



Narnia
Early Learning
FOR THE WHOLE OF LIFE

NARNIA EARLY LEARNING

Enrolment Guide for Parents

My Family Lounge



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1 Let's Get Started!

1.1 Narnia Enrolments and Administration Officer

Narnia enrolments and placements are managed centrally by the Narnia Enrolments and Administration Officer. You can contact them Monday – Friday during the Service opening periods between 9:00AM and 3:30PM. They are located at the Narnia Office at Warabrook.

Email narnia.admin@spcc.nsw.edu.au

Phone 0249606685 or 02 40628065. Please leave a message if the phone is not answered and the message will be emailed to the team.

Narnia follows the Priority of Access guidelines.

1.2 What is My Family Lounge?

'My Family Lounge' is the Narnia parent portal for enrolments and administration of your account. Using browser access parents can:

- ✓ Create and manage booking requests (Waitlist)
- ✓ Submit and update enrolment forms
- ✓ Make changes to the days your child is enrolled at our Service



For the smoothest experience when signing into your account, parents should use Google Chrome on a desktop or laptop, as mobile devices often fail to support all features.

Using the 'My Family Lounge App. (unfortunately not available on newer android phones at the moment), parents can:

- ✓ Mark your child as absent via the My Family Lounge mobile app
- ✓ Update direct debit details (if you already have an existing direct debit)

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 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 wait list at Narnia Early Learning 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](#).

Step 1 – Register for My Family Lounge

1. Select the “My Family Lounge” button on the Narnia Enrolment page
2. Select **Register**

Register

Given Name*
Josie

Surname*
White

Email*
josie.white@mailinator.com

Confirm Email*
josie.white@mailinator.com

Register Cancel

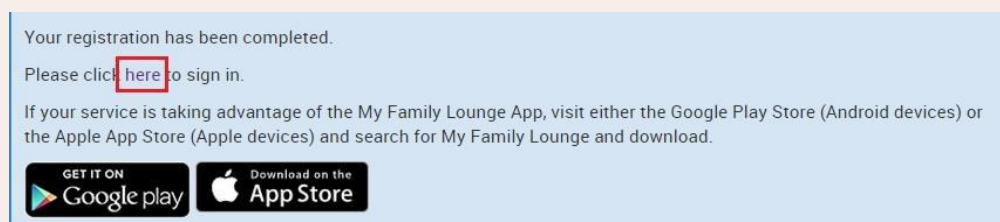
3. Enter your Given name & Surname. Enter and confirm your email address.
4. Press Register
5. You will receive a Complete Registration email. Click on the blue Complete Registration button



6. To complete the registration process, create and confirm a password
7. Accept the Terms and Conditions and press Complete Registration

The screenshot shows a web form titled 'Complete Registration'. It has two input fields: 'Password*' and 'Confirm Password*', both with masked text (dots). Below the password fields is a section for 'Terms and Conditions' with a checked checkbox and the text 'I understand that my use of this service is governed by the Terms and Conditions.' At the bottom is a purple button with the text '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.



2.2 Step 2 – Enter Your Details

9. Complete your details by entering your relationship to the child, at least one phone number and the address details.
10. Tick Yes to create a user account.
11. 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?		☒ Yes ☐ No	

ADD ANOTHER CONTACT

SAVE & NEXT

CANCEL

2.3 Step 2 – Add Your Child’s Details and Create the Booking Request

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

The screenshot shows a web form titled "ADD CHILD DETAILS" with the instruction "Please provide us with the child's details...". The form includes a checkbox for "Tick the box if the child is unborn", input fields for "First Name" and "Last Name", a date picker for "DOB", and a dropdown for "Gender". There are three questions with radio button answers: "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?", and "Does your child have a diagnosed disability?". A green button labeled "ADD PRIORITY OF ACCESS" is present. The "Additional Information" section, which includes a text area for providing extra details like allergies or needs, is highlighted with a red rectangle. Below this is an "Authorisations" section with a table for "Contact Name", "Collection", "Emergency", "Excursion", and "Medical", each with a checkbox. At the bottom right are "CANCEL" and "SAVE" buttons.

Contact Name	Collection	Emergency	Excursion	Medical
	☐	☐	☐	☐

You do not have to complete the enrolment form in order to create a booking request. Please complete the booking request first as below and then the Service will contact you with days that are available. Once you have received and accepted an offer, you then need to complete the enrolment form in full before you can submit your acceptance in full.

