

Welcome to **my** FAMILY[®] Lounge

Australia's most loved parent portal allowing you to easily and quickly manage logistics and scheduling of your child's bookings.

Over 100,000 Families use My Family Lounge – Appreciated by child care services, loved by families!



What can the My Family Lounge website do for me?

- Easily update contact information
- Conveniently manage your child's bookings online
- Request a change of days your child is permanently booked in for
- Submit your child's enrolment form online
- Book casual days for your child
- Share important medical & dietary information
- View your child care service policies and procedures



What kind of information can I provide for my child?

- Provide CRN details, cultural background information, languages spoken by your child
- You can flag 'Priority of Access' where required
- Medicare details
- Photograph permissions
- Important medical information such as any medical conditions, allergies or dietary restrictions
- Any supporting documentation such as risk management plans, upload an anaphylaxis plan, provide court order or parenting plans
- Known disabilities or special considerations
- Complete the immunisation tracker and provide copy of your child's immunisation record or exemption form
- Upload any documents required by your child care service
- Authorisations for collection, emergency contacts, medical contact information, and permissions for medical/dental/hospital treatment in case of an emergency including ambulance cover



Immediate Information sharing = Immediate Action



How do I get access to My Family Lounge?

You will be provided with your own unique My Family Lounge parent account. Your child care service will register your email address with My Family Lounge where you will receive an email to validate your account by setting up a password to get started!

How can I access the program?

Your child care service can add the **My Family Lounge parent portal** to their existing company website, this is where you will be able to register a new account or Sign In to your existing account.

Once you have been registered with My Family Lounge your log in details will travel with you for life as you travel from centre to centre!

Signing in for the First time

Upon Signing into your account for the first time, you will be able to view and accept your child care services' Terms and Conditions. You also will have access to them when placing your child on the waitlist before accepting a permanent booking for your child at the service.

