

St John Bosco BASC & Vacation Care Centre



Enrolment Procedure

Creating an Account

1. Click on the link for **My Family Lounge**
2. Register to create an account which will then generate an email and be sent to your email address.
3. Follow instructions on the email which will ask you to create a password which you will need to remember for future logins.
4. Login in to My Family Lounge

Enrolment Form

1. This form is completed by logging in to **My Family Lounge, QK Enrol**. **This step needs to be fully completed for each child before any booking can be made.** All fields marked with a red asterix must be completed in order for the enrolment form to be accepted. An immunisation form must be uploaded to the enrolment form along with any other documentation which may be relevant to your child i.e. Asthma, anaphylaxis forms and/or court orders.

Permanent Bookings

1. Permanent bookings can be made via QK Enrol by selecting **Booking Request**. Complete the details of your booking including days and sessions required and the start date. Please note that morning and afternoon care are two different sessions and both must be selected if this is what you require.
2. You will then receive an automated notification via email stating you are on a waiting list.
3. Once your booking is reviewed and when a position is available you will receive an **offer** via email.
4. Follow the link in the email to accept or decline the offer.

Editing Current Permanent Bookings

1. To change or add days, log in to QK Enrol, scroll to the bottom of your home page to your current bookings, select **edit** on the right hand side of each session and select your new bookings.

2. You will then receive an automated notification via email stating you are on a waiting list.
3. Once your booking is reviewed and when a position is available you will receive an **offer** via email.
4. Follow the link in the email to accept or decline the offer.

Cancelling Care

1. **QK Enrol does not allow for cancellation of care completely**
2. To cancel care whether it be all morning sessions, all afternoon sessions or both, a Cancellation of Care Notification form must be completed. This form is located in the foyer of the Centre and on our website under the important forms tab.
3. If you are cancelling care completely you must give 14 days' notice. If your child is not attending during the notice period, your CCS will be revoked. This is a government regulation.

Casual Bookings

1. Casual bookings can be made by either emailing the Centre Director at boscobasc@bigpond.com, calling or texting the Centre on the Friday afternoon of the week before your required care.
Casual bookings cannot be made via QK Enrol.