You are now viewing your My Family Lounge account

1. 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.

New Request

No records found

2. Select the Care type and Service name/s

The **Care Type** will be based on the age your child will be at the requested start date for your booking;

Lucys Room	0-2YO
Dancing Lawn	2-3YO
Little Woods	3-4YO
Prep	4-5YO

(Please note that each Narnia location is licenced for different age groups so not all care types are available at each location. You can find the details of the location you have made a request for on the [Narnia Website](#).)

- Enter your preferred start date and number of days you wish your child to attend
- Tick your preferred days
- Tick any days that do not suit you (this is not mandatory)
- Enter any comments if required and press **Save**
- You will be prompted to pay a \$100 Non-refundable enrolment fee. If you do not pay the fee at the time you make the waitlist request, you will be asked to pay it before an offer of placement can be made.

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

☒ Jason

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

☒ Long Day Care/ Kindergarten/ Preschool	☐ Before School Care ☐ After School Care	☐ Vacation Care	☐ Occasional Care	☐ 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 *	☒	☐	☐	☐	☒	☐	☐
Days that do not suit me	☐	☐	☐	☒	☐	☐	☐

Step 4. Please enter any comments on flexibility:

APPLICATION DATE 21-09-2015

SAVE **CANCEL**

8. The Narnia Enrolment and Administration Officer will receive your booking request. If there is availability, you will be sent an Offer of Placement to accept and confirm via My Family Lounge. You also have the option to decline the request, or to decline and change the days.
9. Families waiting to start will receive an email offer in July of the year before their planned start date (from do_no_not_reply@qikkids.com.au). You must have paid the enrolment fee to receive this offer.
10. 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 are accepting an offer for placement at Narnia.

3.1 How to View an Offer

1. You will receive an email when the Service is offering you a place. The email will be from do_no_not_reply@qikkids.com.au.
2. Log onto your My Family Lounge account (or click on the link in the email offer).
3. Select **View Offer**.

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 ACCEPTED DATE
Martia Dollar	28-09-15 S: 28-09-15	Open	LDC/KIN/PRE	Vicki's Wonder Emporium	3 ✓ ✗ ✓ ✓ ✗ ✗ ✗	25-09-15

[View Offer](#)

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 the offer select 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: 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

Progress: **Accept/Decline Offer** (Active) | Enrolment Form | Confirm

Please accept, decline or change the offer | Bjørn is not enrolled at this service yet. | 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 Narnia.
3. You will be prompted to complete the enrolment form for your child. Go to the next section for instructions on how to complete and submit an enrolment form. Your position will not be secured until you have completed the enrolment form in full and accepted and confirmed the offer.

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 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. Once you have submitted your enrolment form, you may be contacted by the Service Director for more information relating to any identified medical conditions in the enrolment form. Your child's enrolment at Narnia will not be complete until you have provided any additional documents requested by the Service.

- Once you have accepted the Offer, select on the **Finish Enrolment** button on the Dashboard.

The screenshot shows the 'CHILD' section of the dashboard. It contains a table with columns: CHILD NAME, STATUS, DOB, Due Date, AGE, EDIT, and DELETE. The first row shows 'Dylan Brennan' with status 'Active', DOB '09-01-15', and age '8M'. The 'DELETE' column has a red 'X' icon. To the right of the table is a button labeled 'Finish Enrolment' which is highlighted with a red rectangular box. Below this is the 'CASUAL BOOKINGS' section, which states 'Non repeating, instant booking is available for the enrolled children' and 'No records found'. Below that is the 'OFFER' section, which includes a legend for 'Offered' (green check), 'Not Offered' (red X), and 'Change to Existing Booking' (blue square). It also contains a table with columns: 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, and a 'View Offer' button. The first row in the offer table shows 'Dylan Brennan' with a status of 'Accepted pending Enrolment submit', which is also highlighted with a red rectangular box.

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

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

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

3. 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.
4. 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.
 5. If your child has a 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 the Narnia Policy “Managing Medical Conditions”.

