

# WALES STREET SCHOOL AGE CARE (SAC) FACTSHEET #1 - NEW FAMILIES

## Getting started with 'MY FAMILY LOUNGE' and request/amend bookings

The step-by-step guide will assist parents wishing to register their child/ren for the waiting list at Wales Street SAC.

### Step 1. Register for My Family Lounge

To register an account, locate the My Family Lounge login screen on the Wales Street Primary website. On the right hand side there is the My Family Lounge Portal.

Press the **Register** button.

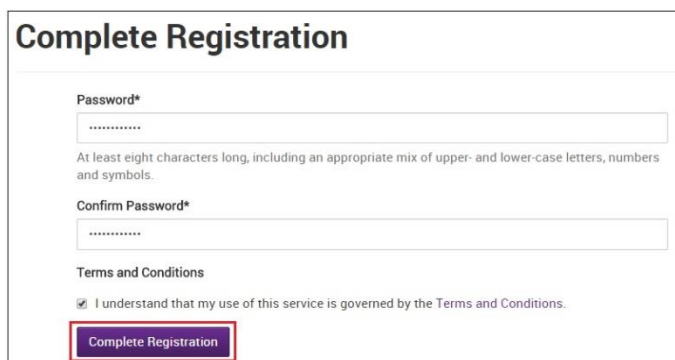


Enter your Given name & Surname. Enter and confirm your email address

Press **Register**




- You will receive a Complete Registration email. Click on the blue **Complete Registration** button
- To complete the registration process create and confirm a password
- Accept the Terms and Conditions when ready then press **Complete Registration**
- **You have 7 days to complete registration or it will expire and you will have to commence registration again.**



You have now completed your registration. Click on the **Click Here** option to log into your newly created account using your email address & password

Your registration has been completed.

Please click [here](#) to sign in.

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



## Step 2 - Entering your details

- Complete your details by entering your relationship to the child, at least 1 phone number (leaving gaps) and address details.
- Tick **Yes** to create a user account
- Press **Save & Next**

### Step 2. EDIT CONTACT

Special Contact: Primary Contact (dropdown) Relation: Mother (dropdown)

First Name: Josie Last Name: White

Email: josie.white@mailinator.com

Confirm Email: josie.white@mailinator.com

You must provide at least 1 contact phone number \*

Mobile No.: 0404123456 Home No.: Building: Work No.: Suburb: Brisbane

Street Address: 1 Camellia Cres State: QLD Postcode: 4500

CRN: DOB: Would you like a user set up for this contact? ☒ Yes ☐ No

ADD ANOTHER CONTACT SAVE & NEXT CANCEL

## Step 3 - Add Child Details

- Enter the child details as prompted
- If you wish to advise the program of something not included in this form, enter this in the Additional Information box
- Press **Make Permanent Booking**

### STEP 3. ADD CHILD DETAILS

Please provide us with the child's details.

☐ Tick the box if the child is unborn

First Name: Jason Last Name: White

DOB: 02 Jun, 2013 Gender: Male

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits for this child? ☐ Yes ☒ No

I acknowledge that I have no CRN to provide in this form and as a result will not have CCB and other Government payments made to my account to reduce my out of pocket expenses.

Does your child have any special considerations we need to take into account for their enrolment? ☐ Yes ☒ No

Does your child have a diagnosed disability? ☐ Yes ☒ No

Additional Information: Jason is learning Italian with his Nonna

#### Authorisations

Contact Name	Collection	Emergency	Excursion	Medical
Campbell, Trudy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

ADD PRIORITY OF ACCESS

Please select:

I would like to request permanent bookings for my child/ren. **MAKE PERMANENT BOOKING**

I only want to register for casual booking at this time. **FINISH REGISTRATION**

I would like to finish registration without saving information which I just entered. **CANCEL**

### Option 1: Request permanent bookings for my child/ren

#### BOOKING REQUESTS

Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet!

This will take the parent to the normal enrolment process where they will request permanent recurring days for their child. Once approved by the service the parent will **accept the Offer** presented and will complete and submit their child enrolment form to confirm the booking.

### Option 2: Making a casual booking

#### CASUAL BOOKINGS

Non repeating, instant booking is available for the enrolled children. (The following table shows the summary for the next

This option will take the Parent to the Parent Dashboard where they can immediately complete an enrolment form for their child and look to book the child in for casual days. (Enrolment form MUST be completed and submitted first).

