

# Capital Region Community Services

26 Chandler Street  
Belconnen ACT 2617

PO Box 679  
Belconnen ACT 2616

P 02 62640200  
F 02 6253 2901  
E [csat@crs.com.au](mailto:csat@crs.com.au)

ABN 24 597 445 592  
ACN 639 117 061

Dear Families,

We would like to welcome you to Capital Region Community Services Limited (CRCS), formally Belconnen Community Service (BCS). In 2020 the decision was made to extend the services that CRCS offer throughout various areas of our community and surrounding districts such as the Snowy Monaro and Southern Tablelands, so it seemed only fitting to change our name to Capital Region Community Services Limited. CRCS has been operating since 1970 and delivering education and care services for over 43 years throughout the ACT and surrounding regions.

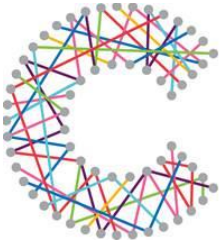
CRCS are delighted to have the opportunity to provide your family with future Outside School Hours Care (OSHC) services. To provide you reassurance and to ensure continuity of care for your children during this process, CRCS will do everything we can to make the transition to our service a seamless one for your child/ren and family. In the coming weeks, you will be able to commence the enrolment process with CRCS. To prepare you for that time, we have included some information in this email that will outline what the enrolment process looks like. It is important to note that until the appropriate service approvals have been received, you will not be able to commence the enrolment process with CRCS. We will communicate with you again when this occurs.

CRCS have an electronic enrolment and booking system that is located on our website. Once you have created an account with CRCS, you can manage your bookings and account needs online at any time of the day or night without needing to speak to a member of the admin team, this system is called My Family Lounge. We have attached a detailed Enrolment Guide that will assist your family in registering with our service. Of course, if you need / want to speak to CRCS' Children's Services Admin Team member please reach out, they are a very friendly and helpful crew.

For families that cannot access a computer, we will have paper enrolment forms that can be completed, scanned and returned via email to [csat@crs.com.au](mailto:csat@crs.com.au)

To set up an account with CRCS when the enrolment process has commenced, simply log on to a computer, head to our website, Capital Region Community Services: <https://www.crcs.com.au/programs-and-services/before-and-after-school-care/> and scroll down the page until you reach the My Family Lounge Portal which looks like this:

The image shows a screenshot of the 'my FAMILY Lounge' logo at the top, with 'my' in a green splat and 'FAMILY Lounge' in black. Below the logo is the heading 'Parent Sign-in'. There are two input fields: 'Email' and 'Password'. At the bottom, there are two buttons: 'Sign-in' and 'Register'.



For first time users to this system, click the button that says **Register** and follow the steps required. If you already have a My Family Lounge Account and have utilized this while accessing another education and care service; simply log on to your My Family Lounge account through the Capital Region Community Services Website, that way you will be able to select your OSHC service and complete the enrolment process with CRCS.

The enrolment process can be summarised in three simple stages as follows:

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

In the event your family only wish to utilise care on a casual basis, please complete the above steps, however there is no need to add a booking request, simply register your account and head straight to the enrolment form for completion.

Don't forget; providing quality education and care is of vital importance to CRCS so if your child has any Allergies, Intolerances, Diagnosis, important notations, Immunisation Records, Parenting Plans or Court Orders, CRCS need to know about it.

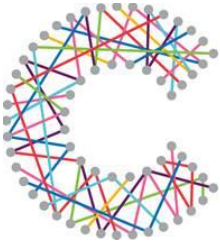
You will see various sections of the enrolment form to add this information including the ability to attach any Asthma and / or Anaphylaxis Action Plans, Court Orders, Letters of Diagnosis etc.

Once the booking and enrolment has been completed with CRCS, you will then be able to simplify the process and manage all your future booking needs by downloading the free My Family Lounge App on your mobile device.

Instructions guides to adding casual bookings and marking your child absent though the app will be emailed after the enrolment process has been completed.

#### **What can I do in My Family Lounge App?**

- Book in casual days for your child straight from your mobile device
- Access an online calendar where you can see live availability within our centre
- Manage bookings for one or more children from a single log in
- Record your child as 'absent' in advance for a permanent session
- Cancel a 'casual day' where the session is no longer required



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- Activate notification Alerts!

