

My Family Lounge Enrolment Procedure and Guide to using My Family Lounge App

1. Go to Qk-Enhanced My Family Lounge
<https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseId=10793>
2. Click 'Register'



Parent Sign-In

Email
Password

Sign-In

Register

3. Fill out details and click 'register'

Register

Given Name*
<input type="text"/>
Surname*
<input type="text"/>
Email*
<input type="text" value="example@example.com"/>
Confirm Email*
<input type="text" value="example@example.com"/>
<input type="button" value="Register"/> <input type="button" value="Cancel"/>

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.

4. Follow the link sent via email to complete registration



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](#)

This link will expire in seven days. To generate a new link: attempt to sign in with any password and a new link will be sent to you.

- Once you have completed registration, sign into My Family Lounge via a desktop website. Please note the enrolment process is best completed via a computer and not on a phone.

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.



- Once you have signed in to My Family Lounge and click on 'QK enrol'

Welcome back

Sign in as a guardian or a parent with an existing account.

If you have not created a My Family Lounge account, please register at the child care service website.

Email *

Password *

Forgot your [password?](#)

[Sign In](#)

QK Enrol

- Click on 'Add Child' and complete information. You will then need to click 'Start Enrolment' and Complete ALL required information including uploading birth certificate and immunisation records. If for any reason you are unable to upload the documents, please email centres@champenterprises.com.au

CHILD							Add Child	
CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information	
.	Active	--			Edit	-	View Enrolment	Print

8. Click 'Submit' – this will only go through if all required information has been completed.

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

9. Once you have submitted your enrolment, you can now create casual or permanent bookings. Permanent/ongoing bookings must be made via My Family Lounge desktop website. Click on 'New Request'

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	

10. Fill out information as required including the service type, preferred start date and preferred days of care. Click 'Save' – you should receive an email confirming a waitlist request.

ADD WAITLIST DETAILS

Select which child/children you are requesting days for *

Mik

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

There are other care types available in the casual booking

Before School Care
 After School Care

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

Ermington Public School OSHC ▾

Selected Service(s): Ermington Public School OSHC

Step 3. Please specify days for your child:

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

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Preferred days *	<input type="checkbox"/>						
Days that do not suit me	<input type="checkbox"/>						

Step 4. Please enter any comments on flexibility:

11. Ermington OOSH will accept your waitlist request and send through an offer once a position becomes available. **Families must log into My Family Lounge and accept/decline the offer.** The offer will have an expiry date (7 days), if you have not accepted the offer in time, the offer will expire and the centre will assume you do not want the position and will delete the request.

Please note; If you decide that you would like the position or have a change of mind after it has been expired (and therefore deleted), you must enter through a new booking request as per step 9 and 10.

OFFER													
Legend													
<input checked="" type="checkbox"/> Offered	<input checked="" type="checkbox"/> Not Offered	<input type="checkbox"/> Change to Existing Booking	<input type="checkbox"/> Invalid										
CHILD NAME	START DATE REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY ACCEPTED DATE
	20-02-23 S:20-02-23	Open	ASC		4	<input checked="" type="checkbox"/>	28-02-23						
													View Offer

ERMINGTON PUBLIC SCHOOL OSHC



Letter of Offer

Date Submitted: 18-02-26

We are offering your child a place at the following centre:

Child Name Emily S. 10/05/2019
Provider Ermington Public School OOSH Centre
Centre Ermington Public School OSHC
Care Type ASC
Start Date 23/02/2026
Days Offered Th
Fees
Normal Session
Additional Comments
Expiry Date 25/02/2026



Accept/Decline Offer

Please accept, decline or change the offer



Enrolment Form Submitted

Emily is enrolled at this service



Confirm

Please note you need to confirm to secure the placement

Accept

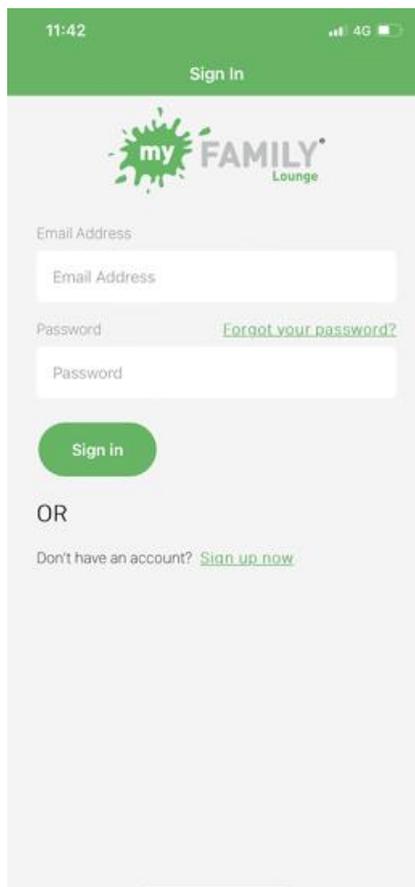
Decline

Decline & Change

12. Once you have **accepted and confirmed** the offer your permanent bookings will be in place. Please note 2 weeks' notice is required to cancel or remove any BSC or ASC sessions. Casual bookings can be made via the app.
13. Casual bookings can be made via the My Family Lounge App. Download the My Family Lounge app onto your phone via the App Store or Google Play

