


My Family Lounge Enrolment Procedure

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



Parent Sign-In


2. Fill out details and click 'Register'

Register

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:

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.

- 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.



Complete Registration

Your registration has been completed.

Click the following button to sign in:

[Sign In](#)

If your service is taking advantage of My Family Lounge, visit either the App Store or Google Play and search for My Family Lounge and download.

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

Welcome back


Sign in as a guardian or a parent with an existing account.
If you have not created a My Family Lounge account, please register at the child care service website.

Email *

Password *

Forgot your [password?](#)

Sign In

 **QK Enrol**

- 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

CHILD								Add Child
CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information	
-	Active	-	-	-	Edit	-	<div style="display: flex; justify-content: space-between; align-items: center;"> View Enrolment Print </div>	

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

Main Contacts
Additional Contacts
Medical Contacts
Child Information
Immunisations
Other General Questions
CCS Enrolment Agreement
Family Direct Debit

Save&Close Cancel
Save Print
Submit

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'

BOOKING REQUESTS
Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.

No records found

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.

ADD WAITLIST DETAILS
Select which child/children you are requesting days for *

Step 1. Please select the service type you require. *

Before School Care
 After School Care
Vacation Care

Step 2. Please click the button below to select the services you wish to submit a booking request to. *

SELECT SERVICE

Selected Service(s): Surry Hills Neighbourhood Centre - Crown Street OSHC After School Care

Step 3. Please specify days for your child.

Preferred start date: 20-02-2023
No. of Days: 4
Will you accept less days? Y N

Preferred days: Mon, Tue, Wed, Thu, Fri, Sat, Sun
Days that do not suit me: Mon, Tue, Wed, Thu, Fri, Sat, Sun

Step 4. Please enter any comments on flexibility:

APPLICATION DATE 16-02-2023

SAVE CANCEL

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@champtenterprises.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 <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	28-02-23 <input type="button" value="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.



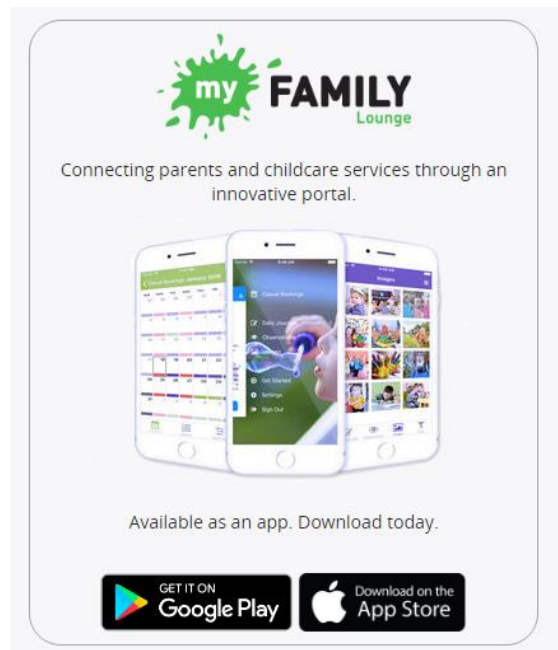
Confirm

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

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.

Sign up now'. There is also a link for 'Forgot your password?' next to the password field."/>

11:42 4G

Sign In

my FAMILY Lounge

Email Address

Email Address

Password [Forgot your password?](#)

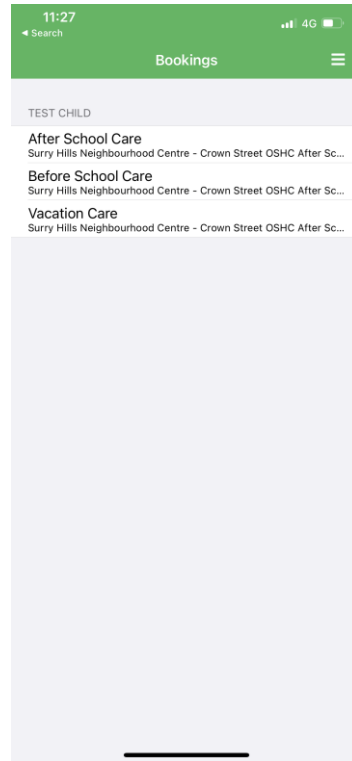
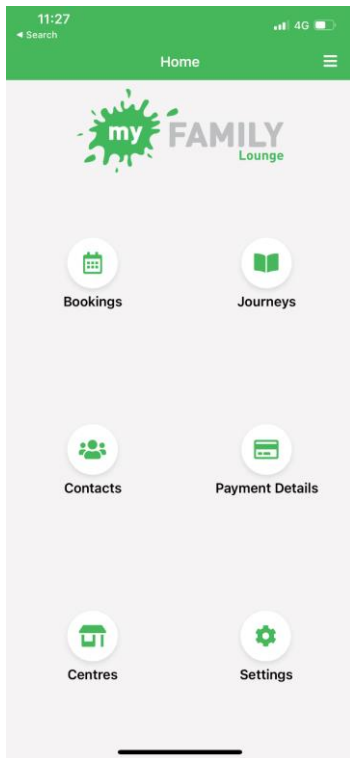
Password

