

BLACKWOOD OSHC ENROLMENT AND BOOKING PROCEDURES

Step 1: Visit the 'Blackwood Primary School' website, go into the OSHC section and **Register** your details on the 'My Family Lounge' portal. Our website can be found at <http://blackwoodps.sa.edu.au/oshc.html>

Step 2: After registration, you will receive an email from Qikkids. This email will include a link which will take you to the 'Qikkids Enhanced' website where you will be able to enter your child/ren's enrolment details, including people authorised to collect and health and medical needs. All sections marked with an * must be completed before submission. If you have missed sections, they will be highlighted before you can submit.

Step 3: Download and complete the Direct Debit form (also located in the OSHC section of the school's website). This must be uploaded with the child's enrolment details. If you do not wish to do this online, you may choose to upload a blank form and bring the completed form in to staff in the OSHC Office. Hardcopies of the Direct Debit form are also available at OSHC.

Step 4: Once you have **correctly entered** and **submitted** your child's enrolment, you will be able to begin making your bookings. If you are unable to submit your enrolment form, please check for any areas highlighted that have not been completed. If you encounter issues, please contact the OSHC service via phone or email for support from the Director or Assistant Director.

All new families must contact the OSHC service to arrange an orientation visit with your child/ren prior to attending the service.

PERMANENT BOOKINGS:

Step 1: Permanent bookings are made on the 'Qikkids Enhanced' website under the tab 'Booking Requests.' To make a booking request, click on 'New Request.'

Step 2: Once you have opened a 'New Request,' you will be able to enter which type of care you require (e.g., Before School Care). Please note: Monday after school sessions fall under their own session type.

Step 3: Once you have submitted your request, OSHC will receive a notification. We will then approve/decline the request. You will then receive an email offer from us, which you will need to click on **accept or decline/change** and then click **submit** again to confirm.

CASUAL BOOKINGS:

Step 1: Download the 'My Family Lounge' application on your smartphone or device.

Step 2: Use your registration details to log in to the application.

Step 3: Select the child, session/roll (Before Care, After Care, Monday After Care, Pupil Free Day, Vacation Care and day you require (or if you are making a cancellation, click the day and session you wish to cancel).

VACATION CARE:

All vacation care bookings must be made via the 'My Family Lounge' app. Bookings made via the 'Qikkids Enhanced' website are invalid. An enrolment period will be held approximately the second last week of each term for the upcoming holidays. Bookings made during this week will receive a discounted early-bird fee. Casual bookings will be accepted after the enrolment period if places are available. Families must have a current Direct Debit form completed to pay fees. All outstanding OSHC fees (Before and After School) must be paid for prior to the Vacation Care period.

CANCELLATIONS OF PERMANENT BOOKINGS:

If you wish to cancel all your permanent bookings, you will be required to notify the service in writing with one week's notice.

Families who have children attending with a disability, medical/health or dietary needs, must have a discussion with the Director and/or Assistant Director prior to attending, or upon diagnosis. Up to date Health plans and Medication authorities must be provided.

If you require assistance booking via the mobile phone app please talk to an OSHC staff member, or alternatively email dl.0565.oshc@schools.sa.edu.au or blackwood.oshc910@schools.sa.edu.au for assistance.

My Family Lounge download link & information can be found here:

<https://www.qikkids.com.au/My-Family-Lounge/home>

Frequently asked questions concerning My Family Lounge booking app are answered here:

<http://www.myfamilylounge.com.au/My-Family-Lounge/faqs>

Parents/carers are responsible for updating their details as circumstances change via the My Family Lounge website.