**Option 3: Finish registration without saving information which I just entered.** - This option will take them to the Parent dashboard however will not save the child information.

#### Step 4 - Add Waitlist details - Bookings

- You are now viewing your My Family Lounge account
- To add your child to the waiting list go to Recurring Booking Requests and press the white + symbol

**RECURRING BOOKING REQUESTS**

No records found

- Select the centre **type** (Before School Care/After School Care and centre **name/s** (Wales Street Primary)
- Enter your preferred **start date** and number of **days** you wish your child to attend
- Tick your **preferred days**
- Tick any days that do not suit you (this is not mandatory)
- Enter any comments if required and press **Save**

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

☒ Jason

**Step 1:** Please select the service type you require: \*

☐ Long Day Care/ Kindergarten/ Preschool ☒ Before School Care ☐ Vacation Care ☐ Occasional Care ☐ Registered Care ☒ After School Care

**Step 2:** Please select centres from the dropdown that match your service type selection: \*

Wales Street Primary School SAC

**Step 3:** Please specify days for your child:

Preferred start date \* 18-01-2016 No. of Days \* 2 Will you accept less days? Y ☒ N ☐

Preferred days \* 

Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Days that do not suit me 

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**Step 4:** Please enter any comments on flexibility:

APPLICATION DATE 21-09-2015 **SAVE** **CANCEL**

The program will be in contact once a position has been made available

#### Accepting Offers and completing Enrolment form

This guide is designed to assist parents who have **accepted an offer** for placement at the service

##### Accepting an offer

- You will receive an email when the centre is offering you a place
- Log onto your My Family Lounge account
- Press **View Offer**

**OFFER**

Legend ☒ Offered ☒ Not Offered ☐ Change to Existing Booking

CHILD NAME	START DATE REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY DATE	ACCEPTED DATE
Martia Dollar	28-09-15	Open	LDC/KIN/PRE	Vicki's Wonder Emporium	3	<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"/>	25-09-15	

**View Offer**


## Accepting/declining an Offer


**Wales Street Primary School**


**Letter of Offer**  
Date Submitted: 26-05-17

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

**Child Name** Jane Okeefe  
**Centre** Wales Street Primary  
**Care Type** After Care  
**Start Date** 5/06/2017  
**Days Offered** Thu,Fr  
**Previous Booking Days** Mon,Tue,Wed,Thu,Fri  
**Expiry Date** 23/06/2017

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

**Enrolment Form Submitted**  
Jane is enrolled at this service

**Confirm**  
Please note you need to confirm to secure the placement

Accept

Decline

Decline & Change


Once the booking is accepted the parent should submit the enrolment where required, then the booking will be confirmed and flow into the computer system within the SAC Administration.


**Wales Street Primary School**


**Letter of Offer**  
Date Submitted: 30-08-16

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

**Child Name** Inchua Okeefe  
**Centre** Wales Street Primary  
**Care Type** After Care  
**Start Date** 30/08/2016  
**Days Offered** Mon,Tue,We  
**Expiry Date** 25/09/2016

