



Saints Academy

GUIDE FOR PARENTS



Saints Academy
FOR THE WHOLE OF LIFE



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1 Let's Get Started!

1.1 What is My Family Lounge?

The 'My Family Lounge' is the Saints Academy parent portal providing easy access for parents to:

- ✓ Create and manage their waitlist requests
- ✓ Submit their enrolment forms
- ✓ Make changes to the days your child is enrolled at our Service
- ✓ Mark your child as absent via the My Family Lounge mobile app
- ✓ Make casual bookings for After School Program
- ✓ Make bookings for Vacation Programs

If you do not have a child who is currently enrolled at our Service and wish to register your interest, please go to **Section 2** to start the Waitlist process.

If you are only enrolling in the service for the Vacation Programs or for casual bookings only you must complete Steps 1, 2 & 3. The go to Section 4.6

If you have a child who is currently enrolled at our Service go to **Section 4** for instructions on how to access your My Family Lounge account.



2 How to Submit a Waitlist Request



This step-by-step guide will assist parents wishing to register their child for the waiting list at Saints Academy Services. If you already have a child enrolled at one of our Services and would like to submit a waitlist request for another child, please go to Section 2.3.

If you are only enrolling in the service for the Vacation Program or for casual bookings only do not complete a "Booking Request". Casual Bookings are made using the Casual Booking Calendar (Vacation Program Bookings are Casual Bookings"). You must follow steps 1 – 3 below (2.1 -2.2 & 2.3), then you need to complete the Enrolment form – go to 3.3. You cannot make a casual booking until you have completed the enrolment form in full. Once you have done this, you can make a booking using the Casual Booking Calendar. Go to the Saints Academy Website for further instructions [HERE](#)

2.1 Step 1 – Register for My Family Lounge

1. To register your interest and to make a permanent booking request go to our website and click on the “Register” link. You can go to the Saints Academy Website [HERE](#)
2. Press the **Register** button
3. Enter your Given name & Surname. Enter and confirm your email address.
4. Press Register

Register

Given Name*

Surname*

Email*

Confirm Email*

5. You will receive a Complete Registration email. Click on the blue **Complete Registration** button



Complete Registration

Hi Josie,

You have been registered to use the My Family Lounge service.

My Family Lounge is Australia's leading service subscribed to by child care services around Australia used to provide online child portfolios and enrolment management in a secure environment.

To complete the registration process, click on the button below to set a password and to start using My Family Lounge:

6. To complete the registration process, create and confirm a password

7. Accept the Terms and Conditions and press **Complete Registration**

Complete Registration

Password*

At least eight characters long, including an appropriate mix of upper- and lower-case letters, numbers and symbols.

Confirm Password*

Terms and Conditions

I understand that my use of this service is governed by the Terms and Conditions.

Complete Registration

8. You have now completed your registration. Click on the **Click Here** option to log into your newly created account using your email address and password.

Your registration has been completed.

Please click [here](#) to sign in.

If your service is taking advantage of the My Family Lounge App, visit either the Google Play Store (Android devices) or the Apple App Store (Apple devices) and search for My Family Lounge and download.

2.2 Step 2 – Enter Your Details

1. Complete your details by entering your relationship to the child, at least one phone number and the address details.
2. Tick **Yes** to create a user account.
3. Press Save & Next.

