

Enrolment Guide for New Families

Early Childhood and Outside School Hours Care Services

This guide will help you make bookings for services operated by Capital Region Community Services (CRCS) through the My Family Lounge online booking system.

There are ten steps, broken into three stages, for new families to enrol into a CRCS education and care service:

Stage 1: Booking request	Stage 2: Enrolment	Stage 3: Placement
1. Register on CRCS website	5. Accept placement offer	9. Placement confirmation
2. Edit contact details	6. Complete enrolment form	10. Approve booking on myGov
3. Add child details	7. Upload required documents	
4. Add booking request	8. Submit enrolment form	

Stage 1: Booking request

1. Register for CRCS Services in My Family Lounge

Access My Family Lounge through our website:

- our [Outside School Hours Care services](#) for children in primary school
- our [Early Childhood Centres](#) for children under school age.

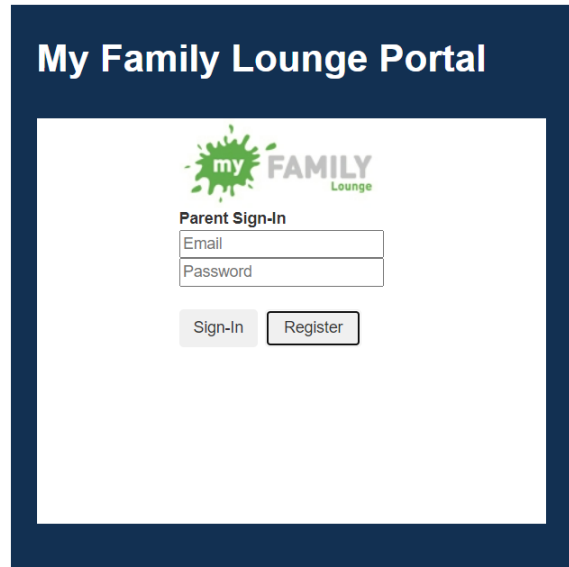
On the webpage, there is a My Family Lounge portal:

- If you have previously used My Family Lounge (at CRCS or another service): you can sign in using your existing login details.
- **If you have never used My Family Lounge:** you will need to register for a My Family Lounge account.


Click **'Register'** on the portal, then provide your name and email address.

You will receive an email with a link to complete registration for your account. Click on the **'Complete Registration'** button in this email. Please note that this link will only remain active for seven days.

You will now be able to log in and enrol for care.



My Family Lounge Portal



Parent Sign-In

Please note: You can register for any CRCS education and care centre from either web link above. Once you have registered or signed into your account using the portal on our website, you will be prompted to select the CRCS service you want to enrol in.

2. Complete the Basic Account Set up: Edit Contact Details

When you first log into My Family Lounge, you will be asked to edit your contact details. You can also add additional contacts.

There are two types of contacts available in My Family Lounge:

- **Primary contact:** The parent/guardian linked for any eligible Child Care Subsidy entitlements.
- **Secondary contact:** Another person who will have full access to your account and can request, change or cancel bookings and edit contact and child information. You are not required to have a Secondary contact.

Once you have completed these details, click **Save**.

3. Add Child Details

On the dashboard, select 'Add Child'.

This is where you add your child's details. You will need to do this for each child you want to enrol.

You can add an **unborn** child by ticking the box at the top, which will reduce the number of fields you need to complete.

Otherwise, please complete all fields, including the authorisations the registered contacts have for this child.

We will also consider providing some children with priority access depending on their situation. If your child is a priority access category, please click 'Add priority of access' and fill out that section.

4. Add Booking Request

Here you can enter the details of the booking you want to make. Click on the 'New Request' button down the bottom in the 'Booking Requests' section.

Note: Do not click on the 'Add Casual Booking' button, as this is only for children who are already enrolled in a service.

Complete the form:

- Select which child/children this booking is for.
- Select the type of care you need:
 - If your child is in Primary School, please select 'Before School Care' and/or 'After School Care'.
 - If your child is under school age, please select 'Long Day Care/Kindergarten/Preschool'.

ADD MAIN CONTACT

Please enter contact's details in the following form.

Special Contact: Primary Contact (dropdown) Relation: Select (dropdown)

First Name: [text input] Last Name: [text input]

Email: [text input]

Confirm Email: [text input]

You must provide at least 1 contact phone number *

Mobile No: [text input] Home No: [text input]

Work No: [text input] Building: [text input]

Street Address: [text input] Suburb: [text input]

State: [text input] Postcode: [text input]

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits? * Yes No

Would you like a user set up for this contact? Yes No

SAVE **CANCEL**

ADD CHILD DETAILS

Please provide us with the child's details.

