



**Capital
Region
Community
Services**

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 on the Capital Region Community Service Website

If you have never used a CRCS service, you will need to register through the Capital Region Community Services website for a My Family Lounge account. If you have previously used My Family Lounge at CRCS or another childcare service you can use your existing log in details to log into your account through our website: <https://www.crcs.com.au/programs-and-services/childcare>

IMPORTANT: You will not be able to select and Education and Care Service operated by CRCS if you do not log on to the portal that is located on the CRCS Website.

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

HOW TO REGISTER

my FAMILY Lounge

Parent Sign-In

Email

Password

FOR MORE INFORMATION
Phone: 02 6264 0200
Email: csat@crcs.com.au

Once your account has been registered and activated, you will receive an email with a link to complete registration for your account. Once you have completed registration you will be able to log in and enrol for care.

Please note that the Complete Registration link will only remain active for 7 days.

There are three stages for new families to enrol into a CRCS education and care service, they can be summarised below:

Stage 1	Stage 2	Stage 3
Register on CRCS website	Accept Placement Offer	Select CONFIRM to finalise
Edit Contact Details	Complete Enrolment Form	Approve booking on myGov
Add Child Details	Upload all required documents	
Add Booking Request	Submit Enrolment Form	

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

Contacts: The Primary parent/guardian is the person linked for any eligible Child Care Subsidy entitlements. The Secondary parent/guardian is another person who will also 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. The primary contact is required for the waitlist application. Once complete press **Save & Next**.

EDIT CONTACT

Special Contact	<input type="text" value="Primary Contact"/>	Relation *	<input type="text" value="Father"/>
First Name	<input type="text"/>	Last Name *	<input type="text"/>
Email *	<input type="text" value="qk@mailinator.com"/>		
Confirm Email *	<input type="text" value="qk@mailinator.com"/>		
You must provide at least 1 contact phone number *			
Mobile No.	<input type="text"/>	Home No.	<input type="text"/>
Work No.	<input type="text"/>	Building	<input type="text"/>
Street Address *	<input type="text"/>	Suburb *	<input type="text"/>
State *	<input type="text"/>	Postcode *	<input type="text"/>
Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits? *			<input type="radio"/> Yes <input checked="" type="radio"/> No
I acknowledge that I have no CRN to provide in this form and as a result will not have CCB and other Government payments made to my account to reduce my out of pocket expenses.			
Would you like a user set up for this contact?			<input checked="" type="radio"/> Yes <input type="radio"/> No

CANCEL

SAVE

3. Add Child Details

This is where the guardian advises the service of the child's details. An **unborn** child may be added to the waitlist otherwise complete all fields, including the authorisations this Primary Contact has with this child

ADD CHILD DETAILS

Please provide us with the child's details.

Tick the box if the child is unborn

First Name	<input type="text"/>	Last Name	<input type="text"/>
DOB	<input type="text"/>	Gender	<input type="text" value="Select"/>

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits for this child? *

Does your child have any special considerations we need to take into account for their enrolment? *

Does your child have a diagnosed disability? *

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
Okeefe, Joshua	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
okeefe, lisa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
test, test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CANCEL

SAVE

4. Add Waitlist Details / Booking Request

Here the guardian can enter the details of the waitlist request including

- The preferred start date of the booking
- The type of care (please ensure you select the correct type of care to be linked to the correct service)
- The waitlist can be created for multiple centres on the same database
- Whether less days will be accepted
- Any additional information the parent would like to provide about this waitlist application
- HINT: to find the service you wish to enrol in Step 2 below: type the location / suburb of the service and select **Search**.

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 * 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 19-04-2017

SAVE

CANCEL

Once completed press **Save & Finish**. The service will be alerted of this new waitlist application via email and can either make contact via phone or create an offer once an available position is vacant.

5. CRCS will send you an offer for care if placement is available.

a) You will receive a notification via email that you have been sent an offer for care. Log on to your My Family Lounge Account through the Capital Region Community Service Website and Select **VIEW OFFER**.

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	View Offer

b) Select **ACCEPT** offer. Once you have accepted the offer, you will be prompted to complete an enrolment form for your child.

Please note, at this time a bond will be payable to secure your place in CRCS early education and care 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. Completing the Enrolment Form

An enrolment form must be completed for all children you would like 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

The Primary parent/guardian is the person linked for any eligible Child Care Subsidy entitlements. The Secondary parent/guardian is another person who will also 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.

Your Enrolment Form Must Contain:

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

You can add as many additional contacts as you like.

Medical action plans, letters of diagnosis and court orders can be uploaded to the enrolment form, or provided via email to csat@crs.com.au

7. Submit the Enrolment Form

Ensure all fields are completed, then press Submit. If the enrolment form does not submit 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 select the **Submit** button.

***Hint** – Do not leave spaces in phone numbers and ensure you have answered not applicable (N/A) to questions where free text boxes are located.*

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

8. Final Step – Receiving Your Placement Confirmation Email and confirming your Enrolment on myGov

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

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

Direct extensions: 02 6264 0276 or 02 6464 0268.

Please leave a voice message with your contact name and number if your call is unanswered so that we know to return your call.

The admin office is open Monday – Friday: 9am – 4pm.

Kind regards

The Children's Services Admin Team