

## Step 1 - Register

- Please go to our website: [sa.ymca.org.au/oshc](http://sa.ymca.org.au/oshc) and navigate to your Schools OSHC service webpage.
- For new enrolments, select 'New Families' and register an account via the 'Register for My Family Lounge' link, found under Step 1.
- Once you have registered you will be sent an email containing a link to complete your enrolment process.

## Step 2 - Add Contact

- Once registered, log-in to 'My Family Lounge'.
- You will be prompted to enter the primary contact details for the person who will be responsible for the account. This would be the parent/guardian registered with Centrelink benefits.
- Then add the details of the additional parent/guardian as the secondary contact.

## Step 3 - Add Child

- You need to complete a separate enrolment form for each child you intend to enroll.
- Remember to add which School OSHC service you want to attend located at the top right.
- Please ensure you provide any medical or dietary requirements and read all the information thoroughly. This is where you can upload action plans, birth certificate and immunisation history statements. Alternatively, we can photocopy these at the OSHC centre.

## Step 4 - Billing Information

- You will be redirected to the Direct Debit Request (Debit Success) portal during the enrolment process where you will be asked to supply the direct debit details of a nominated account.
- Fees are automatically debited on the Monday of every week for the week ahead. You will receive an emailed statement the previous Friday.

## Step 5 - Declarations and Consent

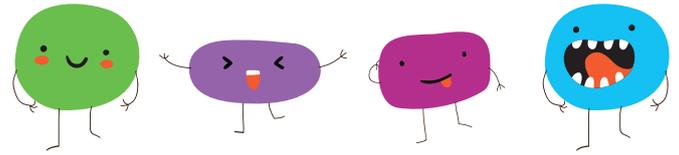
- Please read and agree to the terms and conditions of the YMCA and type your name in the box indicated.

## Step 6 - Submit

- Click on the submit button when you have completed all of the above. Any areas still requiring information will be highlighted in red at the top of the page.

## Step 7 - Making a Booking Request

- Recurring booking requests are for permanent bookings before and after school programs. Once we receive this we will email you an offer that you will need to accept. Please note: We do not have a waitlist, this is just the terminology used for making a booking.
- Casual bookings and vacation care program requests can be reserved via the casual booking calendar (see oveleaf).



## CASUAL BOOKINGS AND VACATION CARE BOOKINGS ARE NOW AS SIMPLE AS PULLING OUT YOUR MOBILE PHONE.

**Step 1:**  
**Download and Login** to My Family Lounge App on your phone.

**Step 2:**  
Click **Add Casual Booking**

**Step 3:**  
Select **Child, Service, Session, Date** and click **Book Selected Day**. To make additional casual bookings, select a new date and click **Book Selected Day**.

**Step 4:**  
Select **Save Changes**. To book additional children, repeat Step 3.

**Step 5:**  
Select **Save and Exit** to complete



Once bookings are confirmed your casual care bookings will appear **purple** on your calendar.

If you have questions or need assistance with casual bookings, speak to the Administration Officer.

Download the App from the **App Store** or **Google Play**.

