

MY FAMILY LOUNGE FACT SHEET

There are two types of bookings:

- **Permanent** – For Before School Care (BSC) and After School Care (ASC)
- **Casual** – For BSC, ASC and Vacation Care (these are one off days)

NOTE – All Vacation Care bookings are ‘Casual’

TO ADD OR CHANGE PERMANENT, REGULAR BOOKINGS

To make or change permanent bookings, this must be done through the ‘My Family Lounge’ portal (**on your computer or tablet**) accessible via the Kids’ Care page on the school’s website or via this link <https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseId=780>. Log in is achieved by using the email address we currently have in our system for you and your password.

- If you **DO NOT** hold a permanent booking in the care type you require, please select ‘Booking Requests’ (Note - BSC and ASC are two different care types. Please also note that we **DO NOT** accept booking requests for vacation care). This will open a new page for you to complete.

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

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO	EMAIL	USER NAME	EDIT
Lainey Test	Parent (Female)	Primary Contact	25 test street clayfield QLD 4011	0400000119	eaglejunctionkidscare@gmail.com	eaglejunctionkidscare@gmail.com	Edit
Josh Test	Father			0733156299			Edit

CHILD Add Child

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Alfred Test	Active	01-01-10	-	8Y 7M	Edit	-	View Enrolment Print
Alice Test	Active	01-01-11	-	7Y 7M	Edit	-	View Enrolment Print
Gladys Test	Active	01-02-11	-	7Y 6M	Edit	-	View Enrolment Print

OFFER

Legend: ✔ Offered ✘ Not Offered Change to Existing Booking Invalid

CHILD NAME	START DATE	REQD START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY DATE	ACCEPTED DATE	View Offer
Alfred Test	10-07-17	S:10-07-17	Accepted	ASC	EJSS P&C Association TIA EJ Kids' Care	2	✔	✔	✘	✘	✘	✘	✘	07-07-17	04-07-17	View Offer
Alfred Test	19-07-17	S:11-07-17	Accepted	ASC	EJSS P&C Association TIA EJ Kids' Care	3	✔	✔	✔	✘	✘	✘	✘	14-07-17	13-07-17	View Offer
Gladys Test	14-07-17	S:14-07-17	Accepted	ASC	EJSS P&C Association TIA EJ Kids' Care	5	✔	✔	✔	✔	✔	✘	13-07-17	13-07-17	View Offer	

BOOKING REQUESTS New Request

Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.

No records found

ADD WAITLIST DETAILS

Select which children you are requesting days for *

Alfred Alice Gladys

Step 1. Please select the service type you require: *

Before School Care Vacation Care

After School Care

Step 2. Please select centres from the dropdown that match your service type selection. *

None selected ▼

Selected Service(s): None selected

Step 3. Please specify days for your child:

Preferred start date * No. of Days * Will you accept less days? Y N

Preferred days * Mon Tue Wed Thu Fri Sat Sun

Days that do not suit me

Step 4. Please enter any comments on flexibility:

APPLICATION DATE 21-06-2018

[SAVE](#) [CANCEL](#)

- If you **DO** hold a permanent booking and are wishing to modify that booking, please select ‘Current Bookings’ to edit what is already in place for you.

NO RECORDS FOUND

CURRENT BOOKINGS
Current permanent weekly/fortnightly bookings are displayed here. To request a change in booking press the edit option.

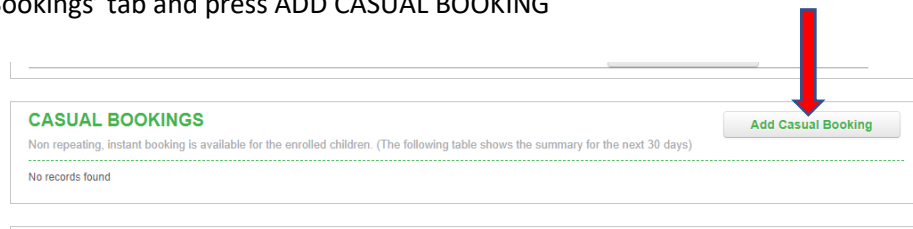
SERVICE	ROOM	CARE TYPE	STATUS	CHILD	START DATE	END DATE	Edit
EJSS P&C Association T/A EJ Kids' Care	After School Care Yr 1	ASC	Placed	Alfred Test	22/08/2018		Edit

TO MAKE A CASUAL BOOKING

If you require a one-off casual booking, or you require a vacation care booking, these may be made through the 'My Family Lounge' portal (only accessible on a computer or tablet) **OR** through the 'My Family Lounge' APP (only accessible on a smart phone or tablet).

