My Family Lounge Registering and Booking Guide for Parents

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Registering Account and Adding Details

my FAMILY Lounge

Parent Sign-In

Step 1: New families will go through the normal registration process for My Family Lounge by clicking on the Register button on our website. Click here to register.

Email

Password

Step 2: You will then be taken through the registration tool where you will complete information on yourself and then information on your child.

Sign-In   Register

ADD MAIN CONTACT
Please enter contact's details in the following form.

Special Contact	Primary Contact ▼	Relation *	Select ▼
First Name *		Last Name *	
Email *			
Confirm Email *			

You must provide at least 1 contact phone number *

Mobile No.		Home No.	
Work No.		Building	
Street Address *		Suburb *	
State *		Postcode *	

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? 🔵   Y ○ N ⦿

CANCEL   SAVE

2

Step 2 Continued: When you reach the Add Child Details screen, you will be asked to select from the options indicated below:

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

☐ Tick the box if the child is unborn

First Name [　　　　　　　] Last Name [　　　　　　　]

DOB [　　　　　🗓] Gender [Select ▼]

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
Okeefe, Joshie	☐	☐	☐	☐
okeefe, lisa	☐	☐	☐	☐
test, test		☐		☐
t, t	☐	☐	☐	☐
t, t	☐	☐	☐	☐

[CANCEL] [SAVE]

Request Permanent/Casual Bookings for my Child/ren

Permanent Requests

This will take the you to the normal enrolment process where you will request permanent reoccurring days for your child. Once approved by the centre and an offer has been made you will accept/decline the Offer presented and will complete and submit your child's enrolment form to confirm the booking.

Casual Requests

This option will take you to the Parent Dashboard where you can immediately complete an enrolment form for your child and look to book the child in for casual days (**Enrolment form MUST be completed and submitted first**).

Completing an Enrolment Form

Where you have selected for your child to be booked for Casual days, you must complete and submit an enrolment form. If you try to immediately create the Casual Booking by clicking on the **+** button as described in the next section, you will receive a message asking you to submit an enrolment form where required.

You should then click on the **Finish Enrolment** button next to your Child's Name, complete the form and **submit**. Eaton Street Centre will then receive an email notification of this enrolment and you will then be able to book in for casual days.

Making and Confirming Casual Bookings

Once your child is enrolled at Eaton Street Centre, they are able to book in for Casual Days. To do this the you will click on the **+** button in the Casual Bookings section of your dashboard.

You will then be presented with a screen where you can select the child, service and room that you are looking to book your child into.

Once an appropriate Child Name, Service name and Room name have been selected, you will be presented with the following screen:

By following steps 1 to 6 the parent will be able to book in casual days at the service, which will automatically create casual roll entries in our system.

Step 1. Select Child
Step 2. Select Service
Step 3. Select Room
Step 4. Select **Day** required
Step 5. Select **booked selected day (**repeat step 4 & 5 to book another day)
Step 6. Select **Save changes** if you want to book in another child
Select **Save and Exit** to finish making a casual booking
Note: Once the bookings are confirmed they will appear in **purple**

Casual bookings can also be made through the My Family Lounge app. See guide on page 7.

Requesting a Change of Permanent Days

- [Login](#) and ensure you are in the Enrolment Management screen
- Scroll down to the Existing Recurring Bookings section
- Press Edit on your current booking

- Ensure your centre is selected
- Choose the preferred start date of the change
- Select the number of days
- Advise if you will accept less days
- Tick the new days for the new booking
- Tick any days that do not suit your family
- Enter comments if required
- Press Save

The Service will confirm the change via a new offer that will need to be accepted.

Using the My Family Lounge App

- [Downloading and using the My Family Lounge App](#)

- [Using the My Family Lounge app for Permanent Bookings](#)

- [Use the My Family Lounge app for Casual Bookings](#)

- [My Family Lounge - Casual Booking App Push Notifications](#)

- [My Family Lounge App - Recording your child as absent](#)

- [My Family Lounge - Updating Direct Debit Payment Details](#)