

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	•		and a
If you have never used a Kids Biz service b and Gungahlin vacation care services) yo through the Kids Biz website for a My Famil Complete the registration form at https://www.kidsbizoshc.com.au/enrolme If you have previously used My Family Lour service you can use your existing log in de account through <u>https://www.kidsbizoshc</u>	before (including the bu will need to register ly Lounge account. ents nge at another childc etails and log into you c.com.au/enrolments	Pearce er Care Jr	Parent Sign-In Email Password Sign-In Register
2. Log in to My Family Lounge			
You will receive an email with a link to con completed registration you will be able to Please note that the <i>Complete Registratio</i>	mplete registration fo log in and enrol for on link will only remain	or your acco care. n active for	ount. Once you have 7 days.
3. Complete enrolment form			
Go to the CHILD heading and then select form and complete their details.	Start/View Enrolmen	t to access	your child's enrolment
Ensure all fields are completed, then press	s Submit.		
Medical action plans and court orders ca	n be uploaded to th	e enrolmer	nt form, or provided via
email to <u>admin@kidsbizoshc.com.au</u> .			
email to <u>admin@kidsbizoshc.com.au</u> .			Add Child
email to admin@kidsbizoshc.com.au. CHILD CHILD NAME STATUS DOB Due Date	AGE EDIT DELETE	Enrolment information	Add Child
email to admin@kidsbizoshc.com.au. CHILD CHILD NAME STATUS DOB Due Date A John Smith Active 03-02-11 - 7	NGE EDIT DELETE Y 8M <u>Edit</u> -	Enrolment information	Add Child
email to admin@kidsbizoshc.com.au. CHILD CHILD NAME STATUS DOB Due Date A John Smith Active 03-02-11 - 7 4. Place booking request Scroll to the REQUESTS section on your family dashboard and click New Request.	AGE EDIT DELETE Y 8M Edit - ADD WAITLIST DETAILS Select which child/children you are requesting da ☑ John Step 1. Please select the service type you re There are other care types available	Enrolment information Start Enrolm ays for • equire: • ble in the casual booking	Add Child
email to admin@kidsbizoshc.com.au. CHILD CHILD NAME STATUS DOB Due Date A John Smith Active 03-02-11 - 7 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, and your required start date and days	\GE EDIT DELETE Y 8M Edit - ADD WAITLIST DETAILS Select which child/children you are requesting date Image: Select which child/children you are requesting date John Step 1. Please select the service type you re There are other care types available Image: Step 1. Please select centres from the drope After School Care Step 2. Please select centres from the drope Step 1.	Enrolment informatic Start Enrolm ays for * equire: * ble in the casual booking down that match your servi Kids Biz OSHC - Holy	Add Child
email to admin@kidsbizoshc.com.au. CHILD CHILD NAME STATUS DOB Due Date A John Smith Active 03-02-11 - 7 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, and your required start date and days. You can add any flexibility comments if required, then save your request.	\GE EDIT DELETE Y 8M Edit - ADD WAITLIST DETAILS Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which child/children you are requesting da Image: Select which children you are requesting da Image: Select which children you are requesting da Image: Select which children you are requesting da Image: Select which children you are requesting da <td>Enrolment information Start Enrolm ays for • equire: • ble in the casual booking down that match your servion Kids Biz OSHC - Holy iC - Holy Trinity</td> <th>Add Child</th>	Enrolment information Start Enrolm ays for • equire: • ble in the casual booking down that match your servion Kids Biz OSHC - Holy iC - Holy Trinity	Add Child

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									
egend									
🕗 Offe	red 🔞 Not Offe	red Char	ige to Existing	g Booking	valid				
CHILD NAME	START DATE REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	MTWTFSS	OFFER EXPIRY ACCEPTED DATE		
Grace F	07-11-17 S:07-11-17	Accepted	BSC	Kids Biz OSHC - MTS	5	000000	03-11-17 31-10-17	View Offer	
Grace F	05-02-19 S:05-02-19	Open	ASC	Kids Biz OSHC - MTS	3	800088	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 <u>admin@kidsbizoshc.com.au</u> 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 <u>Google Play</u> or <u>Apple App Store</u> or go to <u>https://www.kidsbizoshc.com.au/ht-enrolments</u>. 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'.



Child

Service

Room

Jack Smith (Enrolled)

VAC Full Day - Pearce

Kids Biz Holidays & Sports 🔻

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)

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.

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.

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.



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 Step 3: Click on the Book Selected Day button and repeat for additional

Step 4: Click on the Save Changes or Save and Exit buttons to confirm changes

DECEMBER 2017

8 9

29 30

Absent

MO TU WE TH FR

20 21 22

26 27 28

Available days

No program day

Full

the Green or Orange dates

4 5 6 7

11 12 13 14 15 16 17

18

SA SU

23

Casual Book days

Scheduled days

3

10

24

Cancel Save Changes Save and Exit

Child Jack Smith (Enrolled) Service Kids Biz Holidays & Sports 🔻

Room VAC Full Day - Pearce *

Day info for 19/12/2017

Cancel booking

Total Room Capacity : 150

Available : 115

Display note