4 Existing Families

4.1 Accessing My Family Lounge for the First Time

You will receive notification that you have been given access to My Family Lounge and a welcome email from Narnia to register your My Family Lounge account. If you’ve not received this email, please contact the Narnia Enrolment and Administration Officer. The email that you receive from our Service will look like this:

Hi Sally,

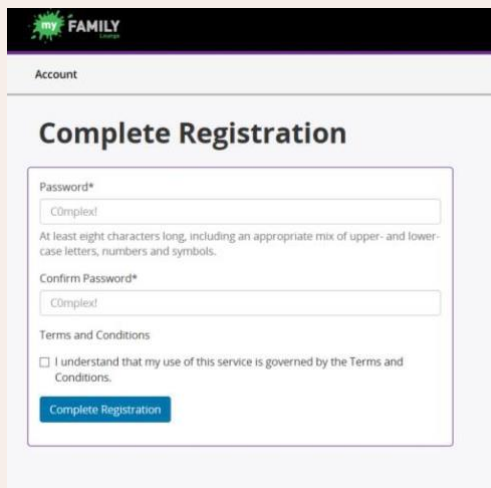
You have been registered by Narnia to use the My Family Lounge service.

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](#)

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:

The screenshot shows a web page for 'my FAMILY Lounge'. At the top, there's a dark header with the logo. Below it, a light blue bar contains the word 'Account'. The main content area is white and titled 'Complete Registration'. It features two password input fields, each with a placeholder text 'Complex!'. Between the fields, a note states: 'At least eight characters long, including an appropriate mix of upper- and lower-case letters, numbers and symbols.' Below the second field is a 'Terms and Conditions' section with a checkbox and the text 'I understand that my use of this service is governed by the Terms and Conditions.' At the bottom of the form is a blue button labeled 'Complete Registration'.

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 Sign into your Account

1. Browse to [Narnia Early Learning website](#) to the enrolment page or follow the link below to sign in to your account

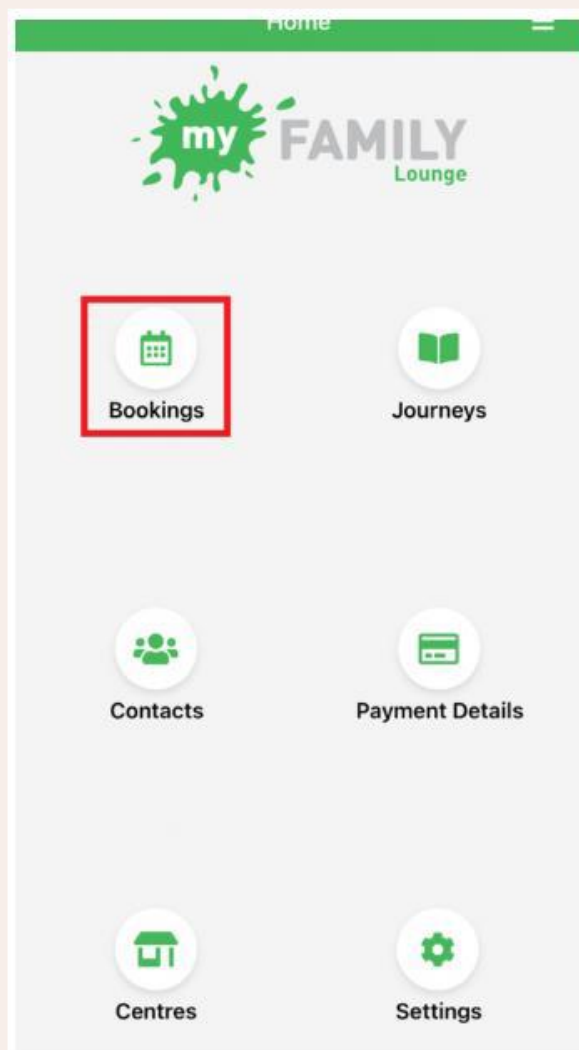
A screenshot of the "my FAMILY Lounge" Parent Sign-In form. The form has a green logo at the top left. Below the logo, the text "Parent Sign-In" is centered. There are two input fields: "Email" and "Password". At the bottom, there are two buttons: "Sign-In" and "Register". The "Sign-In" button is highlighted with a red rectangular border.