**For detailed instructions and quick video tutorials on how to use your My Family Lounge App, please click on this link; <https://qikkids.com.au/My-Family-Lounge/how-to-videos-bookings>**

## **We have anticipated some questions you may wish to seek clarity on:**

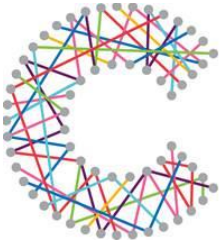
- CRCS have worked hard to be able to deliver a high quality and viable education and care service to the community and as such, CRCS have created flexible booking and fee structures to assist family and community needs.
- CRCS will offer casual booking sessions. They will be available at short notice and with the ability to cancel the booking with 24-hours' notice. If the 24-hour cancellation notice period is met, families will not be charged for the service. This option is very good for families who may only need the service on limited occasions or are called to work at short notice.
- Permanent bookings are charged at the standard sessional fee regardless of whether the child attends or is absent from the service. The purpose of a permanent booking is to ensure families have security and guarantee of their pre booked care.
- CRCS also offers fortnightly booking patterns and there is no minimum booking requirement. This booking option is great for families who have a shared care arrangement or fortnightly work rosters.
- Families may also choose to register for the School Holiday Program only, this is optional and you are not required to utilise Before or After School Care throughout the term to access this service. We encourage booking early to ensure your child/ren don't miss out on the exciting activities offered through the Holiday Program.
- The Operating Hours and Fee Schedule will be sent at a later time when all service approvals have been received

### **Child Care Subsidy (CCS)**

CRCS is an approved Child Care Provider and as such, are able to pass CCS discounts on to your family up front. CRCS will be making an application for the Child Care Subsidy for your service. Until such time as this has been approved, the full fee cost of care may apply to your account, however the CCS would be backdated on your account once approved.

If you are eligible for CCS, it will be applied to your fortnightly account before it is issued so you will only pay for the out of pocket expense (the gap fee). Don't forget that you need to keep Centrelink up to date throughout each financial to reduce the risk of underestimating your income and receiving a debt from Services Australia. Ensure family circumstances are updated regularly and continue to ensure you have estimated your income correctly and maintained changes to activity through your myGov account. In addition, please ensure your immunisations records are kept up to date.

Don't forget that to receive CCS on your account with CRCS, you must confirm your booking with the for OSHC on your myGov account. A link will be submitted to your myGov as soon as your booking is confirmed with CRCS.



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Should you wish to claim the Child Care Subsidy and you have not previously utilised child care, you will need to complete a Child Care Subsidy Assessment at Centrelink or online through your myGov account.

## Payment Information

Each fortnight you will receive a statement for child care usage via email. The dates of your statement are dependent on when CRCS have been authorised to commence operation of OSHC.

Statements will be issued on a fortnightly cycle throughout the year. Payment of your account would normally be deducted by direct debit on the Thursday after your statement is issued through your nominated bank account which will be advised through the online enrolment process.

You may also be aware that the government have announced the ability for service providers to waive the gap fee (out of pocket expense) for families that are isolating due to covid. CRCS have made the decision to honour this until 30<sup>th</sup> June 2023. Therefore if your family is impacted by Covid-19, simply email us the Covid Positive result confirmation and your gap fee will be waived for your absent days.

## Important Contact Information

Should you require any assistance or have any questions about your enrolment, bookings, My Family Lounge or your account, please contact Sarah, Cathy and Aileen in the **Admin Team on:** [csat@crs.com.au](mailto:csat@crs.com.au)

Our Direct Phone Extensions are:

- Sarah: 02 6264 0276
- Cathy / Aileen: 02 6264 0268

Importantly, the admin team office hours are 9am – 4pm. The team work remotely and from the office so please ensure you leave a voice message for our admin team in the event we cannot get to your call straight away and we will get back to you as soon as possible.

You may receive communication from several employees that work within the CRCS Education and Care:

- Sandra Sheehy-Cox - Executive Manager Education and Care – [sandra.sheehy-cox@crs.com.au](mailto:sandra.sheehy-cox@crs.com.au)
- Emma-Jayne Peard – Manager Education and Care Programs - [Emma-Jayne.Peard@crs.com.au](mailto:Emma-Jayne.Peard@crs.com.au)
- The Childrens Services Admin Team who assist with enrolment, billing, child care subsidy and account enquiries. (Sarah, Cathy and Aileen)

CRCS will keep you updated on the upcoming enrolment process, fees and operating hours. We look forward to getting to know you and your children.

Kind regards,

The Education and Care Team