My Family Lounge service.

My Family Lounge is Australia's leading service subscribed to by child care services around Australia used to provide online child portfolios and enrolment management in a secure environment.

To complete the registration process, click on the button below to set a password and to start using My Family Lounge:

Complete Registration

This link will expire in seven days. To generate a new link: attempt to sign in with any password and a new link will be sent to you.

4. Once you have completed registration, sign in to My Family Lounge via a desktop website. Please note the enrolment process is best completed via a computer and not on a phone.

5. Sign in to My Family Lounge and click on 'QK Enrol'

6. Click on 'Add Child' and complete information. You will then need to click 'Start Enrolment' and Complete ALL required information including uploading birth certificate and immunisation records. If for any reason you are unable to upload the documents, please email centres@champenterprises.com.au

7. Click 'Submit' – this will only go through if all required information has been completed.

8. Once you have submitted your enrolment, you can now create casual or permanent bookings. Permanent/ongoing bookings must be made via My Family Lounge desktop website. Click on 'New Request'

9. Fill out information as required including the service type, preferred start date and preferred days of care. Click 'Save' – you should receive an email confirming a waitlist request.

10. Surry Hills Neighbourhood Centre will accept your waitlist request and send through an offer. You must log into My Family Lounge and accept/decline the offer. The offer will have an expiry date, if you have not accepted the offer in time, please email centres@champenterprises.com.au

OFFER

Legend

✓ Offered	✗ Not Offered		Change to Existing Booking		Invalid										

CHILD NAME	START DATE REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY ACCEPTED DATE	
,	20-02-23 S:20-02-23	Open	ASC	Surry Hills Neighbourhood Centre - Crown Street OSHC After School Care	4	✓	✓	✓	✓	✗	✗	✗	28-02-23	View Offer

SURRY HILLS NEIGHBOURHOOD CENTRE - CROWN STREET OSHC AFTER SCHOOL CARE ✕

Letter of Offer
Date Submitted: 16-02-23

We are offering your child a place at the following centre:

Child Name	
Provider	Surry Hills Neighbourhood Centre Incorporated
Centre	Surry Hills Neighbourhood Centre - Crown Street OSHC After School Care
Care Type	ASC
Start Date	20/02/2023
Days Offered	Mon,Tue,Wed,Th
Fees	
Normal Session	
Additional Comments	
Expiry Date	28/02/2023

Accept/Decline Offer
Please accept, decline or change the offer

**Enrolment Form**
Test is not enrolled at this service yet.

Confirm
Please note you need to confirm to secure the placement

By accepting the offer, you are also accepting the Terms and Conditions ⊞ specified by the service

[Accept] [Decline] [Decline & Change]

11. Once you have accepted the offer your permanent bookings will be in place. Please note 2 weeks' notice is required to cancel or remove any BSC or ASC sessions. Casual bookings can be made via the app.

