

Dear Kurwongbah Parents and Caregivers,

We understand that recently some members of the Kurwongbah community have been having some difficulty with the YMCA OSHC enrolment process.

This is obviously not how we would usually go about enrolment however given the state of the Free Childcare package unfortunately this process is required.

It is important that the directions are followed. You must access the My Family Lounge via our website, not your own 'My Family Lounge'. You are also required to select the YMCA from the provider drop down box. Completing the 'Enquiry' form on our website is just that, it is an enquiry. Please follow the steps below to begin your enrolment process.

If you have an existing 'My Family Lounge' account, please sign-in with the same username and password that you would normally use.

Temporary booking process whilst free childcare scheme is available

Due to the free childcare scheme currently on offer, and how our business has needed to adapt, a permanent booking must be registered through QikKids before an enrolment form can be completed.

Please visit <https://www.ymcachildcare.com.au/outside-school-hours-care/kurwongbah> and 'click' on the 'my family lounge' icon at the bottom of the page. To change from your current service click on the drop down arrow and choose the YMCA Brisbane. Select the "Request Booking" section on your My Family Lounge dashboard and request your booking pattern. We will then be notified of your booking and we will be able to offer you your place. Once the booking process is complete, you will be able to submit your enrolment form to YMCA Kurwongbah OSHC.

If you are seeking an enrolment in our service as a casual booking, or a "just in case" enrolment, please complete a permanent booking pattern for just one day a week, and make a note in the Note section that you do wish it to be casual. Once the booking process is completed to allow you to submit your form, it will be amended in our system to a casual booking.

Once we are able to accept casual bookings and enrolments again, you will not be required to do this process.

If you require any clarification, or help with enrolments/bookings, please do not hesitate to contact us at akb@ymcabrisbane.org or phone our Head Office on 07 3354 0444.

We thank you for inviting us into your community and cannot wait to meet you and your children.

Kind regards,

The YMCA OSHC Management Team