



Kidzone OSHC,
7 Mitchell Court,
Romsey, Vic., 3434.

Dear Parents,

Welcome to Kidzone Out of School Hours Care (OSHC) Romsey. Here at Kidzone we use an online booking and waitlist management program called QK Enrol, which most importantly gives you access to make bookings and complete an online enrolment form for your child, all within a parent portal called **My Family Lounge**. Please remember that any information that we request or collect about your child is done so in order to help us to create a safe, comfortable, and encouraging atmosphere that fosters your child's unique spirit.

Please be aware that a one off non-refundable \$100 enrolment fee is payable at commencement of care at Kidzone. This will be direct debited by us in the first week of care and all care fees are charged weekly on a Friday retrospectively.

What can I do in My Family Lounge?

- As a new family you can easily register your child and manage your booking enquiries
- You can request changes to days your child is booked in for
- Easily provide detailed information about your child to Kidzone such as medical information, diet requirements, emergency contact details and more! All this information is simply added into the online enrolment form.

You will easily be able to book casual days straight off your phone!

- By downloading the My Family Lounge App, you'll conveniently be able to book casual days for your child at our service straight from your phone.

How do I log in?

Please visit our website www.kidzoneromsey.com.au and go to the enrolment tab and click on Register to access the My Family Lounge portal.

Once you have an account with us, we will be sending you a welcome email with your My Family Lounge parent portal log in details, then you'll be able to log in and request bookings for your child.

Your My Family Lounge log in details will travel with you for life as you move childcare services that are subscribed to QK Enrol. You are able to log in anywhere, anytime as long as you have access to the internet. You will also be able to download the My Family Lounge App from the Apple App Store and the Google Play Store to start booking casual days for your child from your phone.

Please ensure you have completed and submitted your child's enrolment form online before proceeding to book in your child.

Once you have the App downloaded, you can start making casual bookings for your child at our service from your phone. Watch the How-to video at <http://www.myfamilylounge.com.au/My-Family-Lounge/how-to- videos> If you need any extra help.

Kidzone endeavours to reduce our environmental footprint where we can and as such all accounts will be emailed. All other notifications will also be sent via email and/or text in order to streamline and consolidate all of our communications.

Enrolment Forms:

There are others forms on our enrolment page that you may require in order to fully enrol your child, these include:

- Asthma Plan (this needs to be filled out and signed by your Doctor annually).
- Allergy or Anaphylaxis Plans (these need to be filled out and signed by your Doctor annually).
- Asthma, Allergy, Anaphylaxis and Medical Conditions Risk Minimisation Plans. These must be completed if your child has any medical conditions that we need to be aware of and cater for. This plan will help us keep your child safe and comfortable while they are here.
- Head lice check permission.
- Child profile (this just introduces your child to us so we can cater for their unique personalities where possible).

Asthma and Medical Conditions Forms: *If your child suffers from asthma, then the Asthma form, Action plan and Pharmacy labelled medication must be provided, co-signed by your medical practitioner, before your child can attend the service.* If your child has been diagnosed with any other medical condition such as anaphylaxis, diabetes or the like, please contact us so we can supply you with the relevant medical forms, risk minimisation plans and action plans.

Immunisation Information: In order to comply with federal regulations, we must have a copy of your child's immunisation record in our files. If you are unsure if you have already supplied us with this information, please don't hesitate to ask and we will double check for you.

Fees: There will be an increase in **Fees** from the 1st of January 2022. A fee schedule is available on our enrolment page on the website.

Child Profiles: These profiles must be filled out each year, for each child. Our program aims to provide an educational and fun-filled environment that caters to the individual needs of your child, therefore the more we know about your child the better off they will be. **Please Note:** You know your child better than anyone and your unique insights help us to nurture and value your child in the way they deserve.

Family Dinners: *We are hoping that these will still be able to go ahead in 2022 but will keep you posted!!* Once each term we offer a Free Family Dinner night. We know how busy working parents are and that arriving home each evening to then prepare tea etc. is very tiring. So, every term we provide these family dinners, to bless you. Your whole family can come along and enjoy a meal with us. These start at 5pm and go to 6.30pm, so whatever time suits you to arrive is fine by us. This is a great time for you to relax and socialise while enjoying your meal. The Kidzone Team looks forward to working with you next year and can't wait to catch up for dinner!!

We hope that this letter provides you with all the relevant information that you require to feel confident in our ability to provide a safe and nurturing environment for your child. Should you require any further information please do not hesitate to contact us on **0481 212 047**. Alternatively, if you have any Administration/Account enquiries please don't hesitate to contact Claire Kenney on 0422 860 486 (Monday and Friday).

We look forward to the year ahead and will endeavour to meet any challenges with professionalism and compassion.

Kind Regards,

Christine

Christine Leighton
Nominated Supervisor