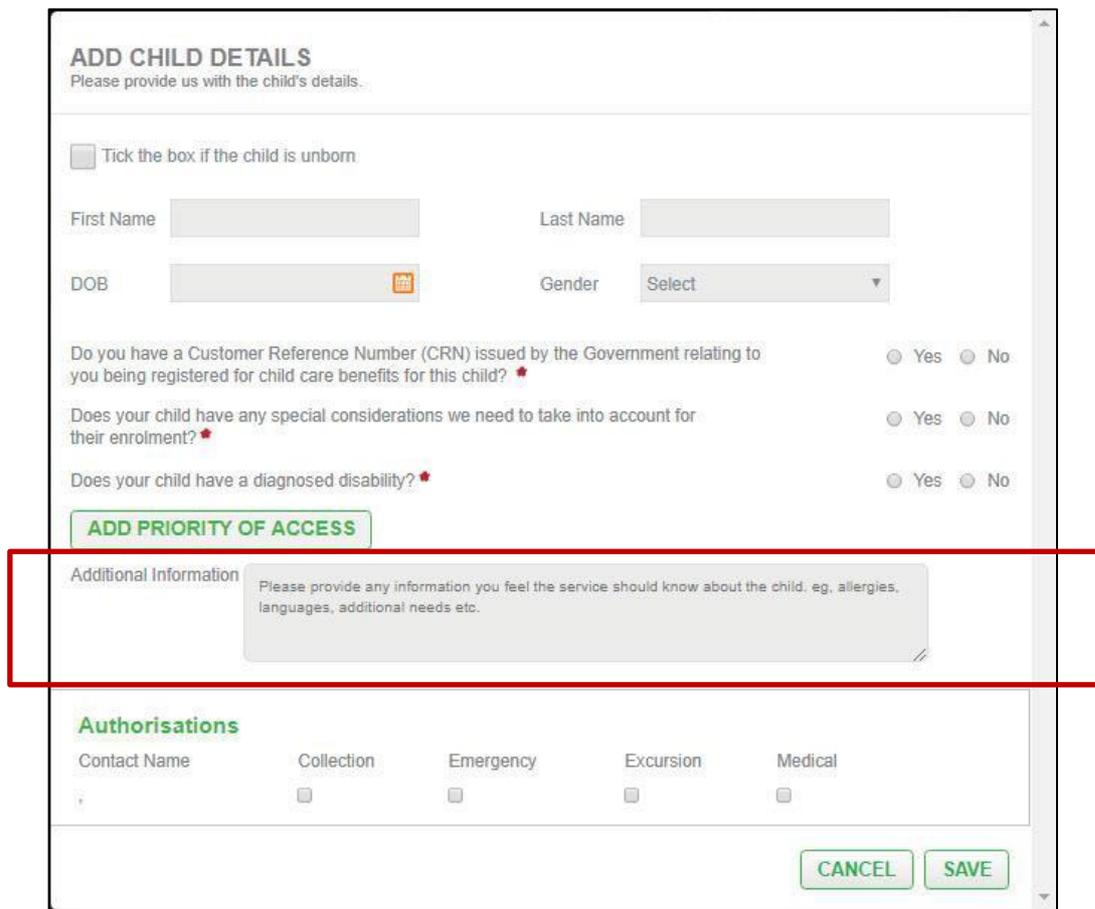


Step 2. EDIT CONTACT

Special Contact	Primary Contact	Relation	Mother
First Name	Josie	Last Name	White
Email	josie.white@mailinator.com		
Confirm Email	josie.white@mailinator.com		
You must provide at least 1 contact phone number			
Mobile No.	0404123456	Home No.	
Work No.		Building	
Street Address	1 Camellia Cres	Suburb	Brisbane
State	QLD	Postcode	4500
CRN		DOB	
Would you like a user set up for this contact?		<input checked="" type="radio"/> Yes	<input type="radio"/> No

2.3 Step 3 – Add Your Child’s Details

1. Enter your child’s details.
2. If you wish to advise the centre of something not included in this form, enter this in the Additional Information box highlighted below.
3. Press **Save**.



ADD CHILD DETAILS
Please provide us with the child's details.

Tick the box if the child is unborn

First Name Last Name

DOB Gender

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.

