



ENROLMENTS & BOOKINGS **PARENT HANDBOOK**



QUICK REFERENCE GUIDE

LET OUR ENROLMENT TEAM KNOW WHEN:

- You have completed your direct debit set up in the Xplor Home App.
- You have approved the CWA in the Xplor Home App
- You accept the CCS enrolment in MyGov.
- You make a casual booking for the very first time after enrolling.
- You make a casual or permanent booking after having no booking for 14+ weeks in a row.
- You are canceling care with Adventure Patch.
- Give us 2 weeks' notice of any absences to get a reduced fee.

Letting our Enrolment Team know each and every time the above tasks are completed ensures that Child Care Subsidy remains active and current on your children(s) enrolments and can ensure reduced fees where applicable. Lack in notification of these tasks being completed may lead to delays and irregular balances in your childcare account. It will always be our focus to remedy any issues that may arise; however, it is a Parent/Guardian responsibility to notify our teams of the above.

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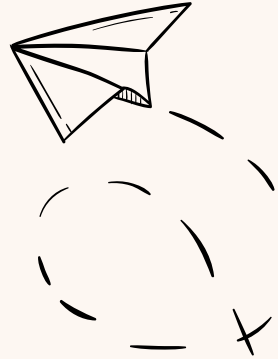
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OUR PHILOSOPHY AND GOALS

Welcome to Adventure Patch! Here, we believe that everyone needs a friend that says "get dressed, we're going on an adventure," and that's what we love to do!

Our philosophy is embedded in the desire to continually reconnect with nature and the world around us. We are passionate about showing our children the fun that can be had in the great outdoors and seeing them thrive!

We have seen so many children strengthen their fine and gross motor skills, improve their ability to communicate effectively with their peers & adults, problem solve, and gain greater understanding of the friends and people around them. All of this through the nature-based activities we are passionate about facilitating.

Play is at the heart of childhood and simply the most important thing we offer children. Through play, children learn to respectfully engage with the world and people around them.

In the natural environment children grow and develop through messy play, exploration and curiosity. This provides opportunities for children to develop risk taking, resilience, friendship, self-worth and a sense of social conscience. We create an inclusive environment where every individual can feel safe, valued and happy.

HOURS OF OPERATION

Our Administration Teams generally operate between 8:30am-4:30pm each day. A selection of our team members operate on slightly different hours and days of the week, and we ask that you check our website for the most current information as to who you wish to contact from our head office, and the hours or days they work.

In addition to taking a break over the Christmas and New Year period, all of Adventure Patch is closed, and we do not provide care or open our head office during the following Public Holidays:

- o New Year's Day
- o Australia Day
- o Royal Hobart Regatta (Southern Tasmania only)
- o Launceston Cup (Northern Tasmania only)
- o Eight Hours Day
- o Good Friday
- o Easter Monday
- o ANZAC day
- o King's Birthday
- o Royal Hobart Show (Southern Tasmania only)
- o Recreation Day (Northern Tasmania only)
- o Christmas Day
- o Boxing Day



PRIORITY OF ACCESS

In cases where demand for childcare exceeds places available, the Australian Government has Priority of Access Guidelines for allocating places.

These guidelines are set out below:

- Priority 1: a child at risk of serious abuse or neglect.
- Priority 2: a child of a single parent who satisfies, or of parents who both satisfy, the work / training / study test under section 14 of the A New Tax System (Family Assistance Act) 1999.
- Priority 3: Any other child from the primary school in which we operate.
- Priority 4: Any other child.
- Priority 5: Children not yet attending school.

Priority is also given to the following children:

- Children in Aboriginal or Torres Strait Islander families.
- Children in families which include a person with a disability.
- Children in low-income families.

For further information please refer to the Child Care Service Handbook which can be found online at: <https://www.education.gov.au/child-care-service-handbook>

OUR ENROLMENTS TEAM

Our enrolments team are here to help you when it comes to:

- Enrolling your child.
- Joining our waitlist.
- Making or changing bookings.
- Helping you set up your CCS enrolments.
- Backdating any subsidy missed.
- Reenrolling you for the new year.

OUR FINANCE TEAM

Our finance team work hard to assist you with your family accounts and ensure that payments are made. Our team are here to help with things such as:

- Making payment plans.
- Answering any of your account's questions.
- Ensuring payments are made on time.

Our teams are readily available for you to call or email with any questions you may have. Both our enrolments and finance team look after every Adventure Patch family, so we ask for your continued patience as they work with you to ensure the best experience and efficient solutions are reached.