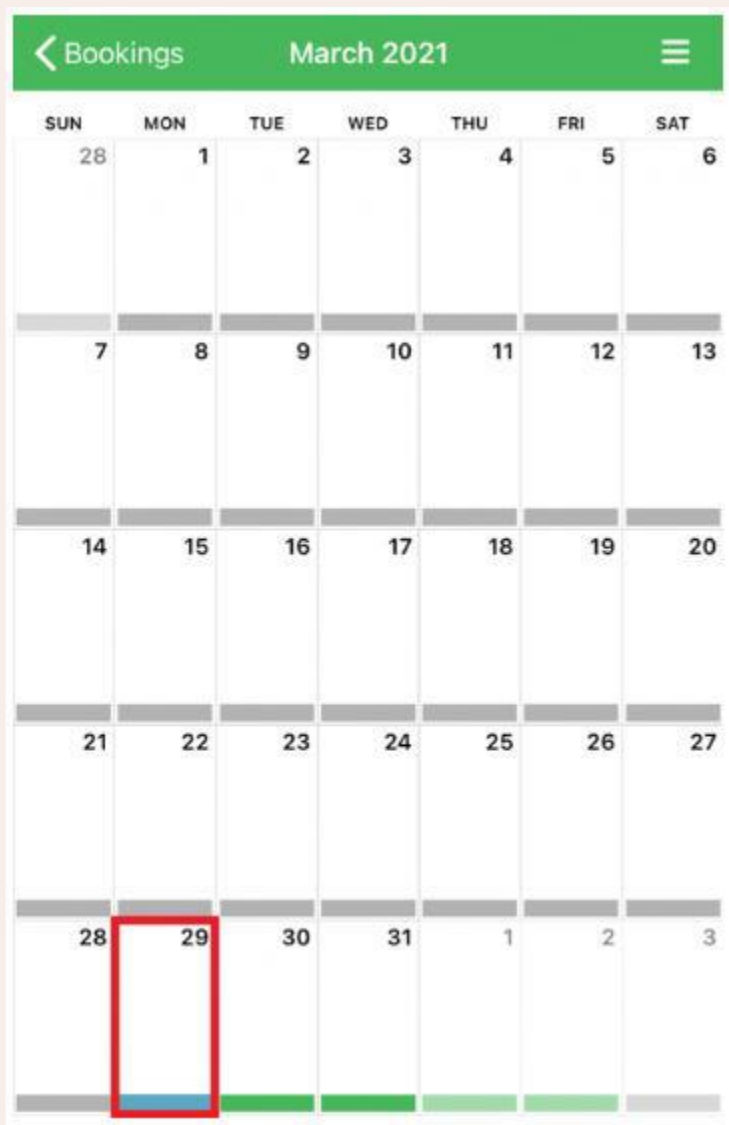
2. Enter your username and password. Your username will be the email that has been use for your enrolment documents. Your password was set by you when you first registered your My Family Lounge account.
3. If you have forgotten your password, select sign in once you have entered your email address and then use the "Forgot Password" option to reset it.
4. Press the **Sign-In** button.

4.3 How to Mark Your Child as Absent

1. Follow the instructions in [Section 5](#) 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/Browser access)
2. Log into the My Family Lounge App using your normal username and password.
3. Click on **Bookings**
4. Select the Main Service (this applies if your child attends more than 1 service)
5. Then 'Select Room' (this is the room your child is enrolled in e.g. Lucy's Room)

6. Click on your child's permanent booking day (permanent bookings are indicated in blue)





7. Check the details of the day and click "**Mark as Absent**". Your child will now be marked as absent.
8. A pop-up will display advising the day has been successfully marked as absent. Click OK
9. There is no confirmation, but the selected day will change from permanent booking (blue) to absent (orange) if you have done this correctly.

4.4 How to Change Your Child's Permanent Booking

Follow these steps if you wish to change the days your child's booking:

Please refer to the Narnia Early Learning Fee policy for notice periods for changes to permanent bookings. You can find this on our website [HERE](#). There is a 2 week notice period for ending or changing enrolled days.

1. Sign into the My Family Lounge web portal.

[SIGN IN](#)

2. Go to the Current Bookings section and click on the **Edit** button.

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

3. 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	☒	☒	☒	☐	☐	☐	☐
New Days	☒	☒	☒	☐	☐	☐	☐
Days that do not suit me	☐	☐	☐	☐	☐	☐	☐

Flexibility Comments:

APPLICATION DATE: 08-11-2019

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

5. Narnia Early Learning will process your request.
6. If there are vacancies on the days you have requested, or if you have removed any days from your booking, you will receive an email from do_not_reply@qikkids.com.au with an offer for the new booking
7. Log into the My Family Lounge web portal (or follow the link in the offer email)
8. Go to the **Offer** section.
9. Click on **View Offer**.