Authorisations

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

CANCEL **SAVE**

2.4 Step 4 – Create the Booking Request

1. You are now viewing your My Family Lounge account
2. To add your child to the waiting list, go to **Booking Requests** and press the **New Request** button



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

No records found

[New Request](#)

3. Select the centre type and centre name/s
4. Enter your preferred start date and number of days you wish your child to attend
5. Tick your preferred days
6. Tick any days that do not suit you (this is not mandatory)
7. Enter any comments if required and press **Save**

ADD WAITLIST DETAILS
Select which child/children you are requesting days for *

Jason

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

<input checked="" type="checkbox"/> Long Day Care/ Kindergarten/ Preschool	<input type="checkbox"/> Before School Care <input type="checkbox"/> After School Care	<input type="checkbox"/> Vacation Care	<input type="checkbox"/> Occasional Care	<input type="checkbox"/> Registered Care.
----------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------	----------------------------------------	------------------------------------------	-------------------------------------------

Step 2. Please select centres from the dropdown that match your service type selection: *

Amelia's Bug-A-Lugs Centre ▾

Selected Service(s): Amelia's Bug-A-Lugs Centre

Step 3. Please specify days for your child:

Preferred start date: 18-01-2016 No. of Days: 2 Will you accept less days? Y N

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

Step 4. Please enter any comments on flexibility:

APPLICATION DATE 21-09-2015

[SAVE](#) [CANCEL](#)

8. Once you submit it, the Saints Academy Director of the location you have chosen will receive your Waitlist Request, process it and send you an Offer of placement if they have availability. Refer to the next section on how to respond to an Offer.

3 How to Accept an Offer and Submit the Enrolment Form

This section is designed to assist parents who have accepted an offer for placement at Saints Academy.

3.1 How to View an Offer

1. You will receive an email when the Centre is offering you a place.
2. Log onto your My Family Lounge account.
3. Press **View Offer**.

OFFER													
Legend													
<input checked="" type="checkbox"/> Offered <input checked="" type="checkbox"/> Not Offered <input type="checkbox"/> Change to Existing Booking													
CHILD NAME	START DATE REQD START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY ACCEPTED DATE
Martia Dollar	28-09-15 S:28-09-15	Open	LDC/KIN/PRE	Vicki's Wonder Emporium	3	<input checked="" type="checkbox"/>	25-09-15						

4. The Offer will then be displayed. You have the option to accept, decline or decline and change the details of your booking request.

BEK'S INDOOR PLAY CENTRE.

Letter of Offer
Date Submitted: 31-05-18

We are offering your child a place at the following centre:

Child Name: Bjørn Erikson
 Provider: Bek's Indoor Play Centre.
 Centre: Bek's Indoor Play Centre.
 Care Type: LDC/KIN/PRE
 Start Date: 14/03/2018
 Days Offered: Mon, Tue, Wed, Thu, Fr
 Fees: \$85.00
 Normal Session: 7am-6pm
 Additional Comments:
 Expiry Date: 31/05/2018



Accept/Decline Offer
Please accept, decline or change the offer



Enrolment Form
Bjørn is not enrolled at this service yet.



Confirm
Please note you need to confirm to secure the placement.

Accept

Decline

Decline & Change

3.2 How to Accept an Offer

1. If you would like to accept this offer press the **Accept** button in the Offer screen.

BEK'S INDOOR PLAY CENTRE.

Letter of Offer
Date Submitted: 31-05-18

We are offering your child a place at the following centre:

Child Name: Bjørn Erikson
 Provider: Bek's Indoor Play Centre.
 Centre: Bek's Indoor Play Centre.
 Care Type: LDC/KIN/PRE
 Start Date: 14/03/2018
 Days Offered: Mon, Tue, Wed, Thu, Fr
 Fees: \$85.00
 Normal Session: 7am-6pm
 Additional Comments: 31/05/2018
 Expiry Date: 31/05/2018


Accept/Decline Offer
Please accept, decline or change the offer


Enrolment Form
Bjørn is not enrolled at this service yet.


Confirm
Please note you need to confirm to secure the placement.

Accept
Decline
Decline & Change

2. A pop-up will be displayed if you have never enrolled your child at this Centre.
3. You will be prompted to complete an enrolment form for your child. Go to the next section for instructions on how to complete and submit an enrolment form. Your enrolment will not be accepted until you have completed the enrolment form in full.