Please note, that our teams are in no way connected to Centrelink or Services Australia and cannot perform phone calls or tasks on your behalf. In regards to the Child Care Subsidy process; Adventure Patch handles a very limited number of tasks in relation to applying and maintaining subsidy for our families. A large percentage of tasks and responsibilities fall to the Primary Carer and Centrelink alone.





ENROLMENT PROCESS

ENROLMENT PROCESS

We are so excited to have you join our Adventure Patch community by choosing to enrol your children. There are a number of steps to follow when enrolling your child and it is important that together with our enrolments team, we complete everything from start to finish.

We understand that this process may be very overwhelming, don't worry! We are here to help you every step of the way. In this booklet you will find a simple checklist to tick off, so you know what steps you have completed and what is yet to come.

You will also find a step-by-step guide, unpacking the steps in the process and guiding you through how to finish each task as you go. All the information you find in this booklet is the same as on our website, however, we know sometimes it's easier to have a good old fashioned hard copy to tick off along the way!

At the end of this booklet, you will also find some important information about how to make bookings and how to cancel or change them now that your enrolment is set up.

Please don't hesitate to contact our enrolments team through any stage of the process and we will help you tackle anything that comes our way.

ENROLMENT CHECKLIST

1	Find out as much info as you can from our website	
2	Download our Parent Handbook.	
3	Give us a call if you have any questions & make sure we are the perfect fit!	
4	Choose a service: Long Day Care, Family Day Care, Outside School Hours Care, Vacation Care	
5	Choose a Location	
6	Fill out an Enquiry Form	
7	Join our Waiting List	
8	Find out if you are eligible for Child Care Subsidy (CCS)	
9	Create/Login your MyGov Account	
10	Set up a Customer Reference Number (CRN) for your child and the Primary Carer	
11	Link your MyGov and Centrelink Accounts	
12	Apply for CCS	
13	Note down your Child's CRN (issued to you when applying for CCS)	
14	Offer of Enrolment email	
15	Collect the documents you need before you start the enrolment form	
16	Complete the Enrolment Form	
17	Enrolment confirmation email	
18	Download/Sign up/ Log into Xplor	
19	Set up Direct Debit	
20	Accept your Complying Written Agreement (CWA)	
21	MyGov Enrolment Confirmation	
22	Settling/Orientation Visits	
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FIND OUT ALL YOU CAN FROM OUR WEBSITE

It is important to us that you feel like Adventure Patch is the right fit for your family. We encourage you to read through the information on the following pages on our website:

- **Our Services Page**

On our website we have pages dedicated to each of our services. Reading through our service pages will help you understand more about how we operate, why we love to do what we do and will help you choose a service that fits your family.

- **Get To Know Us Page**

Our Get to know us page outlines our Adventure Patch Philosophy and unpacks who we are and the community we have grown together.

- **Photo Gallery**

See what we are all about! Our photo gallery is full of photos of our services and all the adventure activities we love to facilitate. See our rooms, playgrounds and our educators in their element.

DOWNLOAD OUR PARENT HANDBOOKS

Now you have browsed our website and have seen what we are all about, you are welcome to download a Parent Handbook and have a read! Our Parent Handbook will give you helpful information about some of our expectations, and some of our daily routines within our services. Our Parent Handbook can be a really helpful resource before getting started on the enrolment process.

ASK US ANY QUESTIONS

We are always here to have a chat and help you feel the most informed and comfortable before enrolling. Please feel welcome to contact our reception team at any time during our office opening hours. Our reception team can put you in contact with the right people to answer any questions you may have about Adventure Patch. It is important to us that you feel we are the perfect fit for your family so please don't hesitate to ask us any question you may have.

Phone: 6229 4914

Email: admin@adventurepatch.org.au

CHOOSE A SERVICE

At Adventure patch we have a variety of different childcare services to choose from: Long Day Care, Family Day Care, Outside School Hours Care, and Vacation Care. With something to suit every family dynamic choose the service(s) that best suits your family and their needs.

CHOOSE A LOCATION

Adventure Patch is ever expanding and growing our community. Our Outside School Hours Care and Vacation Care services are connected with a variety of schools across Tasmania. We also have Long Day Care centers and Family Day Care Educators across the state too. Please ensure that you look into our locations to see what we have that is local to you! The size of our services do change at each location; check out the services page on our website to see the average capacity of each of our centers.

FILL OUT OUR EXPRESSION OF INTEREST FORM

Once you know exactly which service you would like to use and which location you'd like your children to attend, you can now fill out our expression of interest form. This provides us with a few contact details and information about your child. Please fill in one form per child.