**Offer Accepted**

**Enrolment Form Submitted**

**Booking Confirmed**

**N.B. the service will have the ability to edit the OFFER and change days offered whilst the OFFER is still pending.**

**EDIT OFFER**

**First Name** Jane **Last Name** Okeefe

**Services** **Wales Street Primary**

**Days** 2 **Expiry Date** 23-06-2017

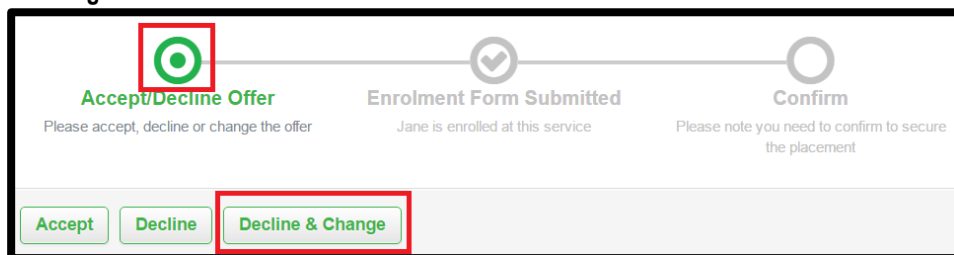
**Start Date** 05-06-2017

**Offered days**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Edit Offer**

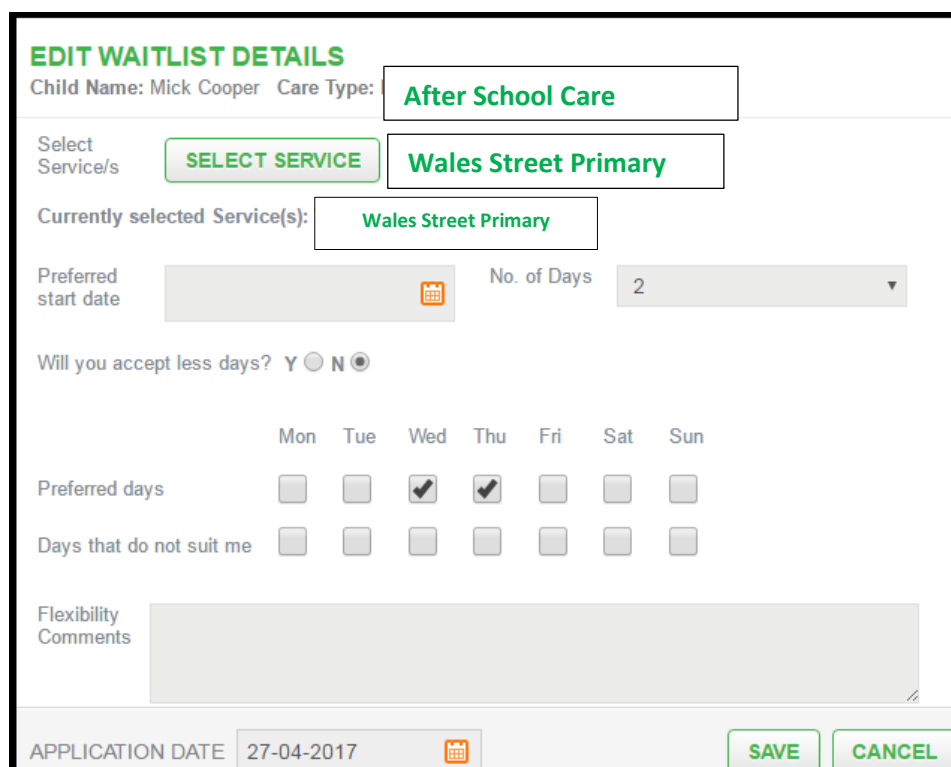
## Declining an Offer



The diagram shows a three-step process flow:

- Accept/Decline Offer** (Step 1, highlighted with a red box): Please accept, decline or change the offer. Below this step are three buttons: **Accept**, **Decline**, and **Decline & Change** (highlighted with a red box).
- Enrolment Form Submitted** (Step 2): Jane is enrolled at this service.
- Confirm** (Step 3): Please note you need to confirm to secure the placement.

- If you would like to decline this offer but stay on the waitlist, press **Decline & Change**
- Complete a **new** Waitlist application
- Press **Save**