Tick the box if the child is unborn

First Name: [text input] Last Name: [text input]

DOB: [text input] Gender at Birth: Select (dropdown)

Gender Identity: Select (dropdown) Pronouns: Select (dropdown)

Gender Identity (other): [text input] Pronouns (other): [text input]

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits for this child? * Yes No

Does your child have any special considerations we need to take into account for their enrolment? * Yes No

Does your child have a diagnosed disability? * Yes No

ADD PRIORITY OF ACCESS

Additional Information: Please provide any information you feel the service should know about the child, eg, allergies, languages, additional needs etc. [text area]

Authorisations

Contact Name	Collection	Emergency	Excursion	Medical	Transport
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADD WAITLIST DETAILS

Select which child/children you are requesting days for *

Rina River

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

Long Day Care/Kindergarten/Preschool Before School Care After School Care Vacation Care Occasional 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: [text input] No. of Days: Select (dropdown) Will you accept less days? Y N

Preferred days: [checkbox grid for Mon-Sun]

Days that do not suit me: [checkbox grid for Mon-Sun]

Step 4: Please enter any comments on flexibility: [text area]

APPLICATION DATE **SAVE** **CANCEL**

- Find the service you want to enrol in by typing the location or suburb of the service and selecting Search. You can apply to be on the waitlist for multiple of our centres.
- Provide the preferred start date of the booking.
- Advise how many days you would like to enrol your child for, what your preferred days are, and whether you will accept fewer days than you have requested.
- Provide additional information you think we need to know about this waitlist application.

Once completed, click **'Save'**. This will alert our team of your application, and the relevant centre's Director will contact you to discuss your requirements.

Stage 2: Enrolment

5. Accept Placement Offer

After our centre has considered your request and determined that they have a place for your child, you will get an email that you have been sent an offer for care. Log into your My Family Lounge Account through our website and select **'View Offer'**.



CHILD NAME	START DATE	REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY ACCEPTED DATE
CHILD	20-01-20	S:20-01-20	Open	LDC/KINPRE	GECC - Capital Region Community Services Limited	3	✓	✓	✓	✗	✗	✗	✗	12-01-20

If you are happy with the offer, click **'Accept'**. You will then be prompted to complete an enrolment form for your child.

Note: If you are seeking early childhood care, a bond will be payable at this time to secure your child's place. The bond is equivalent to two weeks full fee cost of care, and is refundable on cessation of care, providing that all fees are paid in full. Placement is not confirmed until the bond has been paid.

No bond is required for outside school hours care (before and after school care).

6. Complete Enrolment Form

You must complete an enrolment form for each child you want to enrol in a CRCS service. You can always add additional children at a later date.

Go to the **Child** heading and select **'Start/View Enrolment'** to access your child's enrolment form and complete their details.



CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
John Smith	Active	03-02-11	-	7Y 8M	Edit	-	View Enrolment Print

Your enrolment form must include:

1. At least two contacts (this can be the Primary & Secondary contact or the Primary contact & an Additional contact)
2. At least one Medical contact (your family doctor or medical practice).

You can add as many additional contacts as you like.

7. Upload Required Documents

Please upload any medical action plans, letters of diagnosis and court orders to the enrolment form or email them to csat@crs.com.au.

8. Submit Enrolment Form

Ensure all fields are completed, then press '**Submit**'. If the enrolment form does not submit, it means there is an error in the form. Please scroll to the top of the enrolment form to view the errors noted. Errors are usually highlighted in red on the enrolment form.

Once the errors have been corrected, please click the '**Submit**' button.

Hint: Do not include spaces in phone numbers, and answer 'N/A' to questions where there are free text boxes that do not apply to your situation.

Once you have successfully submitted the enrolment, you will be prompted to complete the final step, which is to select the '**Confirm**' button. This completes the registration process.

Stage 3: Placement

9. Placement Confirmation

Once your booking has been approved and confirmed with CRCS, you will receive a Placement Confirmation Email.

10. Approve booking on myGov

On the day your child starts care at the service, a link will be sent to your [myGov account](#). This will appear as an outstanding action item on your Centrelink myGov page when you log in, prompting you to confirm your booking with CRCS.

Approving this booking will ensure you receive any [Child Care Subsidy](#) (CCS) entitlements you are eligible for. Please ensure you **complete this step on the first day**, as CCS payments may not be backdated.

Need help?

For enquiries or help with the enrolment and registration process, please contact our Children's Services Admin team on 02 6264 0200 or email csat@crs.com.au.

Direct extensions for the team are 02 6264 0276 or 02 6464 0268.

If we are unable to answer your call, please leave a voice message with your name and phone number. We will return your call the next business day.

The admin office is open from 9am to 4pm, Monday to Friday.