Sign in

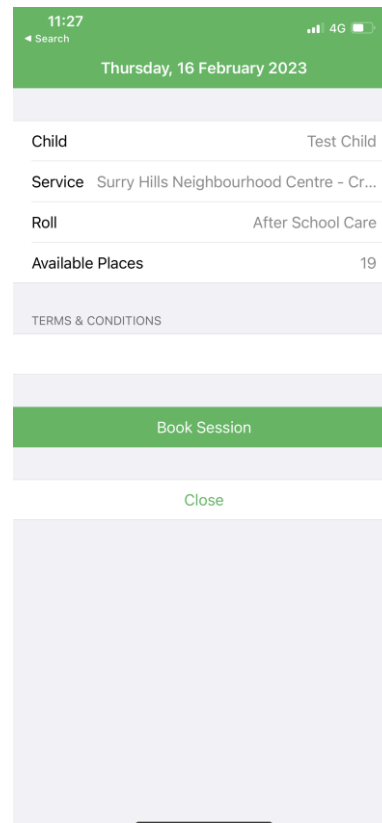
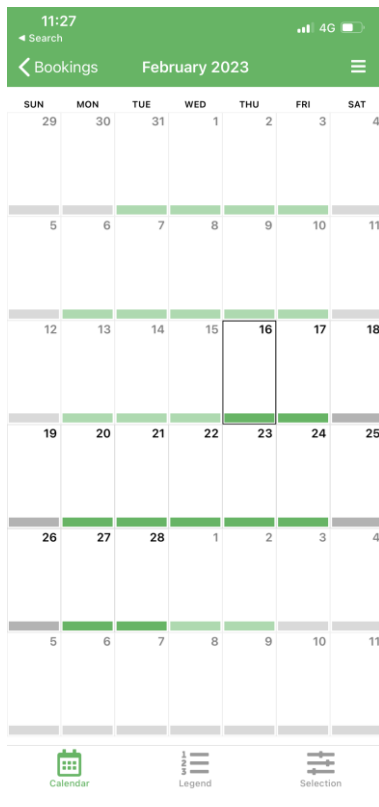
OR

Don't have an account? [Sign up now](#)

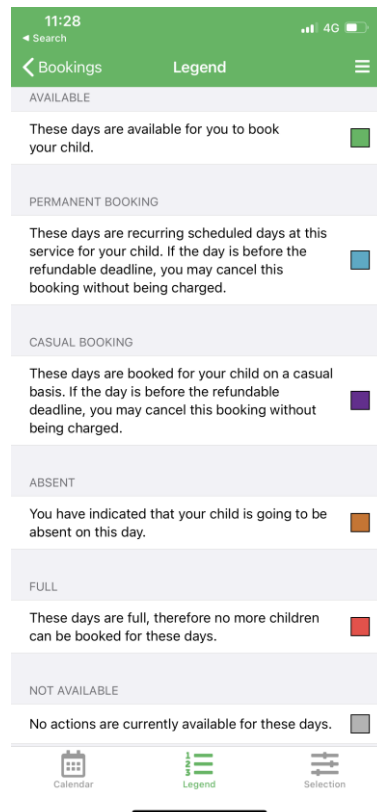
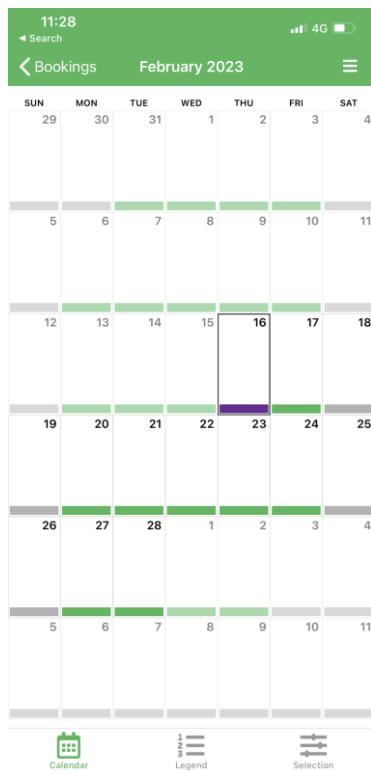
3. Once you have logged in, click on 'bookings' and then the session you wish to book for – After School Care, Before School Care or Vacation Care



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.