CHILD +

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Dylan Brennan	Active	09-01-15	-	8M	Edit	✗	Finish Enrolment

CASUAL BOOKINGS +

Non repeating, instant booking is available for the enrolled children

No records found

OFFER

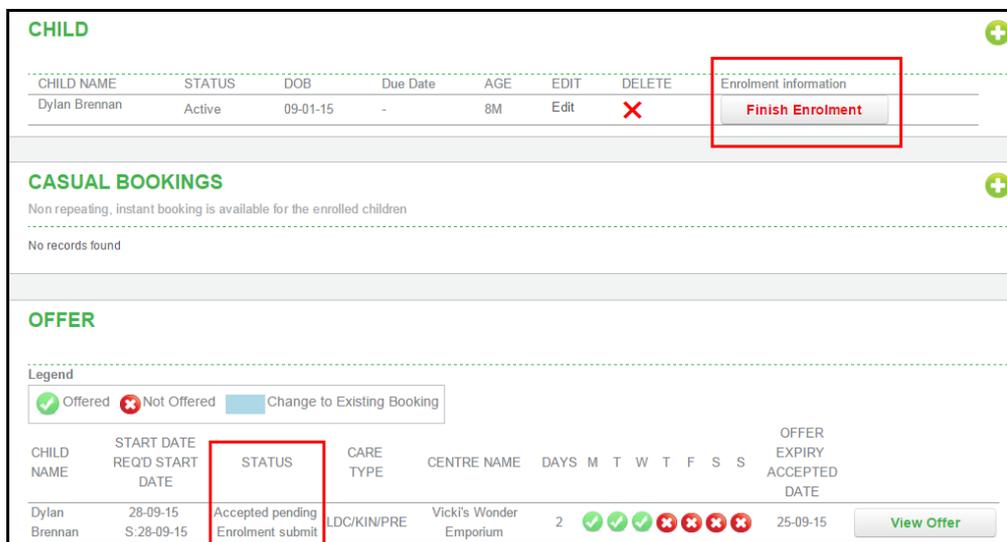
Legend
✔ Offered ✗ Not Offered Change to Existing Booking

CHILD NAME	START DATE REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY DATE	ACCEPTED DATE	View Offer
Dylan Brennan	28-09-15 S: 28-09-15	Accepted pending Enrolment submit	LDC/KIN/PRE	Vick's Wonder Emporium	2	✔	✔	✔	✗	✗	✗	✗	25-09-15		View Offer

3.3 How to Complete the Enrolment Form

- You will be required to upload your child/ren’s birth certificate and Medicare Immunisation Summary during completion of the enrolment form so please ensure that you have these available to upload before you start.
- If your child has a Medical or Health Condition you will be required to upload any relevant Health Care Plans or documentation from your Specialist so have these available to upload before you start.

1. Once you have accepted the Offer, you need to click on the **Finish Enrolment** button on the Dashboard.



The screenshot shows a dashboard with three main sections: CHILD, CASUAL BOOKINGS, and OFFER.

CHILD section:

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
Dylan Brennan	Active	09-01-15	-	8M	Edit	X	Finish Enrolment

CASUAL BOOKINGS section:

Non repeating, instant booking is available for the enrolled children
No records found

OFFER section:

Legend: Offered Not Offered Change to Existing Booking

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	View Offer
Dylan Brennan	28-09-15	S:28-09-15	Accepted pending Enrolment submit	LDC/KIN/PRE	Vicki's Wonder Emporium	2	✓	✓	✓	✗	✗	✗	✗	25-09-15	View Offer

2. The Enrolment form will be displayed ready to be completed by you.

- If you are making casual bookings only for either the Vacation Program or for the After School Program you will not have an offer. Bookings for these programs are made using the Casual Booking Calendar. You cannot access this until you have completed the enrolment form. To make a casual booking only, select **Casual Bookings**;



- Complete all the fields.

Remember:

- Give yourself authorisation to collect your child and to be contacted in an emergency by clicking on the Collection and Emergency check boxes next to the Authorisation field.
 - The Emergency Contact/s need to be someone other than the Primary or Secondary Contact.
- Once you have completed the above press **Save** then **Submit**. An email notification will be sent to you to confirm the enrolment form has been completed and submitted.
 - If your child has Medical or Health condition you will be contacted by the Service after submitting your enrolment form. You may be required to complete additional forms – please refer to Saints Academy Policy “Managing Medical Conditions”.

