

Completing the Online Enrolment Form

Kids Biz manages all enrolments through an online system, My Family Lounge. This guide will assist you to enrol your child.

1. Register for My Family Lounge

If you have never used a Kids Biz service you will need to register through the Kids Biz website for a **My Family Lounge** account. Complete the registration form at <https://www.kidsbizholidays.com.au>.

If you have previously used **My Family Lounge** at Kids Biz or another childcare service you can use your existing log in details to log into your account through <https://www.kidsbizholidays.com.au>.

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. Completing the enrolment form

An enrolment form needs to be completed for all children you would like to enrol in the vacation program. You can always add additional children at a later date.

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

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

At the top of the enrolment form please select the required service; Deakin, Gungahlin or Pearce.

All fields marked with a * must be completed for you to submit your form.

The Primary parent/guardian is the person linked for any eligible Child Care Subsidy entitlements. The Secondary parent/guardian is another person who will also have full access to your account and can request, change or cancel bookings and edit contact and child information. **You are not required to have a Secondary contact.**

Your enrolment form must have:

- at least two contacts (this can be the Primary & Secondary contact or the Primary & an Additional Contact); and
- at least one **Medical Contact** (your family doctor or medical practice).

You can add as many additional contacts as you like.

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

4. Submit the Enrolment Form

Ensure all fields are completed, then press Submit. If the enrolment form does not submit there is an error in the form. Please scroll to the top of the form for advice on the error and how to fix it.

Once the errors have been corrected please select the **Submit** button.

Once your enrolment form is successfully submitted you will be taken back to your account dashboard.

Your child's enrolment form is now complete, and you can book for your required days through the Casual Booking Calendar or My Family Lounge mobile app. Instructions to assist you to make your booking can be found on the next page.

You can access the enrolment form at any time to review or update your details.

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

My Family Lounge Casual Booking Guide

Manage your bookings with the click of a button!

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](#) or [Apple App Store](#) or go to <https://www.kidsbizholidays.com.au/>. Sign-in using your My Family Lounge account

You must complete your child's enrolment form prior to making casual bookings.

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 cannot 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. full or half day)

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

You will receive your Vacation Care statement and instructions on claiming CCS via email.

Cancelling a Vacation Care Booking

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

If less than 7 days' notice is provided you will be able to mark the booking as absent. The daily fee will still be charged.

- 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

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 ▼



Day info for 19/12/2017
 Available : 115
 Total Room Capacity : 150
 Display note :

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 ▼



Day info for 20/11/2017
 Available : 30
 Total Room Capacity : 66
 Display note :

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.