

Hi families,

To ensure all your details are up to date and correct so that your subsidy entitlements apply, please do the following:

1. Receive welcome email from Xplor, this will allow you to create a password for your account. These login details will be used for the Xplor Home App on your phone, as well as the Web browser link listed below which allows you to update your banking details and see your statements. The primary carer listed, is the person who will receive the welcome email from Xplor.
2. Download **Xplor Home App**. (please note, this app is the only form of sign in/out for your children). Once primary carer has downloaded the app, they must add authorised nominees (registered with the service) to collect their children through the 'hub guests' tab.
3. Banking details need to be updated/changed through the following link, via a computer <https://login.myxplor.com/?app=home-web>. Once you login, navigate to '**Finance**' on the left hand side and click on '**Auto Debit Setup**' and update/change banking details there. **Bookings are put on hold until banking details are entered correctly.**
4. Please log into the Xplor Home App, under the 'Account' tab click 'Finance' and this will allow you to accept the Complying Written Agreement which confirms all enrolment details are correct.
5. Log into MyGov and confirm the enrolment with your service.

If you have any issues or questions, please don't hesitate to contact me 😊

Please note: the first direct debit will take place on Tuesday 21<sup>st</sup> July which will include fees from Monday 13<sup>th</sup> July – Friday 17<sup>th</sup> July. After that, we will be reverting to our usual direct debit fortnightly cycle which will commence on Tuesday 4<sup>th</sup> August 2020, and so forth. **If the above steps are not completed, full fees will apply.**

### **Banking Details**

### Adding New Parent Bank details:

- 1 Primary carer to login via [home.myxplor.com](http://home.myxplor.com) using their email and password. Click "Forgot Password" if you are having issues with logging in
- 2 Select "Finance" in the left side menu
- 3 Select "Auto Debit Setup"
- 4 You can choose to enter your credit card details or your bank details
- 5 Read through the billing agreement, then select 'Agree'. If you have any concerns about this, please reach out to your service
- 6 Once you have saved your banking details successfully, the administrator can set up the family's preferred billing schedule, or the schedule required by the service
- 7 You can edit your banking details through this tab at any stage

### **Home App**

I have attached the powerpoint presentation which shows you how to download the app. This app is required to log in and log out your children. You are required to log them in at the gate and this is a regulatory requirement and ensures you get your child care subsidy. You must hand your child over to a member of staff and the same applies when leaving.

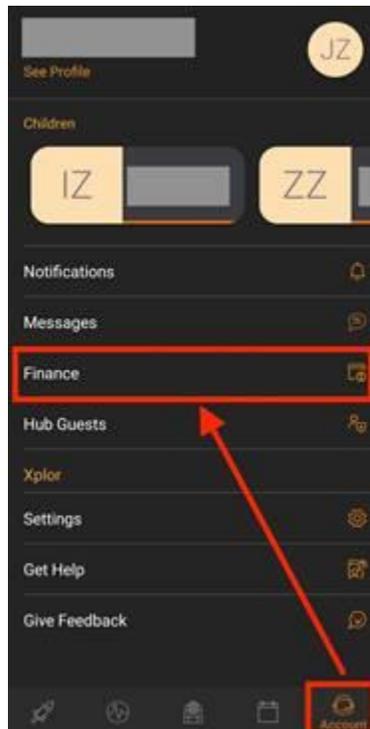
### **CWA Child Care Subsidy**

Please see below steps to sign your CWA. This is required to get your subsidy. Please let me know if you require support with this.

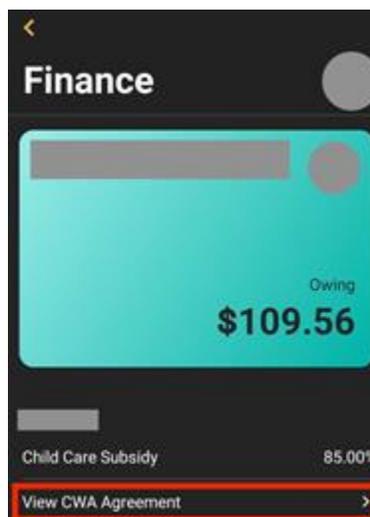
There are **two** ways a CWA can be signed.

Option 1: via the Home App

1. Open up the Home App. Click "Account" then "Finance"



2. Click on "View CWA Agreement". If you do not see this button, please reach out to your administrator.



3. The CWA should appear. Click "I Agree". If you dispute the session days or fees, please reach out to your administrator.



Option 2: via Home web ([home.myxplor.com](https://home.myxplor.com))

1. Log in to <https://home.myxplor.com/> using the Primary Carer's account. If you do not know who the primary carer is, please ask your centre admin.

2. Select the name of your child from the dashboard.

3. Select **CWAs** on the child's profile.

4. Check through the bookings and the fees. If correct, scroll to the bottom of the page and click 'Accept'.

**home.** Search JZ

Documents Health About **CWAs**

Dashboard  
Observations  
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**Children**  
Finance

## Complying Written Agreement

**We'll keep this short and sweet:** The Complying Written Agreement (CWA) is part of the new Child Care Subsidy (CCS) being rolled out by the Australian Federal Government. The CWA is an agreement between the care provider and parent/guardian which establishes the basis on which care will be provided to a child. You will need to approve this agreement and any future changes to your routine sessions.

### Parties to the Agreement

Service Parent Child  
DOB: 20th Nov 2017  
Victoria

### Routine Sessions

The routine sessions of care that will be provided to these sessions of care and the daily rates. While casual sessions are not displayed, you are still able to book these by contacting your child care provider or by using Xplor Mobile Bookings.

Your care is provided on a **weekly** schedule.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				8:30am - 9:30am \$126.00		

### Fees

Need to view your fee schedule? View the fee schedule for [here](#).

### Declaration

I understand by clicking the button below:

1. I confirm the above correctly reflects my child's expected regular schedule.
2. I agree to the referenced fee schedule.
3. I understand care may be provided on a casual or flexible basis where available at my service(s) at my request.
4. I understand that the fee schedule may vary from time to time as notified by my child care provider and reflected in an updated fee schedule.

### Troubleshooting No CWA

- Ensure that the parent/guardian is using a computer to login to <https://home.myxplor.com/>
- Ensure the parent/guardian is using [Google Chrome](#) as a web browser.
- Ensure the service has [released the CWA](#).
- Ensure that the 'Primary Carer' on is the same parent/guardian checking for the CWA.
- Please have check the internet is working on the computer by turning the wifi on & off and logging in/out.
- If you cannot troubleshoot these options, please contact [Support](#).

### Step 2 - Confirming in MyGov

After the CWA is signed, give the system some time for the CCS enrolment to appear in MyGov. The steps to confirm the enrolment can be found here: [Confirm your child's enrolment](#).