Using the Website Portal to Book Casuals

Log in on your computer or tablet via the Kids' Care page on the school's website, or via this link <https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseId=780>. Log in is achieved by using the email address we currently have in our system for you and your password. Locate the 'Casual Bookings' tab and press ADD CASUAL BOOKING

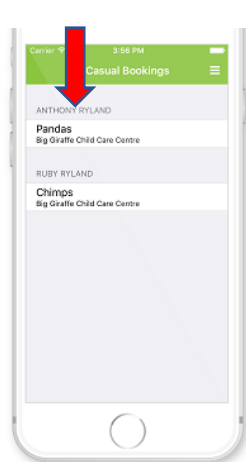


Using the My Family Lounge APP to Book Casuals

Casual Booking



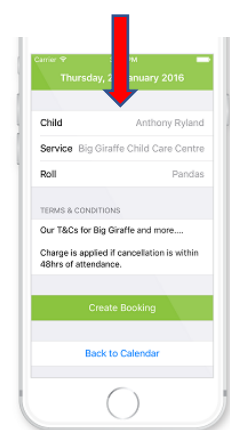
Select Your Child and Roll



Select the Day



Create the Booking



For both the APP and the Desktop version you must;

1. Select the **correct room** your child is enrolled in. (Eg If your child is in grade 2, they can ONLY be booked into the year 2 roll.)
2. Select the date and create booking (a red date indicates the roll is full, a green date indicates it is available for booking)

CANCELLATIONS/ABSENCES

- Casual Bookings can only be **CANCELLED** if more than 24hrs notice is given. *Casual bookings may be cancelled via the APP or the Web Portal* by simply clicking on the date you have booked and then pressing CANCEL.

Casual Cancellations Via the Web portal

The screenshot shows a calendar for August 2018 with a legend and a 'Day info for 24/8/2018' panel. The legend indicates: Available days (green), Full (red), No program day (grey), Casual Book days (purple), Scheduled days (dark blue), and Absent (orange). The 'Day info' panel for 24/8/2018 shows 'Available : 6', 'Total Room Capacity : 66', and a 'Cancel booking' button with a red arrow pointing to it.

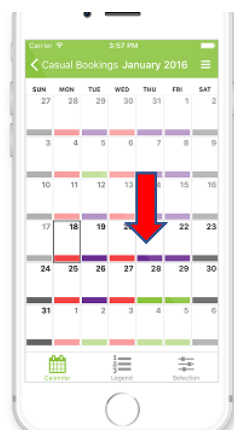
MO	TU	WE	TH	FR	SA	SU
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	<22>	23	24	25	26
27	28	29	30	31		

Available days: 1, 2, 3, 6, 7, 8, 9, 10, 13, 14, 16, 17, 20, 21, 22, 23, 27, 28, 29, 30, 31
Full: 27, 28, 29
No program day: 4, 5, 11, 12, 18, 19, 25, 26
Casual Book days: 24
Scheduled days: (None visible)
Absent: (None visible)

- Marking Casual (if less than 24hrs notice is given) and Permanent bookings **ABSENT** *can only be done on the APP.*

Simply click on the date you wish to mark your child **ABSENT** for. A new screen will appear asking you to confirm the absence. So Simple!

Simply click on the date you wish to mark **ABSENT**...note, this is NOT A CANCELLATION, it is simply informing us your child will not be attending that session



- If you wish to CANCEL a permanent booking, the simplest and quickest way is by emailing your request direct to oshc@ejkidscare.com.au. As per our policies, 2 weeks notice will be required to cancel any permanent bookings.