PacificOceanInIndia	20-11-19	Open	BSC	Wesley OOSH - Epping West Test	3	✓✓✓✓✓	✗✗	26-11-19	View Offer
AfricaAustraliaAmerica	S:20-11-19								

10. The Offer screen will appear.
11. 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

Accept

Decline

Decline & Change

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

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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, Fri

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

Confirm Booking

Your new booking will not be secured until you have accepted and confirmed the offer. If the offer expires you must contact the Narnia Enrolment and Administration Officer as soon as possible. Fees will apply for any days you want to remove if you have not accepted and confirmed your new offer by the due date.

4.5 How to Cancel Your Child's Permanent Booking

You cannot cancel a permanent booking using My Family Lounge. Please contact the Narnia Enrolment and Administration Officer via email if you wish to cancel your child's permanent booking. Cancellations must be advised in writing and include the last date your child will be attending Narnia and if they will be attending during the notice period.

narnia.admin@spcc.nsw.edu.au

There is a 2-week notice period to end permanent bookings.

Please refer to the Service Fee policy for notice periods when cancelling your child's booking. Please note that Centrelink has certain rules for how Child Care Subsidy (CCS) is applied for absent days at the end of a child enrolment.

4.6 How to Make Changes to Your Child's Enrolment Documents

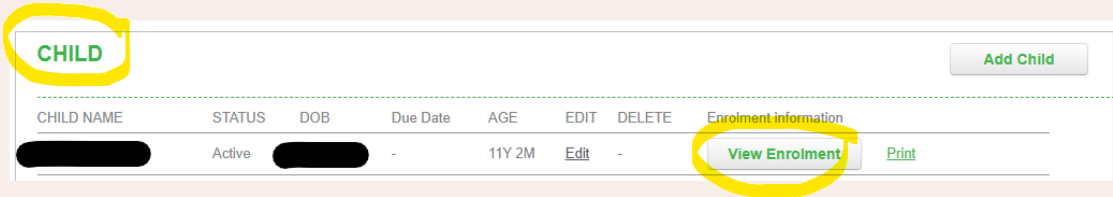
In addition to updating your child/s enrolment documents online, also contact the Service directly by phone (02 49606685 or 02 40628065) or email (narnia.admin@spcc.nsw.edu.au) -

- **If you are adding a new contact or updating an existing contacts authorisation for your child** to advise of any changes to drop off or pick up routines (even if for a one off change)

If your family situation has changed – understanding the family situation helps the Service and administration staff better support and assist you

To make changes to you or child's details;

- 1. Sign in to your account online [HERE](#)
- 2. Navigate to **CHILD**
- 3. Select **VIEW ENROLMENT**

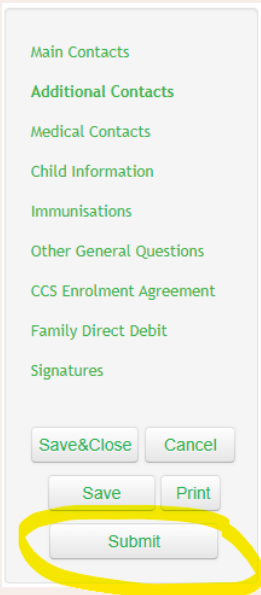


The screenshot shows a web interface with a top navigation bar. On the left, a tab labeled 'CHILD' is highlighted with a yellow circle. On the right, there is a button labeled 'Add Child'. Below the navigation bar is a table with columns: CHILD NAME, STATUS, DOB, Due Date, AGE, EDIT, DELETE, and Enrolment information. The first row of the table has redacted names and status 'Active'. The 'Enrolment information' column for the first row contains a button labeled 'View Enrolment', which is circled in yellow. There is also a 'Print' link next to it.

