

## HOW TO BOOK / ENROL USING MY FAMILY LOUNGE



*My Family Lounge* is a web-based portal and app for smartphones and tablets which allows families to manage their bookings and other enrolment details or information.

Families can use the app to book a casual space if needed. It also allows you to mark a child absent if they are not going to attend the service. You can also use the *My Family Lounge* app to book vacation care.

**Existing Families** – You can sign in using the email and password you set up when creating your account. If you are unsure of the email address you initially registered, please contact the service for further assistance.

**New Families** – You will need to set up an account and complete an enrolment form using this [link](#). Please note: This **must** be done in an internet browser. It will **not** work through the *My Family Lounge* app on your smartphone or tablet.

The Service has two types of bookings:

- **Permanent Bookings:** For BSC and ASC – this is a permanent booking pattern of the days you require. You can also mark absent if your child/ren is not attending BSC and/or ASC through the 'My Family Lounge' app.
- **Casual Bookings:** These bookings are for Before School Care (BSC), After School Care (ASC) and Vacation Care (VC) – these are one off days that you require. Casual bookings can be made via the *My Family Lounge* app. You can also mark your child absent for a casual booking using the app.

### CANCELLATIONS

The Service has cancellation notice periods for each booking type. If you are outside of these cancellation periods, full fees will be charged, and an absence will be marked.







- **Casual (Occasional) Bookings:** Five (5) working days' notice is required for cancellations.
- **Permanent (Routine) bookings:** Two (2) weeks' notice in writing to [woshc@wishartsspnc.org](mailto:woshc@wishartsspnc.org) is required for cancellations.
- **Vacation Care bookings:** Must be cancelled in writing to [woshc@wishartsspnc.org](mailto:woshc@wishartsspnc.org) prior to the closing date listed on the program.

### MY FAMILY LOUNGE ONLINE

You can use the *My Family Lounge* in a web browser to do the following tasks:

- Enrol a child at WOSHC
- Request changes to the permanent days that your child is booked into at WOSHC
- Update enrolment form as necessary

## COLOUR LEGEND

	<b>Available:</b> These days are available for you to book your child.
	<b>Permanent Booking:</b> These days are recurring scheduled days at this service for your child. If the day is before the refundable deadline, you may cancel this booking without being charged.
	<b>Casual Booking:</b> These days are booked for your child on a casual basis. If the day is before the refundable deadline, you may cancel this booking without being charged.
	<b>Absent:</b> You have indicated that your child is going to be absent on this day. <i>Please note: If you mark your child absent, full fees will be charged. If you have successfully cancelled the booking, the booking will change to available.</i>
	<b>Full:</b> These days are full; therefore no more children can be booked for these days.
	<b>Not Available:</b> No actions are currently available for these days.

**Please note:** You may need to swipe right on the calendar to the next page if you need to access the next month for bookings.

## TO MAKE A CASUAL BOOKING

If you require a one off BSC or ASC session as an additional day, or you require a VAC session, you can book in casually via the *My Family Lounge* **mobile device app**.

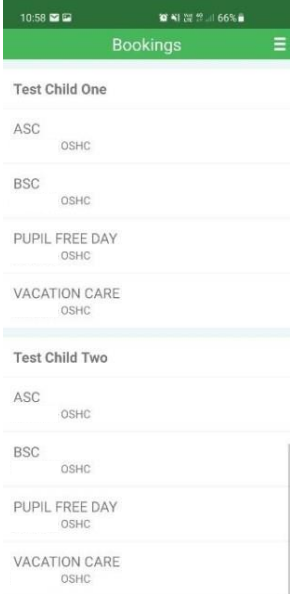


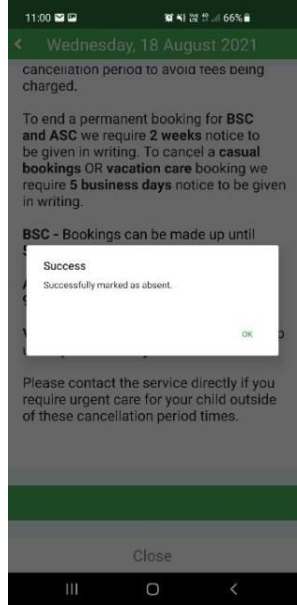
1. Select the session you require for the child.
2. Select the date you require and book casually.
3. Repeat steps for each child you wish to book in.