4 Existing Families

4.1 Accessing My Family Lounge for the First Time

If your service has advised that you have been given access to My Family Lounge, you would have received a welcome email from your child's service to register your My Family Lounge account. If you've not received this email, please contact your Saints Academy Service. The email that you receive from our Service will look like this:

Hi Sally,

You have been registered by Saints Academy to use the My Family Lounge service.

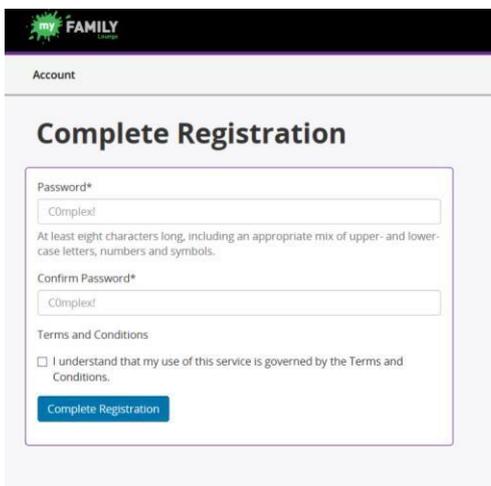
My Family Lounge is Australia's leading service subscribed to by childcare services around Australia used to provide online child portfolios and enrolment management in a secure environment.

[Complete Registration](#)

To complete the registration process, click on the button below to set a password and to start using My Family Lounge:

Once you have received the email, please follow these instructions to access your My Family Lounge account:

1. Click the **Complete Registration** button on the email.
2. A web page will be displayed that will prompt you for the password that you would like to use:



3. Enter the password and confirm your password by entering it again. Then tick the checkbox to indicate that you have understood the Terms and Conditions.
4. Click **Complete Registration**. You will then be logged into your My Family Lounge Account.

4.2 How to Log into your Account

1. Browse to Saints Academy website.
2. Locate the My Family Lounge login area which you can see displayed below. This can be found [HERE](#)

The image shows a screenshot of the 'my FAMILY Lounge' website. At the top, there is a green splat logo with the text 'my FAMILY Lounge'. Below the logo, the text 'Parent Sign-In' is displayed. There are two input fields: 'Email' and 'Password'. At the bottom, there are two buttons: 'Sign-In' and 'Register'. The 'Sign-In' button is highlighted with a red rectangular border.

3. Enter your username and password.
4. Press the **Sign-In** button.

4.3 How to Mark Your Child as Absent

1. Follow the instructions in Section 6 to install the My Family Lounge App onto your mobile.. You can only mark your child absent when logging in to the My Family Lounge App (not available on the Desktop)
2. Log into the My Family Lounge App using your normal username and password.
3. Select the child that you want to mark as absent.
4. Select the day.
5. Click **Mark as Absent**. Your child will now be marked as absent.

4.4 How to Change Your Child’s Permanent Booking

Follow these steps if you wish to change the days your child will attend Saints Academy:

Please refer to the Saints Academy Fee policy for notice periods for changes to permanent bookings. You can find this on our website [HERE](#)

1. Log into the My Family Lounge web portal.
2. Go to the Current Bookings section and click on the **Edit** button.
3. If it is the end of the year & you are applying for your next year booking requests you must make a “New Booking Request” (if you try to edit your existing booking you will get an error). The options will be the same as “Request Change to Booking”.

CURRENT BOOKINGS							
Current permanent weekly/fortnightly bookings are displayed here. To request a change in booking press the edit option.							
SERVICE	ROOM	CARE TYPE	STATUS	CHILD	START DATE	END DATE	EDIT
Wesley OOSH - Epping West Test	BSC 1-2	BSC	Placed	PacificOceanInIndia AfricaAustraliaAmerica	29/10/2019		Edit

OR

BOOKING REQUESTS	New Request
Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.	
No records found	

4. In the **Request Change to Existing Booking or the New Request** screen that appears, you can:
 - a. Add a preferred start date for your new booking.
 - b. Adjust the number of days per week you require.
 - c. Indicate if you would accept fewer days if some days are fully booked.
 - d. Select the new days you require.

