



## Enrolment Guide – New Families

This guide will assist you to make your bookings for services operated by Capital Region Community Services through the My Family Lounge online booking system.

### 1. Register For My Family Lounge

If you have never used a Capital Region Community Services (CRCS) program before, you will need to register for a **My Family Lounge** account through the Capital Region Community Services website:

Simply follow the link then scroll down to the image that looks like the one captured here.

<https://www.crcs.com.au/programs-and-services/childcare/>

#### HOW TO REGISTER

my FAMILY Lounge

**Parent Sign-In**

Email

Password

Sign-In Register

#### FOR MORE INFORMATION

Phone: 02 6264 0200

Email: [csat@crcs.com.au](mailto:csat@crcs.com.au)

If you have previously used **My Family Lounge** at another childcare service you can use your existing log in details and Sign-In into account through:

<https://www.crcs.com.au/programs-and-services/childcare/>

Simply follow the link above then scroll down to the image that looks like the one captured here.

**IMPORTANT:** Initial enrolment forms and booking requests must be completed using a computer. Appointments can be made at CRCS childcare centres should you need to access a computer.

Once registration and log in has been completed, proceed to step 2.

### 2. Complete enrolment Form

Go to **CHILD** heading and then select **Start / View Enrolment** to access your child's enrolment form and complete all details require.

## CHILD

Add Child

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Child Name	Active	01/01/2021	-	0years 4months	Edit	-	<a href="#">Start Enrolment</a>

Ensure you press **SUBMIT** once all enrolment details have been completed.

Court Orders, Asthma and/or Anaphylaxis Action Plans, Immunisation History Statements can be uploaded directly to your child's enrolment through the online portal or emailed to: [csat@crs.com.au](mailto:csat@crs.com.au)

**Note: incomplete enrolment forms will not be considered**

### 3a. Place Booking Request

Scroll through to the **BOOKING REQUESTS** section on your family dashboard and select **New Request**

#### BOOKING REQUESTS

Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.

New Request

No records found

**3b.** Once you have selected the **New Request** button, the booking page will open (see below image)

#### ADD WAITLIST DETAILS

Select which child/children you are requesting days for \*

Child Name

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

There are other care types available in the casual booking

Long Day Care/  
Kindergarten/  
Preschool

Before School Care  
 After School Care

Step 2. Please click the button below to select the services you wish to submit a booking request to: \*

SELECT SERVICE

Selected Service(s): None selected.

Step 3. Please specify days for your child:

Preferred start date



No. of Days \*

Select

Will you accept less days?

Y  N

\*

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Preferred days *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Days that do not suit me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Step 4. Please enter any comments on flexibility:

APPLICATION DATE 20-05-2021



SAVE

CANCEL

**3c.** Select your child's name and the service type you wish to enrol, either Long Day Care (children under 5) or Before and After school Care (children in pre-school or primary school)

Select the required start date of the booking and the days you require the booking, **SAVE** your request

*Please contact the admin team directly if you only require care on a casual basis or if you require a fortnightly booking. ie: shared care custody arrangements.*

#### 4. Capital Region Community Service Will Send You An Offer

Capital Region Community Services will review your request and enrolment. If there are available places, CRCS will send you an offer. You will receive an email notification of this offer.

The offer sent will contain an expiry date. Please ensure the offer is reviewed prior to the offer expiring.

#### 5. Accept and Confirm

Log into your My Family Lounge Account and scroll to the **OFFER** section on your family dashboard. Select **VIEW Offer**. If the days of care and start date offered are acceptable, select **ACCEPT** and **CONFIRM**.

### OFFER

Legend

✔ Offered ✘ Not Offered Change to Existing Booking Invalid

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/KIN/PRE	GECC - Capital Region Community Services Limited	3	✔	✔	✔	✘	✘	✘	✘	12-01-20	<span style="border: 2px solid red; padding: 5px;">View Offer</span>

*Please note, at this time a bond will be payable to secure your place in CRCS early learning centres. Placement is not confirmed until the bond has been paid. A bond is equivalent to two weeks full fee cost of care and is refundable on cessation of care providing child care fees are paid in full.*

*There is no bond payable for Outside School Hours Care Services (Before and After School Care)*

#### 6. Final Step – Confirming your Enrolment on myGov

Once your booking has been approved and confirmed with CRCS a link will be sent to your myGov account on the day you commence care. There should be an outstanding action item appearing on your Centrelink page when you log in.

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

For any further enquiries please contact our Children's Services Admin team on 6264 0200 or [csat@cracs.com.au](mailto:csat@cracs.com.au)

Regards

The Children's Services Admin Team