



Frequently Asked Questions for My Family Lounge Enrolment

How do I log into my family lounge?

- Using google chrome, log onto Kingston's website www.kingston.vic.gov.au/beforeandafterschoolprogram
- Here you can register for a new account or enter your existing username and password

I've forgotten my password, how can I reset this?

- If you have forgotten your password, click on this link and follow the prompts to reset your password <https://www.qkenhanced.com.au/external/AccountRecovery/ForgottenPassword>

I've never used My Family lounge, but I want to, how do I set up an account?

- If you are new to our service please click here to register a new account www.kingston.vic.gov.au/beforeandafterschoolprogram
- If you are an existing family, please contact our administration team and they will activate your account for you

Ok, I've logged into My Family Lounge successfully, but I'm not 100% sure what to do now?

- On our website you will find a 'how to enrol' fact sheet that will help you navigate through My Family Lounge and complete your 2020 enrolment.
- If you are still stuck, please pick up the phone and call our admin team on 95814867

I have updated my enrolment on My Family Lounge, I clicked on the save button. I haven't heard back from anyone?

- When completing your enrolment, please click on the submit button. If you don't click on submit your enrolment will not be received.

I'm clicking on the Submit button on the My Family Lounge enrolment form, but I keep getting an 'incomplete' message?

- Take a detailed look through the entire enrolment form and ensure that anything highlighted in red is completed
- Ensure you have selected your child's program at the top of the enrolment program
- Ensure you have answered the 'language spoken at home' question
- Ensure you do not have any spaces between digits, in or after all phone numbers
- All phone numbers must be 10 digits long
- If you're still having trouble with this, please contact our administration team on 95814867

How many additional contacts can I add to my enrolment form?

- We require at least one additional contact on your child's enrolment form.
- You are welcome to add as many additional contacts as you like. These contacts must be able to collect your child promptly in the event of an emergency.
- Your additional contacts must be different to parent /guardian 1 and 2

Do I need to provide a copy of my child's immunisations with their enrolment?

- Yes, immunisation certificate that states "up to date" must be attached to your enrolment form. You can obtain a copy of your child's immunisation record from Medicare.
- If you have used our service in previous years we will have a copy of your child's immunisation certificate, so you don't have to provide us with one.

My child is not immunised. Do I need to provide something in writing?

- An e-mail stating that your child is not immunised needs to be provided.
- Please read our policy regarding immunisations if your child is not up to date. Our policy manual is located on our website: <https://www.kingston.vic.gov.au/Services/Family-and-Children/Before-and-After-School-Program/Enrol>

I have submitted my enrolment form on My Family Lounge today, but I haven't heard anything?

- Please allow up to 5 business days to process your enrolment. You will receive an e-mail from the administration team either stating that something is missing from your enrolment, or a confirmation e-mail.

Can I complete my 2020 enrolment on my phone?

- To complete your 2020 enrolment, you must use a Google Chrome Web Browser

Do I have to complete an enrolment before I can make casual bookings?

- Yes. Once you have completed your child's enrolment form and received a confirmation email from our administration team you are then able to make permanent and casual bookings.

What documentation do you require if my child has Asthma, an Allergy or Anaphylaxis?

- Please provide an Action Plan that has been signed by your doctor within the past two years.
- You are also required to complete a risk minimisation form which you can download from our website <https://www.kingston.vic.gov.au/Services/Family-and-Children/School-Holiday-Program/Medical-Matters>
- If your child's action plan has expired, your child cannot attend the program until a new action plan has been provided.
- In date medication must be provided each time your child attends the program. You may wish to leave your child's medication at our program, that way you know it is always available.
- If your child's medical plans or medication is out of date, your child cannot attend the program until a new plan or new medication has been provided.

My child requires support for inclusion, is there funding available for my child in the Before and After School Program?

- If your child requires any additional support, please contact our program coordinator on 95814847 to discuss options for funding in the Before and After School Programs.
- You may like to complete a child profile for your child and attach it to your My Family Lounge Enrolment Form. To download a form from our website please visit <https://www.kingston.vic.gov.au/Services/Family-and-Children/Before-and-After-School-Program/Enrol>

I have court orders in place, Do I need to attach them my child's enrolment form?

- Yes, all current court orders MUST be attached to your enrolment form.
- If there are changes to your court orders, please ensure you provide us with the most up to date copy.

How do I pay for the Before and After School Program?

- Your fees are paid via Direct Debit
- We collect your direct debit details at the time of enrolment through the enrolment form.

I receive child care subsidy; how do I apply this to my enrolment to reduce my fees?

- Provide both child and parent Customer Reference Numbers (CRN) on your My Family Lounge Enrolment Form

(Child Care Subsidy is applied to the parent/guardian who is linked to the child via Centrelink, please ensure you provide the correct CRN number and parent name for Child Care Subsidy)
- Once you have received your confirmation of enrolment email from us, log into your MyGov account and approve your child's enrolment to our service

Help! I'm stuck!! Is there someone I can talk to about my child's enrolment?

- Yes, please contact our friendly administration team on 9581-4867 between the hours of 9am to 5.00pm and they will be more than happy to help or answer any further questions.