



HOW TO BOOK YOUR CHILD FOR CARE

Please see staff to obtain a welcome letter if you are new to the OSHC Centre to understand how to enrol your family prior to booking.

If your family has attended OSHC before then you will already be set up in the system so please follow all prompts when advised below and select 'forgotten password'. This will allow a link to be emailed to you to follow and set up a username and password. DO NOT set up a new account if you have already attended the centre before, as this will duplicate two accounts in the system for you and will affect your billing and charging.

1. Visit the WAS website or click on the link that takes you directly to our OSHC section
<http://was.qld.edu.au/community/outside-school-hours-care/>

2. Click on 'My Family Lounge' either on iPhone or computer.

a. **Phone (My Family Lounge)** - Enter log in details and book casual days as needed. This will allow your child to automatically appear on the day you have requested, and no confirmation or approval is needed from the coordinator. The app is the most convenient way to casually book your family into care.

b. **Computer (QK Enrol)** - Enter log in details. You are able to update enrolment or family information from this website and request permanent bookings. This process involves requesting the booking, the OSHC coordinator will receive an email and request approval, and you will need to acknowledge the response email and complete prior to any attendance being automatically added into the system. This process is lengthier than the phone app and is recommended for more permanent bookings only.



3. Please visit the WAS website to obtain a copy of the handbook which details more information on enrolments, attendance and absent fees, Centrelink, and routines

Parents can also call Qikkids Child Care Software Management system for assistance:

1. Phone 1300 376 770
2. Select option 1 -Technical assistance
3. When asked for your User ID - say you are a parent of Whitsunday Anglican OSHC and require assistance with My Family Lounge bookings
4. They will ask for your log in information (email and password) and log into the system to assist you.
5. They may also direct you to their website www.qikkids.com.au to the SUPPORT option and click on the Remote Assistance icon to go through the process with you.

Please do not hesitate to phone 0418 745 389 or come into OSHC if you require further assistance or are unsure of any process. We are more than happy to assist in this process to ensure you are ready to attend our centre.

Kind regards,

Tayhla Wood
OSHC Coordinator

Yvonne Cracknell
OSHC Assistant



PRINCIPAL: Mrs Maria McIvor BEd, DipTchg, TTC,GCertTH

Whitsunday ANGLICAN SCHOOL, MACKAY

Celeber Drive, NORTH MACKAY, QLD 4740 - PO Box 3390, NORTH MACKAY, QLD 4740

Phone 07 4969 2000 - Fax 07 4969 2001 - admin@was.qld.edu.au - www.was.qld.edu.au

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