

Do you need to **enrol** or **re-enrol** your children in our Service?

Please follow the relevant processes below.

Is your family **NEW** to using Kelvin Grove OSHC?



Complete the enrolment process, following the **orange enrolment** steps below.

Has your family ever **previously used** Kelvin Grove OSHC in the past?



Please contact OSHC Management to receive your unique log in information. Do not 'Register' for a new account.

If you are still unsure which category you fall into, please email us at kgoshc@bigpond.com before you go any further and we can assist you in which process you are required to take.

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 (www.kgscpac.org)
- Click the 'Register' button

Register

Given Name*

Surname*

Email*

Confirm Email*

- 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 (dropdown) Relation: Select (dropdown)

First Name: [text input] Last Name: [text input]

Email: [text input] Confirm Email: [text input]

You must provide at least 1 contact phone number *

Mobile No.: [text input] Home No.: [text input]

Work No.: [text input] Building: [text input]

Street Address: [text input] Suburb: [text input]

State: [text input] Postcode: [text input]

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

ADD ANOTHER CONTACT **SAVE & NEXT** **CANCEL**

- 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

ADD CHILD DETAILS
Please provide us with the child's details.

Tick the box if the child is unborn

First Name: [text input] Last Name: [text input]

DOB: [text input] Gender: Select (dropdown)

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

Does your child have any special considerations we need to take into account for their enrolment? * Yes No

Does your child have a diagnosed disability? * Yes No

ADD PRIORITY OF ACCESS

Additional Information: Please provide any information you feel the service should know about the child. eg, allergies, languages, additional needs etc.

Authorisations

Contact Name	Collection	Emergency	Excursion	Medical
[text input]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CANCEL **SAVE**

- 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

CHILD
No records found

Add Child

Please select one of the following 3 options to move forward:

I would like to place my child/ren on the waiting list.

I only want to register for casual booking at this time.

I would like to finish registration without saving information which I just entered.

- 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 require a **hard copy** booking request form to enter into our system and keep our Service records up to date when re-enrolments happen.

CHILD								<input type="button" value="Add Child"/>
CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information	
Child Test	Active	02-03-20	-	0M	<input type="button" value="Edit"/>	<input type="button" value="X"/>	<input type="button" value="Start Enrolment"/>	

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

Primary Parent/Guardian	Secondary Parent/Guardian
<p>(This person's details are used to claim government subsidy)</p> <p><input type="button" value="Switch Primary and Secondary Guardians"/></p> <p>Given Name * <input type="text" value="Rebekah"/></p> <p>Last Name * <input type="text" value="Goodie"/></p> <p>Relation to child * <input type="text" value="Mother"/></p>	<p>Given Name <input type="text"/></p> <p>Last Name <input type="text"/></p> <p>Relation to child <input type="text" value="Select"/></p> <p>Email address <input type="text"/></p> <p>You must provide at least 1 contact phone number</p> <p>Mobile number <input type="text"/></p>

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

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.

Siblings under 18 years old may be listed as authorised contacts however the Service has an additional form for parents/guardians to give permission for this.

Main Contacts
Additional Contacts
Medical Contacts
Child Information
Immunisations
Other General Questions
CCS Enrolment Agreement
Family Direct Debit

Save&Close Cancel
Save Print
Submit

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.

Management will now contact you within the next 48 hours with the next steps in your enrolment. This includes an Orientation Session at our Service and steps on how to make permanent, casual and vacation care bookings.

If you are unsure what your log in details are, please email us and we will inform you of your unique log in information. **Do not register for a new account!**

Step 1 – Log in to My Family Lounge

Qikkids Enrol

my FAMILY Lounge

Parent Sign-In

Email

Password

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 sign in to your account, locate the My Family Lounge login screen on our website (www.kgscpac.org)
- Click the **'Sign In'** button

(Your unique log in information is the email and password that you use to log into the app)

Step 2 – Update Contact Details

The contacts that are listed are your Additional Authorised Contacts. These contacts should be persons **other than** parents/guardians. They have permissions for excursions, medical, collection and emergency.

EDIT CHILD DETAILS
Please provide us with the child's details.

First Name Last Name

DOB Gender

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

I acknowledge that I have no CRN to provide in this form and as a result will not have CCS and other Government payments made to my account to reduce my out of pocket expenses.

Does your child have any special considerations we need to take into account for their enrolment? Yes No

Does your child have a diagnosed disability? Yes No

ADD PRIORITY OF ACCESS

Additional Information

Authorisations	Collection	Emergency	Excursion	Medical
Mother, Test	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Father, Test	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

To edit permissions:

- In the Child Section, click the **'Edit'** button
- Check permissions are correct for each contact listed
- Click the **'Save'** button
- Repeat the above steps for each child

CONTACTS

For waiver, a main myFAMILY contact must be entered as the main point of contact. Additional contacts are optional.

Add Contact

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO.	EMAIL	USER NAME	EDIT
Test Mother	Mother	Primary Contact	Tank Street Kelvin Grove QLD 4059	000000000	kgoshc@bigpond.com	kgoshc@bigpond.com	Edit
Test Father	Father		Tank Street Kelvin Grove QLD 4059	000000000	kgoshc@bigpond.com		Edit

To edit contact information:

- Click the 'Edit' button on all contacts
- Check that all contact information is provided and up to date

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.

Contact - Test Father

Given Name * Additional Last Name * Person Relation to child * Relative

Email address kgoshc@bigpond.com


Phone numbers : You must provide at least 1 contact phone number *

Mobile number 000000000 Home number Work number

Building Street Address * Tank Street

Suburb * Kelvin Grove State * QLD Post Code * 4059

Authorisation Collection Emergency Excursion Medical



To remove contacts:

- Click the 'View Enrolment' button located in the child section.
- Scroll to 'Additional Contacts'
- Click the 'Red X' button to remove contacts

EDIT CONTACT

Special Contact Secondary Contact Relation * Father

First Name * Test Last Name * Father

Email * kgoshc@bigpond.com

Confirm Email * kgoshc@bigpond.com

You must provide at least 1 contact phone number *

Mobile No. 000000000 Home No. Building

Work No. Street Address * Tank Street Suburb * Kelvin Grove

State * QLD Postcode * 4059

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

CANCEL SAVE

To set up an additional app user:

- Click the 'Edit' button on the contact you wish to set up as an additional
- Click 'Special Contact' and change to Secondary Contact
- Click the 'Yes' option at the bottom of the screen if you wish for this contact to be an app user.

The secondary contact will be sent an email on how to log in to their account.

Step 3 – Resubmit enrolment

Main Contacts

Additional Contacts

Medical Contacts

Child Information

Immunisations

Other General Questions

CCS Enrolment Agreement

Family Direct Debit

Save&Close Cancel

Save Print

Submit

- Go through the details provided in the enrolment form, ensuring that all information is current and up to date.
- Click the 'Submit' button

Step 4 – Complete a booking request form

- The Service has a **hard copy** booking request form which is filed each year to demonstrate which children attended that year and which did not.
- Families should submit this at the beginning of each year so that the Service is aware that the child is still active within the Service.
- Families can change permanent booking requests via email and make casual bookings, including vacation care via the app

Families with children that have medical conditions will also be required to complete additional information annually. These will be provided to the families upon re-enrolment.