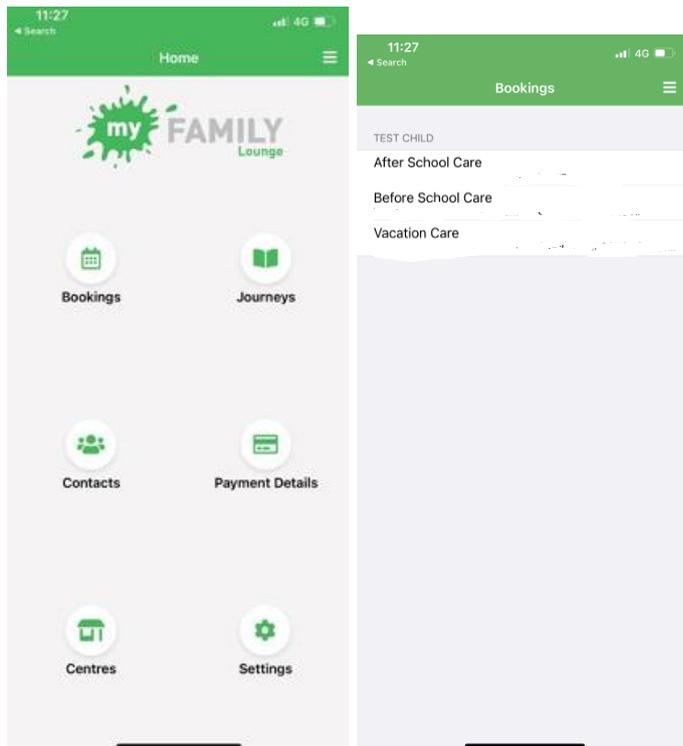


14. Login using your details created on the My Family Lounge desktop website – please note your login to the app will only work if you have already setup your login through My Family Lounge desktop website. Please do not register a new account through the app, if you are having difficulties, please email educator@ermingtonoosh.com.au for assistance

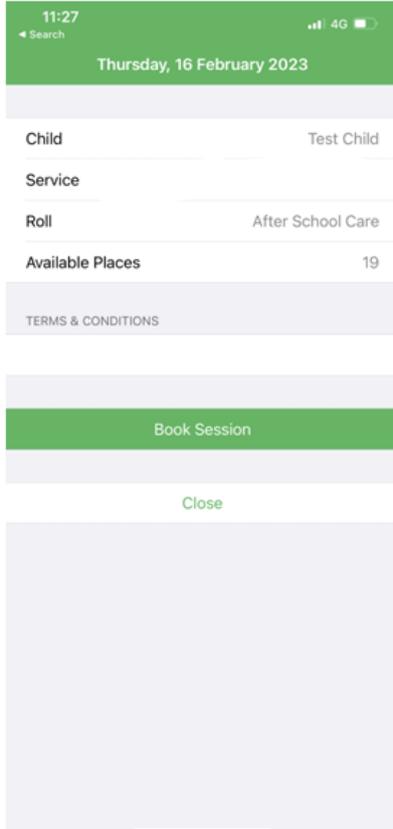


15. Once you have logged in, click on 'bookings' and you will be able to view your permanent bookings (please refer to legend photo in step 17).

