

New Family Enrolment to our Service

Please follow these five (5) simple steps when enrolling into our Service for the first time. This document has been created to assist families with the initial enrolment process.

Please note: If you have attended our service in the past, please email us.

Step 1 – Register for My Family Lounge

Qikkids Enrol



Parent Sign-In

Sign-In

Register

We recommend that you complete the enrolment process on a desktop, as this process does not work on smartphone/tablet devices.

- To register an account, locate the My Family Lounge login screen on our website:

<https://gumdaless.eq.edu.au/facilities/out-of-school-hours-care>

- Click the 'Register' button

Register

- Enter your Given Name and Surname. Enter and confirm your email address.
- Click the 'Register' button

Register

An account has been created.
A registration completion email has been sent to you. Follow the instructions in the email to complete the registration process.



Complete Registration

Hi

You have been registered to use the My Family Lounge service.

My Family Lounge is Australia's leading service subscribed to by child care services around Australia used to provide online child portfolios and enrolment management in a secure environment.

To complete the registration process, click on the button below to set a password and to start using My Family Lounge:

[Complete Registration](#)

- You will receive a Complete Registration email. Click on the blue **Complete Registration** button.

Complete Registration

Password*

C0mplex!

At least eight characters long, including an appropriate mix of upper- and lower-case letters, numbers and symbols.

Confirm Password*

C0mplex!

Terms and Conditions

I understand that my use of this service is governed by the Terms and Conditions.

[Complete Registration](#)

- To complete the registration process, create and confirm a password.
- Accept the Terms and Conditions when ready, then press Complete Registration.

Complete Registration

Your registration has been completed.

Click the following button to sign in:

[Sign In](#)

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



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

Step 2 – Entering your Details

Step 2. EDIT CONTACT

Special Contact: Primary Contact Relation: Select

First Name: Last Name:

Email:

Confirm Email:

You must provide at least 1 contact phone number *

Mobile No. Home No.

Work No. Building

Street Address: Suburb:

State: Postcode:

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

Would you like a user set up for this contact? Yes No

- Complete your details by entering your relationship to the child, at least one (1) phone number and address details
- Select 'Yes' to create a user account
- Click 'Save and Next' or 'Add Another Contact'

Note: Both parents (if known) must be included on the enrolment form.

Step 3 – Add Child Details

- Complete the Child Details section
- If you wish to advise the centre of something not included in this form, enter this in the Additional Information box
- Click 'Save' button

Adding Additional Children:

- Select the 'Add Child' button to add each child in the family to the account

- Select 'Register Account with No Waitlist' when prompted
- **DO NOT** submit a new waitlist application – we do not utilise this section at this point in time. We have a hard copy form which you will be provided.

Once the child has been added, you can start the enrolment form

- Click the 'Start Enrolment' button

Step 4 – Completing the Enrolment Form

Can't finish the enrolment in one session? Remember to Click **'Save & Close'**, to save your entered data, so you can come back and complete the enrolment form at a more convenient time.

Main Contacts

The screenshot shows two columns of form fields. The left column is titled 'Primary Parent/Guardian' and includes a note: '(This person's details are used to claim government subsidy)'. Below this is a 'Switch Primary and Secondary Guardians' button. The fields are: Given Name (with a red asterisk) containing 'Rebekah', Last Name (with a red asterisk) containing 'Goodie', and Relation to child (with a red asterisk) set to 'Mother'. The right column is titled 'Secondary Parent/Guardian' and includes fields for: Given Name, Last Name, Relation to child (a dropdown menu set to 'Select'), Email address, and Mobile number. A note below the email field states: 'You must provide at least 1 contact phone number'.

Main Contacts:

Both parents (if known) must be listed on the enrolment form. Different authorisations can be granted for each contact.

- Primary Parent/Guardian: the parent that claims Child Care Subsidy, receives fee statements and all general communication
- Secondary Parent/Guardian: this parent can also access the app if a user is set up

Additional Contacts

Add Contact

Please enter at least 1 additional contact for this child's enrolment. This may include emergency contacts when you are not available to be contacted or authorised nominees who may drop off or pick up this child.

- We require at least one other person that can be contacted in an emergency that is not the parents/guardians.

The screenshot shows a vertical list of menu items: Main Contacts, Additional Contacts, Medical Contacts, Child Information, Immunisations (highlighted with a red box), Other General Questions, CCS Enrolment Agreement, and Family Direct Debit. Below the menu are several buttons: 'Save&Close' and 'Cancel' (top row), 'Save' and 'Print' (middle row), and 'Submit' (bottom row, highlighted with a red box).

Immunisations: A copy of your child's immunisation status must be provided to the Service upon enrolment, and as updated. We recommend you obtain a login to Medicare where you can periodically download your child's immunisation status.

<http://www.humanservices.gov.au/customer/dhs/medicare>

Click **'Submit'** once your enrolment form is completed and this submits the form to the Service for processing.

Step 5 – Enrolment Form Submitted

A member of OSHC Management will contact you within the next 48 hours via email with the next steps in your enrolment.

We will be asking you to provide additional documentation, which includes:

- A copy of your child's birth certificate.
- A copy of child's official Immunisation History Statement. This can be obtained from your Medicare online account through myGov or your Medicare app. [Click here](#) for information.
- A copy of any Medical Action Plans, and relevant medication.
- A copy of any Court Orders, or parenting plans.
- A permanent Booking Request Form.

Please have these documents ready to go to ensure your enrolment is processed quickly. Enrolments will not be finalised, and bookings cannot be made until these documents are provided to the service, and you receive a confirmation of enrolment email.