

YMCA OSHC 2020 Enrolment Process

We are very excited to inform you that our service has a fantastic online Booking and Waitlist management program called QK Enrol. This program will give you access to manage your own account information, where you will have the ability to make booking requests and allow you to complete and submit an online enrolment form for your child. You can do this and much, much more all within a parent portal called 'My Family Lounge'.



ALL CURRENT BOOKINGS WILL END 13/12/2019! All families must re-enrol for 2020.

Steps to enrol for 2020- Complete enrolment form

1. Login into your my family lounge account via the website. Click on parent sign in.
<https://www.qkenhanced.com.au/webui/Account/LogOn>

**If you have forgotten your password, just use the 'forgot password' link to reset.*

2. For each child, click 'view enrolment'. Update & complete all mandatory fields.

**Please update additional contacts information if required.*

Once completed, click submit. This will then email the service with each child/rens updated enrolment and any attached documents you have uploaded.

On your next visit to the service, they will ask you to sign each enrolment form.



CHILD								Add Child	
CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information		
Noah Della	Active	09-01-18	-	1Y 9M	Edit	-	View Enrolment	Print	

Steps to make permanent bookings for 2020 – Booking Requests

1. Click 'New Request'
2. Complete each booking session as required.
3. Once you have requested the booking, the service will offer you a booking.
4. You will then be asked to view your offer and confirm.
5. Once you have confirmed the offer, your child is booked into our system.

To view current bookings refer to 'Current Bookings'.

BOOKING REQUESTS

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

No records found

New Request

Steps to make casual bookings for 2020 – Casual Booking App.

1. Download the My Family Lounge App via the App store.
2. Make casual bookings up to 8 weeks in advance via the booking calendar.
3. Use the app to mark you child as absent.
 - To cancel a casual or permanent booking please email the service.

**Fees may be charged as per fee schedule.*
4. App booking cut of times: After these times, please phone the service.
 - Afterschool Care: 1:30pm the day of the session.
 - Before School Care: 5pm the day before the before school care session.



For more information, please speak to your service Coordinator.

Also, you can view short videos on enrol on the link below.

<https://qikkids.com.au/My-Family-Lounge/how-to-videos>

Kind Regards,
YMCA OSHC Administration Team.