**HOW TO RE-ENROL INTO OSHC for 2025 For Existing Families: Round One**

Round One bookings opens to families with current permanent bookings in OSHC from 7/11/24 and closes COB 21/11/24.

1. Log on to your account on the My Family Lounge Website using your original email and password that you set-up the account with (contact OSHC if you have forgot the email and password that you used), **DO NOT ATTEMPT TO SET UP A NEW ACCOUNT OR REGISTER A NEW PASSWORD OR EMAIL**;

<http://beps.vic.edu.au/oshc/>

For help; <https://qktech.my.site.com/qikkidssupport/s/article/My-Family-Lounge-Guardian-Guide-1416370025595>

Families who already have a My Family Lounge account should be able to go in and see the tab top right hand corner: Brunswick East Primary OSHC Service

2. Once you have logged into MyFamily Lounge you should be able to see your account, you will see boxes; Contacts, Child, Offers, Booking requests and Current bookings. Under ‘Current bookings’, you should see your current days with no end date – this is the booking you can edit if you wish to request a change of days.

3. If you wish to keep your current days and make no changes – then leave your ‘current bookings’ as they are and do not put in an end date- so that they carry over into next year. **Send me an email to say you are keeping your current bookings with no change**. Follow all other steps that are relevant for you.

4. To request different days for 2025 then the days you have currently, you will need to edit your ‘Current booking’ (with no end date). Click on the edit button, a box will appear; ‘Request to Change current booking’, put in your preferred start date, days you wish to have, and any notes that you want in 2025 for each program; Aftercare and Beforecare and for each child. Once you have done this click on request. This will then send the waitlist request to OSHC. Once we have viewed your request, we will send you an offer of what we have available (to your email) – which you need to accept before it expires (3-7 days). Once you have accepted and confirmed this offer, it will filter directly as a booking pattern into the OSHC program and will act as a confirmation - you will be able to log into your MyFamily Lounge account and view your booking pattern under Current bookings.

5. If do not have any current permanent bookings and you wish to add a permanent booking for Aftercare or Beforecare, you will need to go to the ‘Booking Request’ box and click on ‘new request’ and fill in as required.

6. If you wish to add siblings — you can do so by adding a child under the ‘Child tab’, clicking on the ‘add child’ tab, you can then edit the enrolment form and put in a booking request for them

7. To remove siblings, click on ‘current bookings’ (with no end date) and put in the requested end date of care. Please send me an email saying your child is ending care at BEPS OSHC and from what date.

8. You must review and edit the enrolment form and make changes to any details that are incorrect, particularly, mobile numbers, emails addresses, addresses, authorised contacts, and updated medical information AND save and submit. If you cannot edit a field please email me your requested changes.

9. Casual users only can also keep their casual usage open, and review and edit the enrolment form. However, at this stage you cannot access permanent requests. If you wish to have permanent days you can request to go in the Round Two Offer, and put in a booking/waitlist request. Please email me to request this.

10. Please let us know by email if you will not be returning to OSHC in 2025. Then I do not need to chase you up. This includes if a sibling is leaving care.

11. If you are returning, please print off and return a signed copy to the OSHC service, as well as making a $100.00 Qkr! payment to secure your place in 2025. Accounts must be in credit by $100 at the end of term 4, 2024.

12. Please email me if you have any further queries: Ranita.Swamy@education.vic.gov.au

13. Round One Confirmations of places can be viewed after the 2/12/24 by logging onto MyFamily Lounge and viewing your booking pattern and the days you have booked for 2025 either as a continuing pattern from when you started with no end date OR a new pattern starting in 2025..