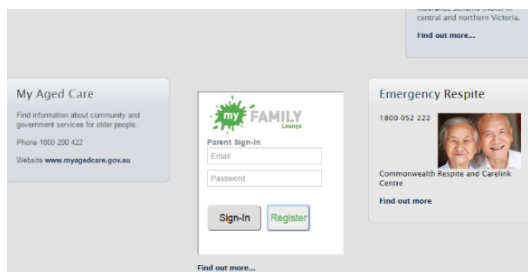


OOSH Fact Sheet

Getting started with 'MY FAMILY LOUNGE'



1. Visit www.intereach.com.au
2. Go to the 'My Family Lounge' parent portal at the bottom of the page and click on 'Register'



3. Enter your name and email address and click on 'Register'. You will be sent a verification email

Register

Given Name*

Surname*

Email*

Confirm Email*

4. Go to the email and click on 'Complete Registration'. You have seven days to complete the registration before it will expire. If it expires, start the process again.



5. Choose a password, tick the 'Terms and Conditions' box and click on 'Complete Registration'. You are now ready to sign in and enter your details.

Complete Registration

Password*

At least eight characters long, including an appropriate mix of upper- and lower-case letters, numbers and symbols.

Confirm Password*

Terms and Conditions

I understand that my use of this service is governed by the Terms and Conditions.

Getting started with 'MY FAMILY LOUNGE'

- You can now enter your details as the Primary contact. Once completed, click on 'Add Another Contact' and add anyone that will be able to collect your child from the service. Once all additional contacts have been added click on 'Save & Next'.

Step 2. EDIT CONTACT

Special Contact: Primary Contact (dropdown) | Relation: Select (dropdown)

First Name: Stella | Last Name: Martin

Email: stellam1408@gmail.com

Confirm Email: stellam1408@gmail.com

You must provide at least 1 contact phone number

Mobile No.: 0428951159 | Home No.: | Work No.: | Building: | Street Address: 1 Martin St | Suburb: Deniliquin | State: NSW | Postcode: 2710

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

CRN: 321159951S | DOB: | Would you like a user set up for this contact? Yes No

ADD ANOTHER CONTACT | SAVE & NEXT | CANCEL

*You will need to enter your Centrelink Customer Reference Number (CRN) to claim the Child Care Benefit (CCB) and Child Care Rebate (CCR).

Note: the last question 'Would you like a user set up for this contact', will already be answered 'Yes' as you are the primary contact. When you enter additional contacts to your account and you select 'Yes' for this question, you must make sure the contact has an email address entered – the 'My Family Lounge' welcome email will then be sent to this person within 24 hours and **they will be able to register for this service to make bookings.**

- Enter your child's details. When complete, add additional children if applicable (please ensure that the 'Authorisations' field is completed for each child).

STEP 3. ADD CHILD DETAILS ADD ANOTHER CHILD

Please provide us with the child's details.

Tick the box if the child is unborn

First Name: Alex | Last Name: Martin

DOB: 08 Aug, 2010 | Gender: Male

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

CRN: 251456985J

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

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
Martin, Stella	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Martin, Jake	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Martin, Emma	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADD PRIORITY OF ACCESS

Please select:

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

I only want to register for casual booking at this time. REGISTER ACCOUNT WITH NO WAITLIST

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

*You will also need to enter your child's CRN to claim the CCB and CCR. (This number will be different to yours and any other children)

8. Once all children have been entered, choose:

- a) 'Create Waitlist Application' to apply for a **permanent booking for After School Care only** (do not use this section for Vacation Care bookings or casual After School Care bookings) OR
- b) 'Register Account with No Waitlist' - this will register your account and you will be able to make **casual** bookings for After School Care and Vacation Care whenever you require care.

STEP 4. ADD WAITLIST DETAILS
Select which child/children you are requesting days for *

Alex Grace

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

<input type="checkbox"/> Long Day Care/ Kindergarten/ Preschool	<input type="checkbox"/> Before School Care	<input type="checkbox"/> Vacation Care	<input type="checkbox"/> Occasional Care
<input checked="" type="checkbox"/> After School Care			

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

Intereach Deniliquin Out Of School Hours Care - NEW

Selected Service(s): Intereach Deniliquin Out Of School Hours Care - NEW

Step 3. Please specify days for your child:

Preferred start date: 29 Aug, 2016 No. of Days: 3 Will you accept less days? Y N

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

Step 4. Please enter any comments on flexibility:

APPLICATION DATE: 28-08-2016

9. If you do require a permanent booking for After School Care, fill in the details on the waitlist screen and select 'Save & Finish'. An email will now be sent to OOSH staff. Once the available days have been confirmed, you will receive an email notification of the days that have been offered

10. Sign in to 'My Family Lounge', click on 'View Offer' and then accept or decline the offer or decline and change the offer within 24 hours. If you accept the offered days, your child/ren will then have a permanent place booked with After School Care. If some days were unavailable, your child will be placed on the waiting list and you will be notified once those days become available. **Permanent bookings cannot be cancelled through "My Family Lounge" – you will need to contact OOSH staff.**