**EDIT WAITLIST DETAILS**

Child Name: Mick Cooper Care Type: **After School Care**

Select Service/s: **SELECT SERVICE** **Wales Street Primary**

Currently selected Service(s): **Wales Street Primary**

Preferred start date:  No. of Days: **2**

Will you accept less days? Y ☐ N ☒

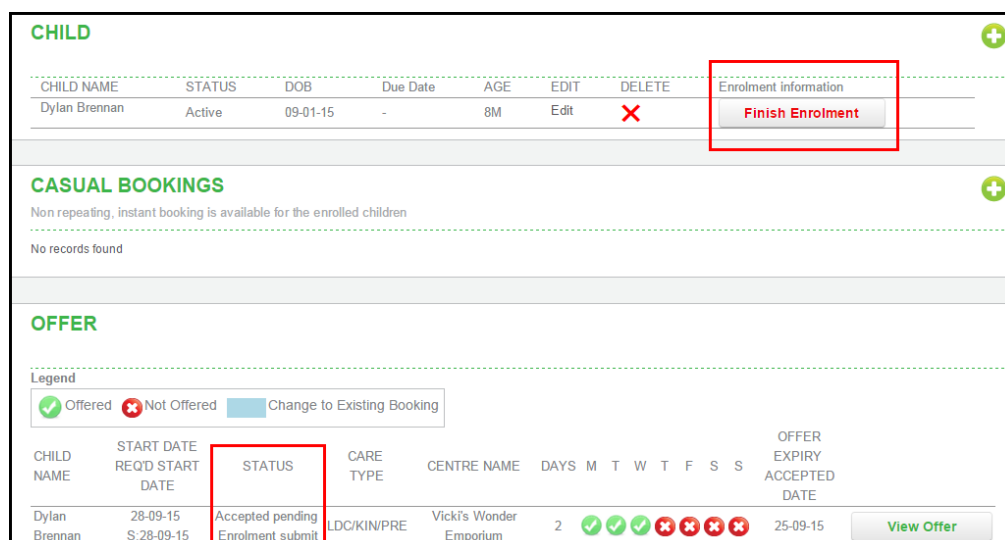
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Preferred days	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Days that do not suit me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Flexibility Comments:

APPLICATION DATE: 27-04-2017 **SAVE** **CANCEL**

## Accepting the Offer

- If you would like to accept this offer press **Accept**
- A pop-up will be displayed if you have never enrolled your child at this centre.
- You will be prompted to complete an **enrolment form** for your child



**CHILD**

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Dylan Brennan	Active	09-01-15	-	8M	Edit	<b>X</b>	<b>Finish Enrolment</b> (highlighted with a red box)

**CASUAL BOOKINGS**

Non repeating, instant booking is available for the enrolled children

No records found

**OFFER**

Legend: ☒ Offered ☒ Not Offered ☐ Change to Existing Booking

CHILD NAME	START DATE	REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY DATE	ACCEPTED DATE
Dylan Brennan	28-09-15	S:28-09-15	Accepted pending Enrolment submit	LDC/KIN/PRE	Vick's Wonder Emporium	2	<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"/>	25-09-15	<b>View Offer</b>

## Parent Enrolment Form - 1 page display

Once the Parent has accepted the **Offer**, they can now complete the Enrolment form. To do this they will click on the **Finish Enrolment** button on their Dashboard.

**Enrolment form preview** X

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**Enrolment Form for [Child Name]**

**Main Contacts**

**Primary Guardian** (This person's details are used to claim government subsidy)

Given Name \*

Last Name \*

Relation to child \*

Email address \*

You must provide at least 1 contact phone number \*

Mobile number

Home number

Work number

Building

Street Address \*

Suburb \*

State \*

Post Code \*

Wales Street Primary School

**Secondary Guardian**

Given Name

Last Name

Relation to child

Email address

You must provide at least 1 contact phone number

Mobile number

Home number

Work number

Building

Street Address

Suburb

State

Post Code

- Select in the Services to Enrol field at the top of the enrolment form then complete all fields (mandatory fields must be completed)
- Once completed press **Save** then **Submit**. An email notification will be sent to confirm the enrolment Form has been completed and submitted.

**Signature**

**Guardian 1:**

Signature : \_\_\_\_\_

Date : \_\_\_\_/\_\_\_\_/\_\_\_\_

Name : \_\_\_\_\_

**Guardian 2:**

Signature : \_\_\_\_\_

Date : \_\_\_\_/\_\_\_\_/\_\_\_\_

Name : \_\_\_\_\_

**Director/Coordinator :**

Signature : \_\_\_\_\_

Date : \_\_\_\_/\_\_\_\_/\_\_\_\_

Name : \_\_\_\_\_

Due to government legislation the program requires a signed hard copy of the enrolment registration to be completed every year.

**Once you have submitted your enrolment form, you must print, sign and return your enrolment form back to the service**

Comprehensive “fact sheets” are available on the website under “SAC”

## Information flowing into your QikKids Database from QK Enrol

For new parents, account and booking information does not flow into QikKids until the parent has accepted the offer and the Enrolment form has been completed.