Find the enrolment details you wish to update in the menu on the left (see below for some specific updates)

After you have made your update:

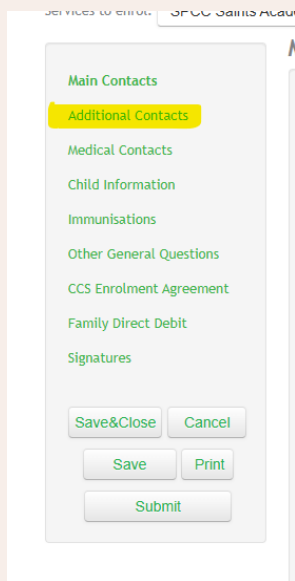
- 4. Select **SUBMIT** (if you do not submit the update the enrolment document will not be updated and the service will not be notified of the change.



The screenshot shows a vertical list of menu items on the left side of the interface. The items are: Main Contacts, Additional Contacts, Medical Contacts, Child Information, Immunisations, Other General Questions, CCS Enrolment Agreement, Family Direct Debit, and Signatures. At the bottom of this list are four buttons: 'Save&Close', 'Cancel', 'Save', and 'Print'. Below these is a button labeled 'Submit', which is circled in yellow.

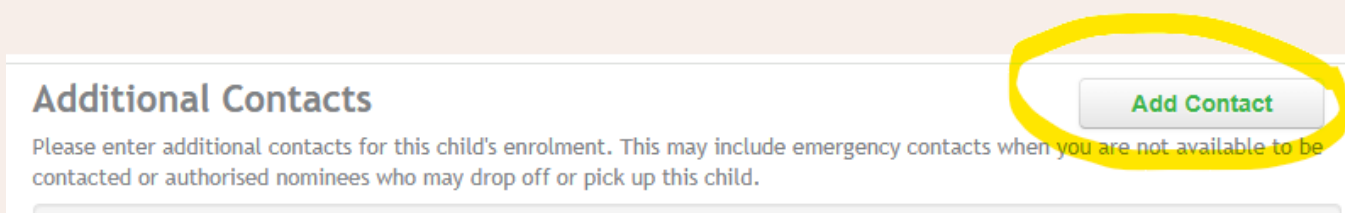
4.6.1 Add a New authorised Contact to your Child's Enrolment documents

- 1. Follow steps 1 -3 above.
- 2. Select **ADDITIONAL CONTACTS**



A screenshot of a sidebar menu from a web application. The menu items are: Main Contacts, Additional Contacts (highlighted with a yellow background), Medical Contacts, Child Information, Immunisations, Other General Questions, CCS Enrolment Agreement, Family Direct Debit, and Signatures. At the bottom of the menu are buttons for Save&Close, Cancel, Save, Print, and Submit.

3. Select **ADD CONTACT**



A screenshot of the 'Additional Contacts' form. The title 'Additional Contacts' is at the top left. Below it is a paragraph: 'Please enter additional contacts for this child's enrolment. This may include emergency contacts when you are not available to be contacted or authorised nominees who may drop off or pick up this child.' On the right side of the form, there is a button labeled 'Add Contact' which is circled in yellow.

4. Complete the required fields (Name, Relationship to child, mobile number and address. Their mobile will be the username to sign in to the iPad.
5. Select the authorisations applicable. If you want this person to be able to collect your child, you must select "Collection".

Additional Contacts

Add Contact

Please enter additional contacts for this child's enrolment. This may include emergency contacts when you are not available to be contacted or authorised nominees who may drop off or pick up this child.

Contact -

Given Name

Last Name

Relation to child

Select

Email address

Phone numbers : You must provide at least 1 contact phone number

Mobile number

Home number

Work number

Building

Street Address

Suburb

State

Post Code

Authorisation

Collection

Emergency

Excursion

Medical

Transport

Additional Authorisations

Authorised to authorise an educator to take my child outside the Academy premises

Yes

No

Authorise to authorise Academy staff to transport my child or arrange transportation of my child

Yes

No

6. Select **SUBMIT**

4.6.2 Update Medical Information

Follow steps 1 -3 in 4.6.

