

FACT SHEET

My Family Lounge – How to Book/Cancel/Absent

There are two types of bookings:

- Permanent – For ASC & BSC - these are the regular days you require
- Casual – For ASC/BSC/VC – these are one off days you require

NB: All Vacation Care bookings are 'Casual'

TO ADD OR CHANGE PERMANENT REGULAR BOOKINGS

To make or change permanent bookings this must be done through the 'My Family Lounge' portal which can be accessed on our homepage: www.jindaleesacp.com.au

- Complete the requested permanent bookings using the 'Recurring Bookings Request Tab'. This will open a new page you will complete.
- Once we have received your booking, we make you an offer via email which you then accept.

OFFER

Legend: Offered (green check), Not Offered (red X), Change to Existing Booking (blue square)

CHILD NAME	REG'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY	ACCEPTED DATE
Test Child	08-10-15	Accepted	ASC	Jindalee School Age Care Program	1								05-10-15	05-10-15

RECURRING BOOKING REQUESTS

Legend: Requested (green check), Not Requested (red X), Not Requested But Flexible (grey circle), Change to Existing Booking (blue square)

CHILD NAME	START DATE	APPLICATION DATE	SIBLING CARETYPE	SERVICE	DAYS LESS	M	T	W	T	F	S	S	FLEX NOTES	EDIT	DELETE
Test Child	12-10-15	A 05-10-2015	U	BSC	Jindalee	2								Edit	X

EXISTING RECURRING BOOKINGS

Your existing booking are available to view and amend.

SERVICE	ROOM	CARE TYPE	STATUS	CHILD	START DATE	END DATE	EDIT
Jindalee School Age Care Program	ASC - Yr 2	ASC	Placed	Test Child	8/10/2015		Edit
Jindalee School Age Care Program	After School Care	ASC	Placed	Test Child	27/01/2014	16/12/2014	Edit

ADD WAITLIST DETAILS

Select which child/children you are requesting days for *

Test

Step 1. Please select the service type you require: *

Long Day Care/ Kindergarten/ Preschool Before School Care Vacation Care Occasional Care Registered Care

Step 2. Please select centres from the dropdown that match your service type selection: *

None selected

Selected Service(s): None selected.

Step 3. Please specify days for your child:

Preferred start date: [calendar icon] No. of Days: [dropdown] Will you accept less days? Y N N

Preferred days: [calendar grid]

Days that do not suit me: [calendar grid]

Step 4. Please enter any comments on flexibility:

APPLICATION DATE: 01-01-2016

TO MAKE A CASUAL BOOKING

If you require a one-off ASC or BSC as additional days, or you require VC you book in casually through My Family Lounge using either:

- Website www.jindaleesacp.com.au
- The My Family Lounge App which you can download to a mobile device.

From the Website Portal

Log in using the Family Lounge Portal at www.jindaleesacp.com.au and under the casual bookings section click the  to add a casual booking.

CASUAL BOOKINGS

Non repeating, instant booking is available for the enrolled children

Child	Service	Total casual bookings next 30 days
	Jindalee School Age Care Program	3

From the APP (My Family Lounge)

Casual Booking



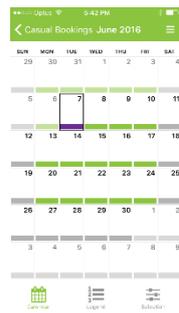
Select your Child



Select the Roll



Select the Day



Create the Booking



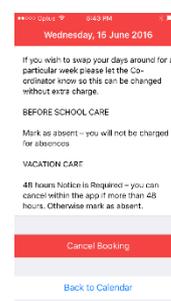
For both the App and the Desktop Version you must:

1. Select the 'room' your child is enrolled in – based on their Grade and Service Type (eg BSC, ASC and VC)
2. Select the date and book in casually.

CANCELLATIONS/ABSENCES: Do same steps for making a booking except mark absent or cancel booking.

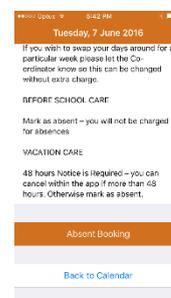
Casual Bookings Only(ASC/BSC/VC) –

- Casual Bookings - you **cannot** cancel with less than 48 hours Booking notice, Mark ABSENT
- To cancel a booking with more than 48 hours' notice simply click on the date and press cancel (**APP or WEB PORTAL**)



Permanent Bookings (ASC/BSC) – can only mark absent in the APP, you cannot mark absent on the Web Portal.

- Please press 'absent' if they will be away from care (**APP ONLY**)
- For ASC – if you provide more than 7 days notice you will not be charged
- For BSC – you are not charged for absences at all



Swapping Permanent day for a one off casual booking.

If you are swapping days for a 'normally' booked permanent day for another day in the week please let the SACP staff know so this can be adjusted otherwise you will still be charged for your regular day.

If you know more than 7 days in advance, mark the day they will not be attending as absent and book your child in casually on the other day.

MORE INFORMATION ON HOW TO USE MY FAMILY LOUNGE

Checkout the video on <http://www.myfamilylounge.com.au/My-Family-Lounge/home>