12. Casual bookings can be made via the My Family Lounge app. Download the My Family Lounge app onto your phone via the App Store or Google Play
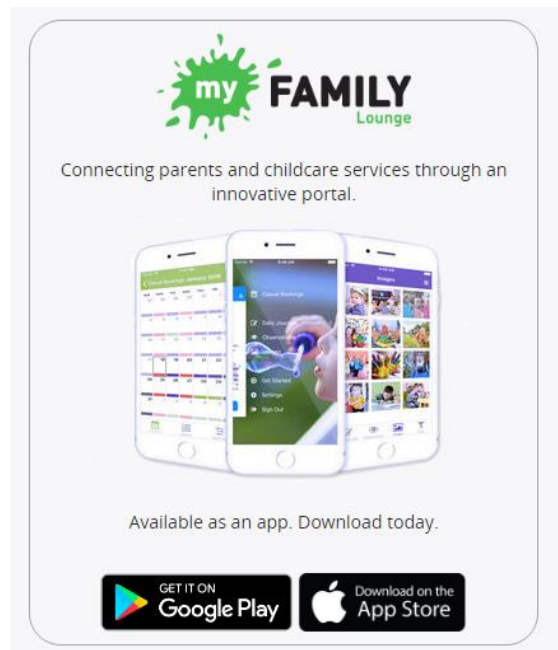
2. Login using your details created on the My Family Lounge desktop website – please note your login to the app will only work if you have already setup your login through My Family Lounge desktop website. Please **do not** register a new account through the app, if you are having difficulties please email oshc@shnc.org for assistance.
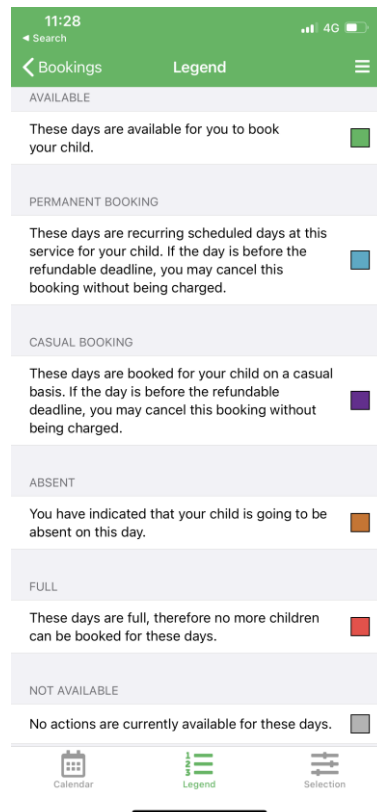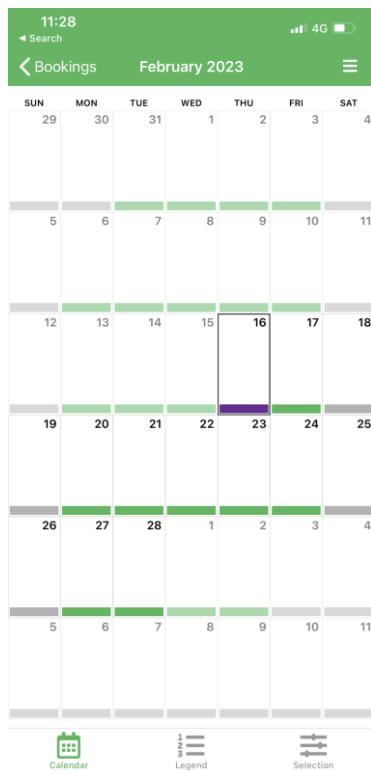
3. Once you have logged in, click on 'bookings' and then the session you wish to book for – After School Care, Before School Care or Vacation Care
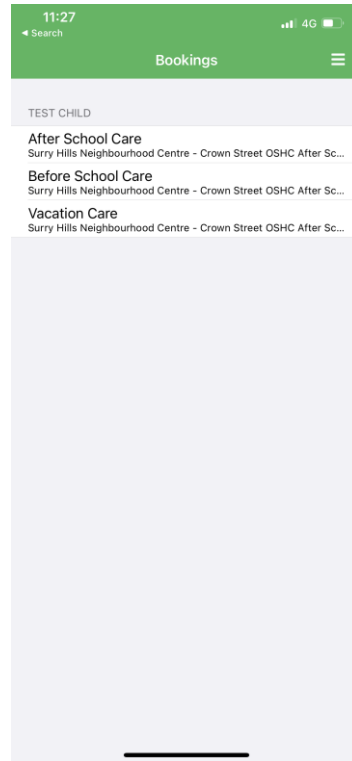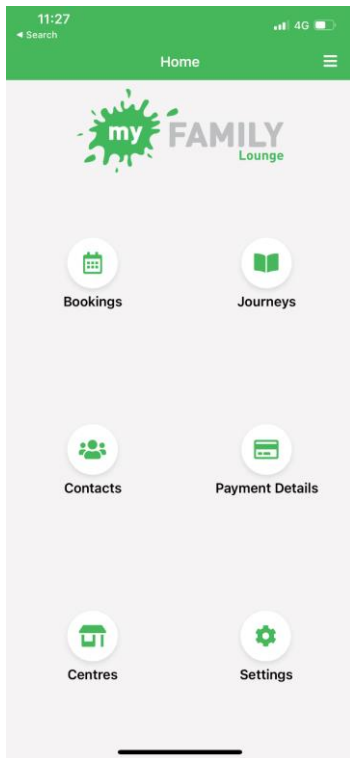
4. Click on the date you want to make a casual booking for and click 'book session'
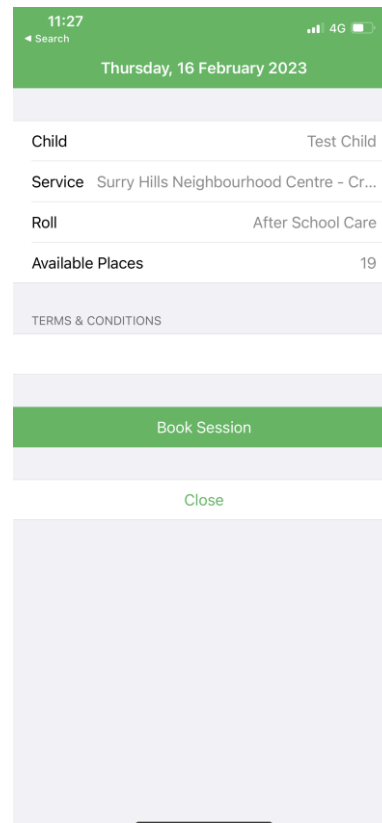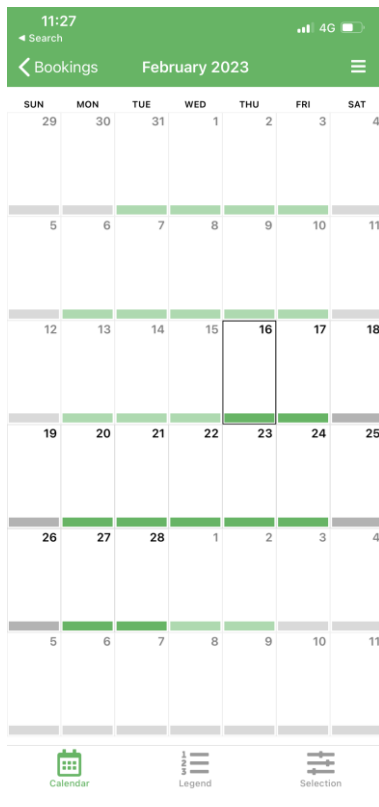
5. The date you have made a casual booking for will turn purple to reflect a booking.

6. If your child is not attending OSHC for any reason you can mark them absent via the app. Once you have marked your child absent, the date will turn from purple to orange – you do not need to notify the centre once you have done this.