



'My Family Lounge' is both a web-based portal and an app for smartphones and tablets where families can manage contact details, direct debit information, enrolment information and their bookings. You can access the web-based portal via the Kelvin Grove P&C Association website. You can also download the app from the Apple store or Google Play store onto your smart phone or tablet. You will just need your email address to log in.

By managing your bookings and contact details using My Family Lounge, you know that our records are instantaneously updated, and you can manage these yourself without waiting for a response from us. You can also check and organise your booking requirements in advance.

Existing families will use the main email address that is currently set up to receive statements from the Service. Additional users can use the email address previously supplied to the Service. You will just need to reset your password via the app or web portal. If you are not sure of the registered email address, please contact the Management team. **PLEASE DO NOT REGISTER FOR A NEW ACCOUNT.**

What can I do in the My Family Lounge APP (for smart phones and tablets)?

- > Make casual bookings for Before School Care / After School Care / Vacation Care / Pupil Free Days (select the session you require)
- > Cancel permanent bookings (five (5) working days' notice required to avoid being charged)
- > Cancel casual bookings (24 hours' notice required to avoid being charged)
- > Mark absences
- > Update emergency contact details
- > Update payment details

What can I do in the My Family Lounge Web Based Portal (for computers)?

- > Enrol in Kelvin Grove OSHC
- > Update the email address and reset password used to access My Family Lounge app or portal
- > Add new emergency contact details
- > Update medical information, dietary requirements, payment details and more

IMPORTANT NOTE:

- > All families must complete a yearly re-enrolment form to be able to book casual days via the My Family Lounge mobile device app.
- > Families must ensure that all details are correct and up to date in the event of an emergency.
- > All absences must be notified using the 'My Family Lounge' mobile device app. Cancellation periods apply, or full fees will be charged.