Select the Roll	Select the Day	Book the Session	Booking Session Confirmed
		<p>Child Test Child One</p> <p>Service OSHC</p> <p>Roll ASC</p> <p>Available Places 35</p> <p>Terms &amp; Conditions</p> <p>Bookings are made via our QK Enrol system and an enrolment must be completed prior to your child's attendance. Should the child not attend due to any reason, CCS will apply in accordance with allowable and approved absence provisions. Please ensure that if your child will not attend their booked session that you notify the service using the My Family Lounge APP within the cancellation period to avoid fees being charged.</p> <p>To end a permanent booking for <b>BSC and ASC</b> we require <b>2 weeks</b> notice to be given in writing. To cancel a <b>casual bookings OR vacation care</b> booking we require <b>5 business days</b> notice to be given in writing.</p> <p><b>BSC</b> - Bookings can be made up until <b>5pm</b> on the <b>day before</b> the session.</p> <p><b>ASC</b> - Bookings can be made up until <b>9am</b> on the <b>day of</b> the session.</p> <p><b>Vacation care</b> - Bookings can be made up until <b>5pm</b> on the <b>day before</b> the session.</p> <p>Please contact the service directly if you require urgent care for your child outside of these cancellation period times.</p> <p>Book Session</p> <p>Close</p>	<p>Wednesday, 18 August 2021</p> <p>cancellation period to avoid fees being charged.</p> <p>To end a permanent booking for <b>BSC and ASC</b> we require <b>2 weeks</b> notice to be given in writing. To cancel a <b>casual bookings OR vacation care</b> booking we require <b>5 business days</b> notice to be given in writing.</p> <p><b>BSC</b> - Bookings can be made up until</p> <p>Success Session successfully booked.</p> <p>Please contact the service directly if you require urgent care for your child outside of these cancellation period times.</p> <p>Close</p>

## TO MARK AN ABSENCE ON A BOOKING (FULL FEES CHARGED)

If you are outside the cancellation window, you will need to mark an absence for BSC, ASC or VAC session.

1. Select the session you wish to mark absent for the child.
2. Select the date and mark absent.
3. Repeat steps for each child you wish to mark absent.

Select the Roll	Select the Day	Mark the Absence	Absence Confirmed
			

## TO MARK A CANCELLATION ON A CASUAL BOOKING (NO FEES CHARGED)

If you are inside the cancellation window, you can cancel the booking on the BSC, ASC or VAC session. The system is set up with the cancellation periods already applied, so the system will not let you cancel a session if you are outside the cancellation window.

1. Select the session you wish to cancel for the child.
2. Select the date and cancel session.
3. Repeat steps for each child you wish to cancel.

Select the Roll	Select the Day	Cancel the Session	Cancellation Confirmed
		<p>Child Test Child One</p> <p>Service OSHC</p> <p>Roll BSC</p> <p>Terms &amp; Conditions</p> <p>Bookings are made via our QK Enrol system and an enrolment must be completed prior to your child's attendance. Should the child not attend due to any reason, CCS will apply in accordance with allowable and approved absence provisions. Please ensure that if your child will not attend their booked session that you notify the service using the My Family Lounge APP within the cancellation period to avoid fees being charged.</p> <p>To end a permanent booking for <b>BSC and ASC</b> we require <b>2 weeks</b> notice to be given in writing. To cancel a <b>casual bookings OR vacation care</b> booking we require <b>5 business days</b> notice to be given in writing.</p> <p><b>BSC - Bookings can be made up until 5pm on the day before the session.</b></p> <p><b>ASC - Bookings can be made up until 9am on the day of the session.</b></p> <p><b>Vacation care - Bookings can be made up until 5pm on the day before the session.</b></p> <p>Please contact the service directly if you require urgent care for your child outside of these cancellation period times.</p> <p>Cancel Session</p> <p>Close</p>	<p>Wednesday, 15 September 2021</p> <p>cancellation period to avoid fees being charged.</p> <p>To end a permanent booking for <b>BSC and ASC</b> we require <b>2 weeks</b> notice to be given in writing. To cancel a <b>casual bookings OR vacation care</b> booking we require <b>5 business days</b> notice to be given in writing.</p> <p><b>BSC - Bookings can be made up until 5pm on the day before the session.</b></p> <p>Success</p> <p>Session successfully cancelled.</p> <p>Please contact the service directly if you require urgent care for your child outside of these cancellation period times.</p> <p>Close</p>