REQUEST CHANGE TO EXISTING BOOKING
(This is a request only and is pending availability. Your service will contact you to confirm change)
Child Name: PacificOceanInIndia AfricaAustraliaAmerica Care Type: BSC

Currently selected Service(s): Wesley OOSH - Epping West Test

Preferred start date: 08-11-2019 No. of Days: 3

Will you accept less days? Y N

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Previous Booking Days	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Days	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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"/>

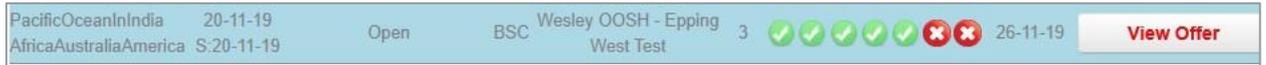
Flexibility Comments:

APPLICATION DATE: 08-11-2019 [REQUEST](#) [CANCEL](#)

5. Click the **Request** button to submit the changes.



- Saints Academy will process your request.
- You will receive an email saying that an Offer for the new booking is now available for you.
- Log into the My Family Lounge web portal.
- Go to the **Offer** section.
- Click on **View Offer**.



- The Offer screen will appear.
- Click on the Accept button.

WESLEY OOSH - EPPING WEST TEST

Letter of Offer
Date Submitted: 08-11-19

We are offering your child a place at the following centre:

Child Name PacificOceanInIndia AfricaAustraliaAmerica
Provider
Centre Wesley OOSH - Epping West Test
Care Type BSC
Start Date 20/11/2019
Days Offered Mon,Tue,Wed,Thu,Fr
Previous Booking Days Mon,Tue,Wed
Fees
Normal Session
Additional
Comments
Expiry Date 26/11/2019

Accept/Decline Offer
Please accept, decline or change the offer

Enrolment Form Submitted
PacificOceanInIndia is enrolled at this service

Confirm
Please note you need to confirm to secure the placement

By accepting the offer, you are also accepting the [Terms and Conditions](#) specified by the service

- Then click on the **Confirm Booking** button to finalise the changes to your child's permanent booking.

WESLEY OOSH - EPPING WEST TEST

Letter of Offer
Date Submitted: 08-11-19

We are offering your child a place at the following centre:

Child Name	PacificOceanInIndia AfricaAustraliaAmerica
Provider	
Centre	Wesley OOSH - Epping West Test
Care Type	BSC
Start Date	20/11/2019
Days Offered	Mon,Tue,Wed,Thu,Fr
Previous Booking	Mon,Tue,Wed
Days	
Fees	
Normal Session	
Additional	
Comments	
Expiry Date	26/11/2019