1. Select **CHILD INFORMATION**
2. Navigate to **Health Conditions/Illnesses/Allergies**
3. Update the selection

Health Conditions/Illnesses/Allergies

If any of the following illnesses/conditions/allergies are applicable to your child please indicate by selecting the check box and providing a brief description of the details below. Saints Academy uses this information to support your child during their time at Saints Academy. For further information please refer to our policy "Dealing with Medical Conditions"

- | | |
|---------------------------------|---|
| Asthma * | ☐ Yes ☒ No |
| Epilepsy/Seizures * | ☐ Yes ☒ No |
| Down Syndrome * | ☐ Yes ☒ No |
| Diabetes * | ☐ Yes ☒ No |
| Socio/Emotional Disorder * | ☐ Yes ☒ No |
| Allergies/Anaphylaxis * | ☐ Yes ☒ No |
| Hearing Disability * | ☐ Yes ☒ No |
| Visual Disability * | ☐ Yes ☒ No |
| Autism Spectrum Disorder * | ☐ Yes ☒ No |
| A.D.D or A.D.H.D * | ☐ Yes ☒ No |
| Cognitive Disability * | ☐ Yes ☒ No |
| Behavioural Disorder * | ☐ Yes ☒ No |
| Physical Restriction * | ☐ Yes ☒ No |
| Other (please see note below) * | ☐ Yes ☒ No |

Other - if checked above

Nothing

Brief Description of details if you have checked an illness/condition/allergy above

4. To Upload an Action Plan (e.g. Asthma Plan)

- Go to **Medical Condition and Dietary Restriction**
- Update answer

Medical Condition & Dietary Restriction

Type	Problem	Severity	Treatment
------	---------	----------	-----------

Add

Does your child have any medical management plan, anaphylaxis medical management plan or risk minimisation plan with respect to the child's healthcare need, medical condition or allergy? *

☐ Yes ☒ No

Upload Action Plan

Does your child have a diagnosed disability ? * ☐ Yes ☒ No

5. Upload Action Plan (PDF file saved on your device)

6. **SUBMIT**

4.6.3 Sign Online Enrolment Form

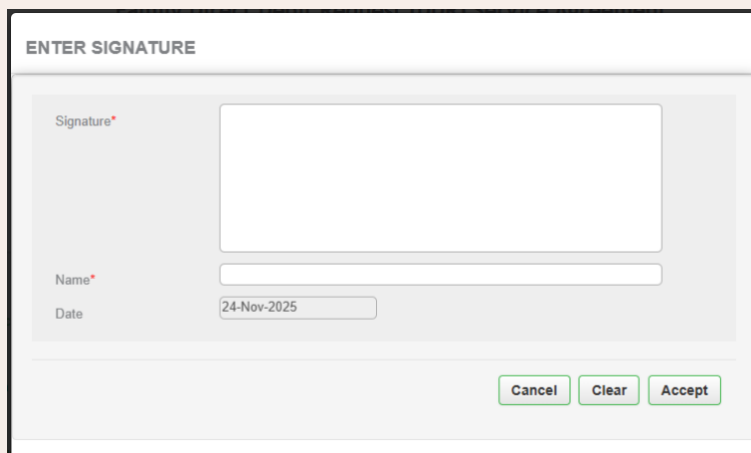
(this feature is not accessible on mobile devices – please use a desktop or laptop)

1. Follow steps 1 -3 above.
2. Select **SIGNATURES**



A vertical list of menu items in a light blue sidebar. The items are: Main Contacts, Additional Contacts, Medical Contacts, Child Information, Immunisations, Other General Questions, CCS Enrolment Agreement, Family Direct Debit, and Signatures. The 'Signatures' item is highlighted with a yellow background. Below the list are five buttons: 'Save&Close', 'Cancel', 'Save', 'Print', and 'Submit'.

3. Select **CREATE**



A form titled 'ENTER SIGNATURE' with a light blue header. It contains three input fields: 'Signature*' (a large text area), 'Name*' (a text box), and 'Date' (a date picker showing '24-Nov-2025'). At the bottom right are three buttons: 'Cancel', 'Clear', and 'Accept'.

Signatures

Guardian 1	Guardian 2
Signature 	Signature
Name 	Name
Date 	Date
Create Remove	Create Remove

- Sign where indicated (use mouse if device not touch screen)
- Complete **Name**
- Select **ACCEPT**
- SUBMIT**
- If you are not able to digitally sign your enrolment form please use the **Print Option** and print the enrolment form as a PDF and sign, or you can physically print the enrolment form to sign and then scan as PDF or take a picture with your mobile device and email to narnia.admin@spcc.nsw.edu.au. Both guardians must sign the enrolment form.

