

Dear Families,

We are very excited to inform you that now you have instant access to Australia’s most loved parent portal called My Family Lounge! Now you can easily access the QK Journeys & QK Enrol program from the website and from My Family Lounge App at the touch of a button.

**What can I access from My Family Lounge website portal?**

**QK Journeys Features:**

* Observations: Read up on any observations the Educator has recorded for your child
* Child Portfolio: View your child’s portfolio, including goals, observations and photo gallery
* Daily Journals**:** Read any daily journals the Educator has created for your child’s room

**QK Enrol – waitlist & casual bookings**

* You can request changes to days your child is booked in for permanently
* You can manage your account information and update your contact details
* You can book casual days for your child and easily view booked days in advance
* You can cancel casual booked days, read our T & C’s to view our cancellation policy
* Easily provide detailed information about your child such as medical information, dietary requirements, update emergency contact details and more! All this information is simply added into the online enrolment form and submitted to our service

**What can I access from My Family Lounge App?**

By downloading the My Family Lounge App from the App Store or Google Play Store, you can conveniently view the daily journal, access recorded observations, view photos in the image gallery and update your payment details with ease straight from your phone.

**How do I log in?**

You will now have received your Welcome email containing your My Family Lounge Username, please ensure you have set up your password within 7 days to validate your account. If your account has expired or you want to change your password, simply Sign In with your email address and select ‘forgotten password’ to recover your account and reset your password.

Once logged in, you will be able to view your child’s online portfolio in QK Journeys, and manage bookings for your child in the QK Enrol section. Your My Family Lounge log in details will travel with you for life as you move childcare services that are subscribed to QK Journeys/QK Enrol. You can access your child’s portfolio by viewing the daily journal, view recorded observations, and see photos from image gallery.

For a better understanding of how My Family Lounge works, please view the How-to Videos on [www.myfamilylounge.com.au](http://www.myfamilylounge.com.au). Parent involvement is extremely important to us and we are thrilled to be able to provide you with access to your child’s portfolio, as well as provide you with this easier method of managing your child’s bookings at our service.