OFFER

Legend: ✔ Offered ✘ Not Offered Change to Existing Booking

CHILD NAME	START DATE REQD START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS M T W T F S S	OFFER EXPIRY ACCEPTED DATE	
Alex Martin	29-08-16 S:29-08-16	Open	ASC	Intereach Deniliquin Out Of School Hours Care - NEW	3 ✔ ✘ ✘ ✘ ✘ ✘ ✘	30-08-16	<input type="button" value="View Offer"/>
Grace Martin	29-08-16 S:29-08-16	Open	ASC	Intereach Deniliquin Out Of School Hours Care - NEW	3 ✔ ✘ ✔ ✘ ✘ ✘ ✘	30-08-16	<input type="button" value="View Offer"/>

INTEREACH DENILIQUN OUT OF SCHOOL HOURS CARE - NEW

Letter of Offer
Date Submitted: 28-08-16

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

Centre: Intereach Deniliquin Out Of School Hours Care - NEW
 Care Type: ASC
 Start Date: 29/08/2016
 Days Offered: Mon, Tue, Th

Accept/Decline Offer
Please accept or decline this offer before its expiry date of 30/08/2016.

Getting started with 'MY FAMILY LOUNGE'

11. Before your booking request can be confirmed or casual bookings made, you will need to complete each child's enrolment details. Click on **'Start Enrolment'** next to the first child.

CONTACTS Add Contact

For waitlist, 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
Stella Martin	Mother	Primary Contact	1 Martin St Deniliquin NSW 2710	0429851159	stellam1408@gmail.com	stellam1408@gmail.com	Edit
Jake Martin	Father	Secondary Contact	1 Martin St Deniliquin NSW 2710	0429854789	jakem@gmail.com	jakem@gmail.com	Edit
Emma Martin	Aunt		10 Martin St Deniliquin NSW 2710	0429321147	emmam@gmail.com	-	Edit

CHILD Add Child

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Alex Martin	Active	08-08-10	-	8Y	Edit	X	Start Enrolment
Grace Martin	Active	17-08-08	-	8Y	Edit	X	Start Enrolment

CASUAL BOOKINGS Add Casual Booking

Non repeating, instart booking is available for the enrolled children. (The following table shows the summary for the next 30 days)

No records found

OFFER

No records found

BOOKING REQUESTS New Request

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

Legend
 Requested Not Requested Not Requested But Flexible Change to Existing Booking

CHILD NAME	START DATE	APPLICATION DATE LAST UPDATED	SIBLING CARETYPE	SERVICE	DAYS LESS	M	T	W	T	F	S	S	FLEX NOTES	EDIT	DELETE
Alex Martin	29-08-16	A. 29-08-2016 U. _____	ASC	Intereac	3	X	✓	✓	✓	✓	✓	✓		Edit	X
Grace Martin	29-08-16	A. 29-08-2016 U. _____	ASC	Intereac	3	X	✓	✓	✓	✓	✓	✓		Edit	X

12. Click on **'Services to Enrol'**, tick the box, then fill in all the required details. Immunisation statements from the Australian Childhood Immunisation Register (we do not accept the 'blue book' for immunisation status), asthma plans, court orders etc can also be uploaded in this section

Note: any details that are updated for the Primary, Secondary, additional contacts and the medical contact for the first child, will be saved for any other child/ren

Enrolment Form for Alex Martin

Services to enrol: * **Intereach Deniliquin Out Of Scho...**

Intereach Deniliquin Out Of School Hours Care - NEW

Main Contacts

Additional Contacts

Medical Contacts

Child Information

Immunisations

Other General Questions

Save&Close Cancel

Save Print

Submit

Primary Parent/Guardian

(This person's details are used to claim government subsidy)

Switch Primary and Secondary Guardians

Given Name * Stella

Last Name * Martin

Relation to child * Mother

Email address * stellam1408@gmail.com

You must provide at least 1 contact phone number *

Secondary Parent/Guardian

Given Name * Jake

Last Name * Martin

Relation to child * Father

Email address * jakem@gmail.com

You must provide at least 1 contact phone number *

Mobile number 0429854789

Home number

Work number

13. Once complete, click on **'Submit'** and OOSH will be notified of the enrolment. Complete these steps for all children who will be attending this service. You can now make casual bookings.

Hot Tip:

- It is easier to complete on a computer instead of a mobile device.
- The **'My Family Lounge'** app is **for casual bookings only – enrolment information and permanent bookings requests are not available through the app**
- Allow 15 minutes
- Have on hand your child's:
 - Medicare number
 - Centrelink (Family Assistance Office) CRN number
 - Vaccination details
 - Any relevant phone number for authorised people
 - Doctor, Dentist and any other care professional contact details

How do I download the app?

Visit:

- App Store (Apple)
<https://itunes.apple.com/au/app/my-family-lounge/id9333685806?mt=8> , or
- Google Play Store (Android)
<https://play.google.com/store/apps/details?id=au.com.qkenhanced.myfamilylounge&hl=en>

Need help?

Intereach OOSH staff are on hand to help you through the process:

Phone: 03 5890 5260

Email: oosh@intereach.com.au

Need a quick run-down in person? Phone OOSH staff and book a time that suits you.

See OOSH Fact Sheet #3 for how to make and cancel casual bookings via the Intereach website

And OOSH Fact Sheet #4 for how to make and cancel casual bookings via the 'My Family Lounge' app