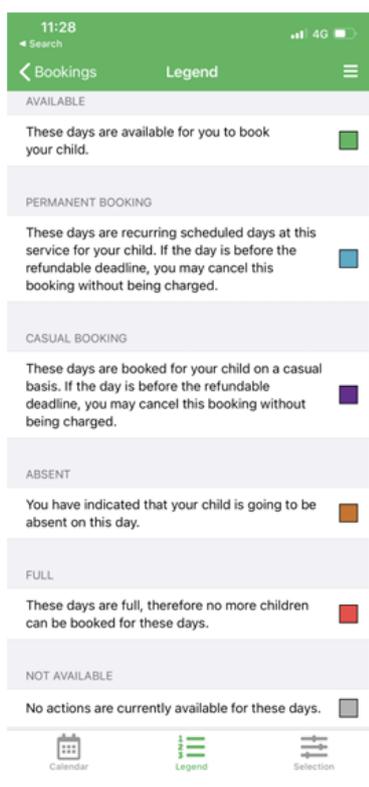
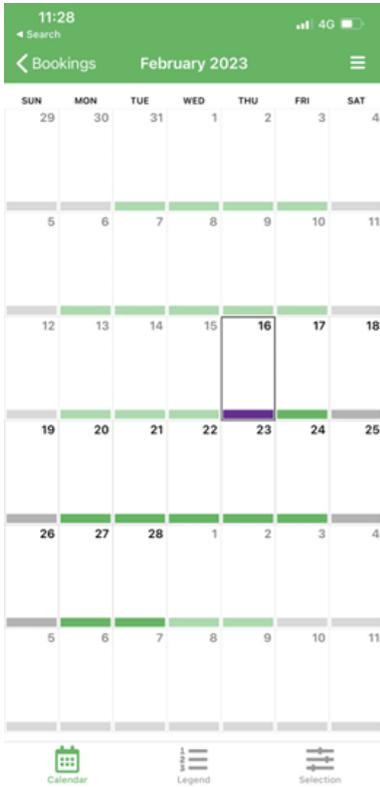
- If you require casual bookings, you can also click on 'Bookings' then the session you wish to book for – After School Care and Before School Care (this is for casual care ONLY, if you wish to book permanently, please refer to step 9). **Casual bookings are only available to book 5 days in advance.**
- When booking for Vacation care, you can only **book via the casual calendar** once the bookings have opened. The Vacation care tab will only appear once the bookings are open. Please refer to the centre for opening dates (you are still required to complete the enrolment form in full, please refer to steps 1-8)



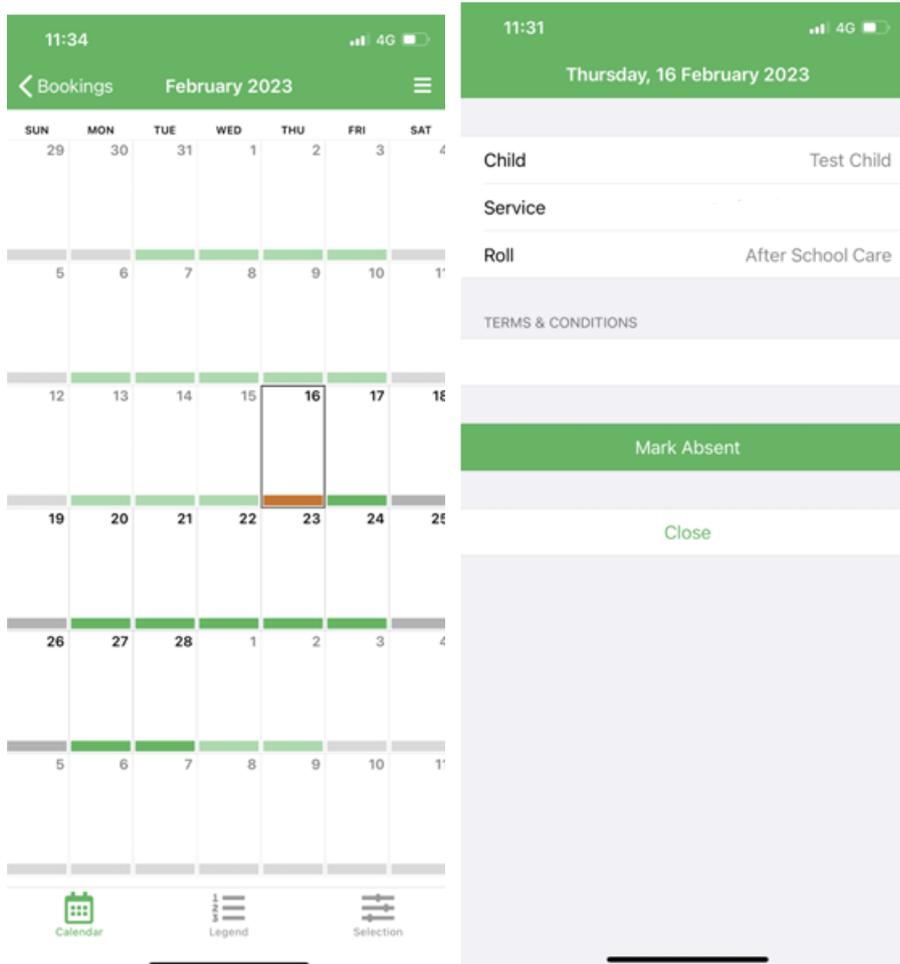
16. Click on the date you want to make a casual booking for and click 'book session'



17. The date you have made a casual booking for will turn purple to reflect a booking.



18. . If your child is not attending OOSH for any reason you can mark them absent via the app. Once you have marked your child absent, the date will turn from purple to orange – you do not need to notify the centre once you have done this.



19. Cancellation policy:

2-week notification period – Permanent positions and Vacation care (must be cancelled 2 weeks prior to programmed date)

Casual care can be cancelled 24 hours before the start of the session.