



Enrolment Guide – New Families

This guide will assist you to make your bookings for Kids Biz through the My Family Lounge online booking system

1. Register for My Family Lounge

If you have never used a Kids Biz service before (including the Pearce and Gungahlin vacation care services) you will need to register through the Kids Biz website for a **My Family Lounge** account. Complete the registration form at <https://www.kidsbizoshc.com.au/mts-enrolments>.

If you have previously used **My Family Lounge** at another childcare service you can use your existing log in details and log into your account through <https://www.kidsbizoshc.com.au/mts-enrolments>.

2. Log in to My Family Lounge

Once your account has been activated you will receive an email with a link to complete registration for your account. Once you have completed registration you will be able to log in and enrol for care.

Please note that the *Complete Registration* link will only remain active for 7 days.

3. Complete enrolment form

Go to the **CHILD** heading and then select **Start/View Enrolment** to access your child's enrolment form and complete their details.

Ensure all fields are completed, then press Submit.

Medical action plans and court orders can be uploaded to the enrolment form, or provided via email to admin@kidsbizhoshc.com.au.

CHILD							Add Child
CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
John Smith	Active	03-02-11	-	7Y 8M	Edit	-	Start Enrolment

4. Place booking request

Scroll to the **REQUESTS** section on your family dashboard and click **New Request**.

Select your child's name, the service type (before and/or after school care), the service (Kids Biz Mother Teresa), and your required start date and days.

You can add any flexibility comments if required, then save your request.

Please refer to the Casual Booking Guide on page 3 if you do not require a permanent booking.

[illegible]

5. Kids Biz sends offer

Kids Biz will review your request and send through an offer. You will be notified via email

6. Accept and confirm offer

Log into your My Family Lounge account and scroll to the **OFFERS** section on your family dashboard. Click **View Offer**, and review the offer details.

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	
Grace F	07-11-17 S:07-11-17	Accepted	BSC	Kids Biz OSHC - MTS	5								03-11-17 31-10-17	View Offer
Grace F	05-02-19 S:05-02-19	Open	ASC	Kids Biz OSHC - MTS	3								02-11-18	View Offer

You can then **accept** and **confirm** the booking.

Congratulations!

Your child is now booked to attend Kids Biz! Your booking can be viewed in the **Current Bookings** section of your family dashboard.

As your child's first day approaches, we will send through further program information, along with instructions on tasks to be completed through MyGov.

If you have any questions or would like any further information please contact us at admin@kidsbizoshc.com.au or on 0439 927 053

Casual Booking Guide

Casual bookings can be made at any time through the My Family Lounge app or website

Download the My Family Lounge mobile app or log in through the Kids Biz OSHC website

Download the my FAMILY Lounge App from either the [Google Play](https://play.google.com/store/apps/details?id=com.kidsbizoshc) or [Apple App Store](https://apps.apple.com/au/app/my-family-lounge-app/id1444444444) or go to <https://www.kidsbizoshc.com.au/ht-enrolments>. Sign-in using your my FAMILY Lounge account

Mobile App

Open the My Family Lounge app on your device and sign in.

Select '**Get Started**'

Choose '**Casual Bookings**'

You will need to book each child individually & select your preferred roll under each child.

If you can not access the required roll please log into your online account and ensure that your child's enrolment form has been submitted.

Once your calendar is open you will see the dates with a **green** bar at the bottom – these days are available. Select a date & the booking details will appear at the top of the screen, please check they are correct. Read the terms & conditions and select 'Create Booking'.



Online Casual Booking Calendar

On your family dashboard go to the casual booking section and select **Add Casual Booking**. This will open the casual booking calendar.

Please select:

- The **Child** you would like to book
- The **Service** (Location)
- The **Room** (eg. before school care, after school care)

Child	Jack Smith (Enrolled) ▼
Service	Kids Biz Holidays & Sports ▼
Room	VAC Full Day - Pearce ▼

You will need to book each child individually.

To make a casual booking select an available date (green dates). You will then be able to click on Book Selected Day and this will turn the date purple.

Repeat this process for all casual days you would like to book and then select Save Changes.

Once you have selected Save Changes the casual booking terms and conditions will open – you will need to select Confirm to complete your booking.

Congratulations!

Your booking is now instantly confirmed

- no waiting for a response or confirmation your child is now booked in!

Casual bookings will be included on your next statement for payment.

Cancelling a Casual Booking

Casual before and after school care bookings can be cancelled if more than 24 hours' notice is provided.

Casual vacation care bookings can be cancelled up to 7 days in advance and a \$10 administration fee will be applied.

You can advise an absence online using the Casual Booking Page calendar.

- Select the booked date (this will be purple) – the booking details will display on the right side of the calendar and a Cancel Booking button will appear.
- Please check you have the correct date then select the Cancel Booking button.
- The date will now appear green.

Congratulations! - Your cancellation is now instantly confirmed

No need to call or email, the booking has been cancelled.

Casual Booking for the family: SMITH, Jannet

Step 1: Select the required Child, Service and Room from the drop-down lists
Step 2: Select a date that you would like to book your child in from the Green or Orange dates
Step 3: Click on the Book Selected Day button and repeat for additional days as required
Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

Child: Jack Smith (Enrolled)
Service: Kids Biz Holidays & Sports
Room: VAC Full Day - Pearce

DECEMBER 2017

MO	TU	WE	TH	FR	SA	SU
				1	< 2 >	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Available days
Full
No program day
Casual Book days
Scheduled days
Absent

Day info for 19/12/2017

Available : 115
Total Room Capacity : 150
Display note :

Cancel booking

Cancel

Save Changes

Save and Exit

Advising an Absence

- Select the booked date – the booking details will display on the right side of the calendar and an Absent button will appear.
- Please check you have the correct date then select the Absent button.
- The date will now appear orange

Dates that marked as absent cannot be cancelled but they can be re-booked if circumstances change and your child will attend.

- Select the date (orange) – the booking details will display on the right side of the calendar and you will be able to select Book Selected Day.

Congratulations! Your child's absence has now been recorded

- no need to call or email as we will be instantly notified that your child will not be attending.

Casual Booking for the family: SMITH, Jannet

Step 1: Select the required Child, Service and Room from the drop-down lists
Step 2: Select a date that you would like to book your child in from the Green or Orange dates
Step 3: Click on the Book Selected Day button and repeat for additional days as required
Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

Child: Jack Smith (Enrolled)
Service: Kids Biz Holidays & Sports
Room: VAC Full Day - Pearce

NOVEMBER 2017

MO	TU	WE	TH	FR	SA	SU
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	< 17 >	18
19	20	21	22	23	24	25
26	27	28	29	30		

Available days
Full
No program day
Casual Book days
Scheduled days
Absent

Day info for 20/11/2017

Available : 30
Total Room Capacity : 66
Display note :

Absent

Cancel

Save Changes

Save and Exit

If you have any queries or would like some assistance with **My Family Lounge** please contact us at admin@kidsbizoshc.com.au or call 0439 927 053.