4.6.4 Update or add Child's CRN

- Follow steps 1 -3 above.
- Select **CHILD INFORMATION**

Main Contacts

Additional Contacts

Medical Contacts

Child Information

Immunisations

Other General Questions

CCS Enrolment Agreement

Family Direct Debit

Signatures

3. Update the questions “**Does your child have a CRN**” and **update or add in the CRN** where indicated.

Does your Child have a CRN ?   ☒ Yes ☐ No

CRN and Date of birth are required to receive any government funds

Please note, your child's CRN is different to the Parent's CRN.

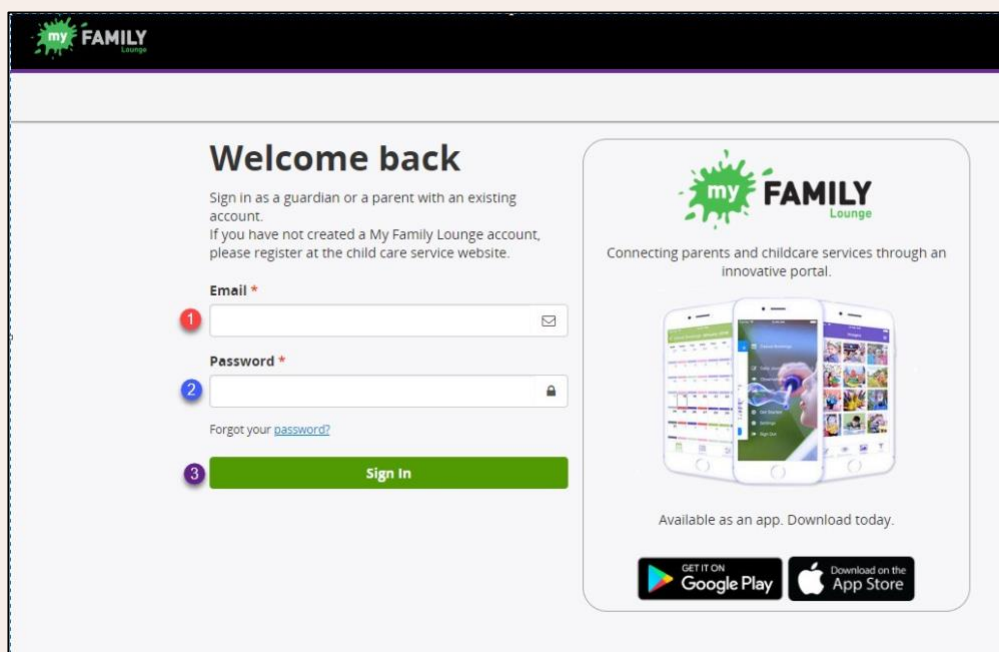
4. **SUBMIT**

4.7 What to do if You have Forgotten your Password

1. Go to the My Family Lounge sign in page.



2. Enter your Email address (username).
3. Enter a password.
4. Click Sign-In.

The image shows the My Family Lounge sign-in page. At the top is a black header with the "my FAMILY Lounge" logo. Below the header, the page has a light blue background. On the left, there's a "Welcome back" section with instructions: "Sign in as a guardian or a parent with an existing account. If you have not created a My Family Lounge account, please register at the child care service website." Below this are two input fields: "Email *" (with a red "1" in a circle next to it) and "Password *" (with a red "2" in a circle next to it). There's a link "Forgot your password?" below the password field. At the bottom of the sign-in section is a green "Sign In" button with a red "3" in a circle next to it. On the right side of the page, there's a promotional box for the "my FAMILY Lounge" app. It features the app's logo, the text "Connecting parents and childcare services through an innovative portal.", an image of three smartphones displaying the app, and the text "Available as an app. Download today." At the bottom of this box are two buttons: "GET IT ON Google Play" and "Download on the App Store".

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

Sign In

- The Password field is required.

Email*

sarah@mailinator.com

Password*

.....

The Password field is required.

[Sign In](#) [Forgotten Password?](#)

Use of this service is governed by the [Terms and Conditions](#).

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*

example@example.com

[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.



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 Narnia already.
 - b. Go to [Section 2.1](#) if you do not have a child who is attending Narnia.
2. The free App is available for older 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 contact the Narnia Enrolment and Administration Officer for assistance;

Email - narnia.admin@spcc.nsw.edu.au

Telephone - 02 249606685 or 02 40628065. Please leave a message if the phone is not answered and the message will be emailed to the team.

Monday – Friday 9:00AM to 3:30PM

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.