This will then:

- Create a new family account
- Create the Contact and Child information
- Create a new reoccurring booking for the child on the agreed start date
- Populate all associated standard Enrolment form information into the family account where applicable



## Downloading and using the My Family Lounge Mobile Phone App (MFL)

### Prior to using the app you will need to complete the registration process for your (MFL) account.

The free app is available for both Android and Apple devices. Simply go to the **Google Play** or **App store** and search 'My Family Lounge'.



#### Logging into your My Family Lounge account

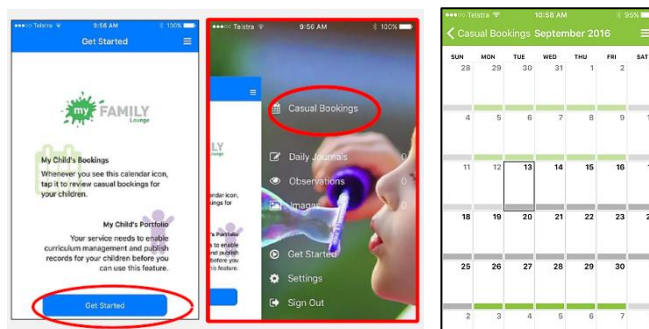
- Enter your email address and password
- Press **Sign In**
- Select **Casual Bookings** from the Menu

#### Note:

**Grey days = unavailable**

**Green days = available to book**

**Red days = booked out**

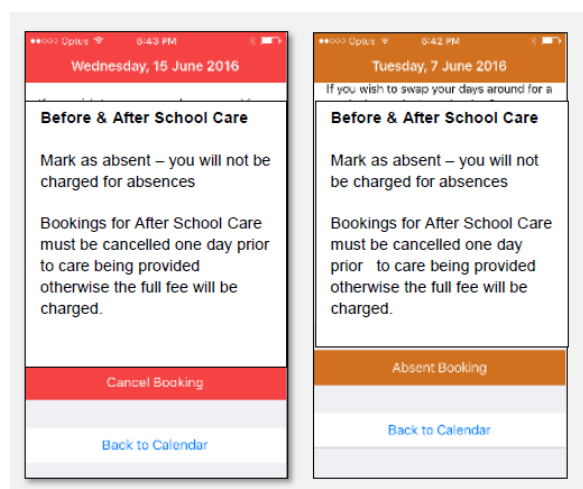


Click on the day required

(if the required day is **red**, there are no places available – contact SAC on 9484 3949 or email [oshc.wales.street.ps@edumail.vic.gov.au](mailto:oshc.wales.street.ps@edumail.vic.gov.au) to place your child on the waiting list)

#### Marking your child as absent

- Click on your child's **booked day** (blue)
- Check the details of the day
- Press **Mark Absent**
- A pop-up will display advising the day has been successfully marked as absent
- Press **OK**
- The selected day will change from booked (blue) to absent (yellow)



Bookings for BSC, ASC and Curriculum Day can be made online 24/7

via the My Family Lounge app or using the link on the SAC page on website. and must be made through the “booking calendar” on My Family Lounge App on the day care is required or **up to six weeks** in advance on the MFL APP or MFL web portal.

If it is not feasible to advice of any bookings or absences through My Family Lounge then families will need to contact the SAC direct by leaving a message on the voicemail, coming into the service, leaving a message on “message book” and notifying an educator or email [oshc.wales.street.ps@edumail.vic.gov.au](mailto:oshc.wales.street.ps@edumail.vic.gov.au)

Casual bookings & cancellations can be made via the APP or from the website portal via a PC

### How do parents advise the centre that they wish to change their child's days?

Ensure you are in the **Enrolment Management** screen

Scroll down to the **Existing Recurring Bookings** section (click on the most recent booking)

Press **Edit**

#### EXISTING RECURRING BOOKINGS

Your existing booking are available to view and amend.

SERVICE	ROOM	CARE TYPE	STATUS	CHILD	START DATE	END DATE	EDIT
Amelia's Bug-A-Lugs Centre	Preschool	LDC	Placed	Louise Smith	21/07/2014		Edit
Amelia's Bug-A-Lugs Centre	Preschool	LDC	Placed	Jacob Smith	21/07/2014		Edit

Ensure your **centre** is selected

Choose the preferred **start date** of the change

Select the number of days

Advise if you will accept **less days**

Tick the **new days** for the new booking

Tick any days that do not suit your family

Enter **comments** if required

Press **Save**