



## Exciting News: Introducing Kidsoft at Pennant Hills BASC

Dear BASC Families,

At Pennant Hills Before and After School Care Service, we are always looking for new and innovative ways to enhance your experience and ensure that managing your child's enrolment and care is as easy as possible. That's why we are thrilled to announce an exciting upgrade to our system—introducing **Kidsoft**, a state-of-the-art childcare management software solution!

### What's New?

Starting from 13<sup>th</sup> January 2025, we will be transitioning to Kidsoft. This change will give you access to the **Kidsoft Parent Portal** designed to simplify your experience with us. You'll also notice an upgrade to our digital sign-in/out process, making drop-offs and pick-ups seamless.

With over 20 years of experience in the childcare sector, Kidsoft's user-friendly technology empowers you to easily manage your child's information, bookings, and payments, all from one place.

### Kidsoft Parent Portal Features

With the Parent Portal, you can take control of several aspects of your child's care at PHBASC:

- Effortlessly manage your childcare bookings (routine and casual)
- View and pay account statements via your preferred method
- Instantly check your account balance
- Manage payment details
- Receive reminders and important notifications
- Update account information
- Manage child details (e.g., medical information, dietary requirements)

Accessing the Parent Portal is simple. You will receive a "Welcome to Parent Portal" email with a direct link to get started.

To create a new account, click on Create New User and follow the prompts. Please remember to keep this information safe and confidential as this is what you will need to access your child's individual file.

Once you have created an account the Kidsoft App is available for download on both iOS and Android devices through the **App Store** or **Google Play**. Simply search for "Kidsoft," download the app, and log in using your Parent Portal email and password.



## **January Vacation Care bookings**

With the switch to Kidsoft occurring on the first day of January vacation care in 2025, you may be curious how this will affect vacation care bookings.

Vacation care bookings can continue to be made via My Family Lounge up until 5pm on Wednesday 8<sup>th</sup> December 2025. After this, bookings will lock on My Family Lounge which will no longer be used. All bookings will be transferred to Kidsoft so if you have already made your bookings by the cutoff, you do not need to worry about making them again.

If you miss the cutoff and need to make vacation care bookings, you can either contact the service via email with your request or wait until our Kidsoft database is up and running on the afternoon of Monday 13<sup>th</sup> January 2025. After that, all bookings will be made through the Kidsoft Parent Portal or by contacting the service.

## **We're Here for You!**

Kidsoft was designed to simplify the childcare experience through continuous research and feedback from families like yours. We are excited about this transition and we are confident that you will love the new system! As always, we value your input—please feel free to share your thoughts and let us know how Kidsoft is working for you. If you have any questions regarding the change to Kidsoft, please reach out.

Thank you for your continued trust in PHBASC. We look forward to delivering an even better experience for you and your family.

Kind regards,

Tim Love  
Director