Offer Accepted



Enrolment Form Submitted



Confirm

Please confirm to finalise the booking

4.5 How to Cancel Your Child's Permanent Booking

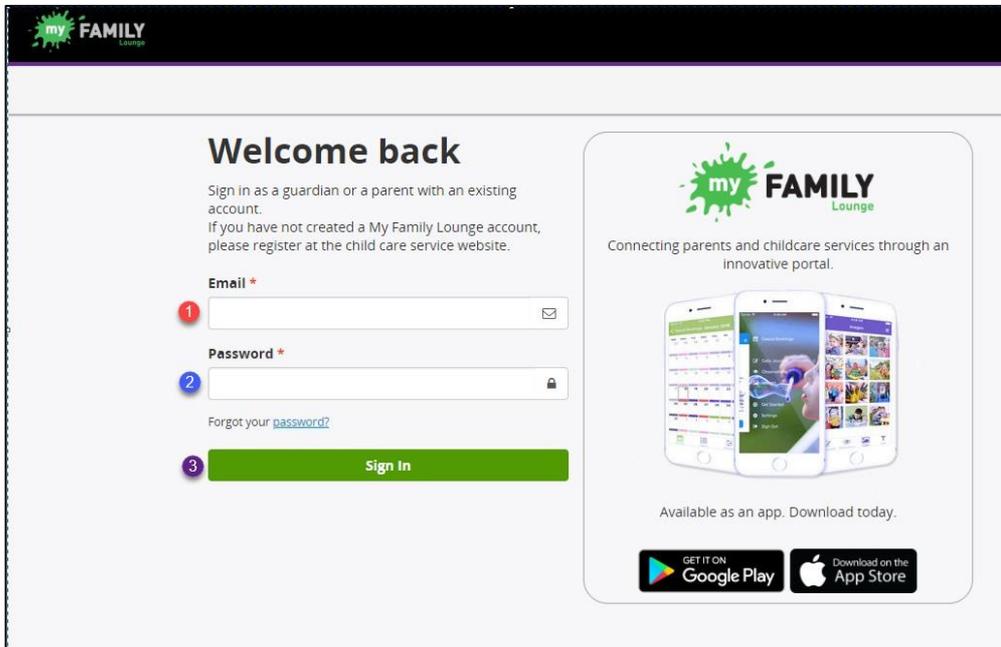
Please contact your Saints Academy Service via email if you wish to cancel your child's permanent booking. You cannot cancel a permanent booking using My Family Lounge. Please refer to the Service Fee policy for notice periods when cancelling your child's booking.

4.6 Vacation Program and After School Program - How to Make a Casual Booking

Go to the instructions on our website for casual bookings [HERE](#)

4.7 What to do if You have Forgotten your Password

1. Go to the My Family Lounge login page.
2. Enter your Email address (username).
3. Enter a password.
4. Click Sign-In.



5. You will be prompted to enter your Password again.
6. **Select Forgotten Password?**



7. Enter your email address.
8. Press Recover Account.

Forgotten Password

You can use this page to send an account recovery email to the email address associated with your account. Follow the instructions in the email to recover your account.

Email*

[Recover Account](#) [Cancel](#)

9. You will receive an email prompting you to Reset Password.
10. Press **Reset Password** and follow the prompts to reset your password.



Forgotten Password

Hi Sarah,

Please click on the button below to reset the password for your account.

[Reset Password](#)

Should you experience issues with the button above, try copying and pasting this address into your web browser's address bar:

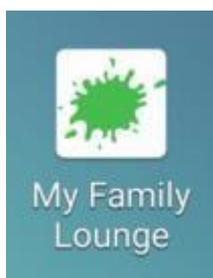
5 How to Download the My Family Lounge Mobile App

Use  or  to find 	Download the free My Family Lounge app onto your mobile device
	Log onto your My Family Lounge Account Select the Centre, Child and Room mark your child as absent

1. Prior to using the My Family Lounge Mobile App you will need to complete the registration process for your My Family Lounge account.
 - a. Go to **Section 4.1** to complete your registration process if you have a child attending Saints Academy already.
 - b. Go to **Section 2.2** if you do not have a child who is attending Saints Academy.
2. The free App is available for both Android and Apple devices. Simply go to the Google Play or App store.



3. Search for 'My Family Lounge'.





4. Install the My Family Lounge app
5. Once the My Family Lounge App is installed on your mobile device, you can proceed to use the My Family Lounge App.



6 FAQs

6.1 I am getting a black screen when I press a button on My Family Lounge

Log out of My Family Lounge and log back in. You should now be able to proceed as normal.

6.2 I can't remember my password

Go to Section 4.5 of this user guide and follow the instructions to reset your password.

6.3 I need help using My Family Lounge

If you have read through this user guide and would like help in using My Family Lounge, please email your Service admin and they will help you;

For Newcastle email saintsacademy.newcastle@spcc.nsw.edu.au

For Gosford email saintsacadmey.gosford@spcc.nsw.edu.au

For Port Stephens email saintsacademy.ps@scc.nsw.edu.au

For Cessnock email saintsacademy.cessnock@spcc.nsw.edu.au

6.4 Who can I put down as an Emergency Contact?

We highly recommend that you list down at least two Emergency Contacts. They need to be someone other than the Primary or Secondary Contacts.