Please Note: This is not an enrolment form. The expression of interest form provides us with the initial information we need to contact you once an available space is open for your child. Our full enrolment forms are more detailed and must be filled out before your child can attend

SCAN ME NOW TO GET STARTED!



JOIN OUR WAITLIST

After filling out the expression of interest form you will receive an email from our team confirming that we have received your details. At this step, you may be put on a waiting list until a spot becomes available.

Although we ask for your patience, if you would ever like any updates on the wait time, please feel welcome to contact our enrolment team.

However, while you wait there are a few steps you can take that will allow for a smoother enrolment process once a place becomes available at your requested service.

ELIGIBLE FOR CHILDCARE SUBSIDY

ARE YOU ELIGIBLE FOR CHILD CARE SUBSIDY?

Child Care Subsidy is the main payment to assist families with the costs of childcare. It is paid directly to Childcare providers by Services Australia. Families make a co-contribution to their childcare fees and pay the provider (Adventure Patch) the difference between the fee charged and the subsidy amount.

You need to meet some requirements to get Child Care Subsidy.

You may be eligible if you or your partner meet all of the following:

- care for your child at least 2 nights per fortnight or have 14% care.
- are liable for fees for care provided at an approved childcare service.
- meet the residence rules.

Your child must also meet both of these:

- immunisation requirements.
- not be attending secondary school unless an exemption applies.

The amount of Child Care Subsidy you can claim depends on your circumstances.

To work out how much CCS you're eligible for, Services Australia will look at all of the following:

- your family's income.
- the hourly rate cap based on the type of approved childcare you use and your child's age.
- the hours of activity you and your partner do.
- the number of children in your care.

The amount of subsidised childcare you can access per fortnight applies to each child.

How much you can claim? Scan the QR Code to complete a questionnaire created by Services Australia to see an estimated percentage of how much subsidy you may be able to claim.

SCAN ME NOW TO GET STARTED!



LOGIN TO YOUR MYGOV ACCOUNT

Never used MyGov before?
Follow the link on the right for a step-by-step guide to creating a MyGov account for the first time.

SCAN ME NOW TO GET STARTED!



How to Log in to your MyGov:

You'll set up a username, password and a second sign in option when you create a MyGov account.

Your second sign in option is an extra layer of security to help to keep your MyGov account safe.

SCAN ME NOW TO GET STARTED!



Follow these steps to sign in:

1. Enter your username and password.

Your username may be any of these:

- the email address you used to create your MyGov account
- your 8 digit MyGov username, emailed to you when you created your account
- your mobile phone number, if you have it set up as a username.

2. Enter your second sign in option.

Your second sign in option will be one of these:

- an SMS code
- a code from the MyGov Code Generator
- secret questions and answers.

You can change your second sign in option.

Head straight to the MyGov login page by scanning the QR code on the bottom left:

SET UP A CRN FOR THE PRIMARY CARER

What is a Customer Reference Number (CRN)?

A CRN is 9 numbers and ends with a letter. For example, 123 456 789A. Centrelink will give you a CRN when you prove your identity online. Your CRN helps identify your Centrelink record.

You need your CRN when you do any of these:

- claim for Centrelink payments and services.
- want to link Centrelink to your MyGov account.
- record or update your information with Centrelink.

The quickest way to get a CRN is with MyGov. To start you need a MyGov account. If you don't have one, you can find out how to create one in the previous step. When you've created your MyGov account, follow these steps to prove your identity online and get a CRN.

- Sign in to MyGov.
- Select **Link Centrelink** from the 'Link a service' menu.
- Select **No** to 'Do you have or know your CRN', followed by **Next**.
- Select **Get started** on either **Digital Identity** or **Centrelink identity verification**.

Your child will be issued with their own personal CRN.

Centrelink gives an individual CRN to each client, meaning your individual CRN cannot be used for anyone other than yourself. Your child(ren) will be issued with their own personal CRNs. If you have previously claimed payments and/or services for your child, such as paid parental leave etc., they will already have been issued their own personal CRN by Services Australia. If you have never claimed with Centrelink before, your child's CRN will be issued at the time you claim for the childcare subsidy; It is that simple to get a CRN for a child!

LINK MYGOV & CENTRELINK

How to link Centrelink to MyGov:

If you have a Centrelink Customer Reference Number (CRN), you can link Centrelink by either:

- answering some questions specific to you; or
- using a linking code that was issued to you.

If you've claimed a payment before, you'll have a CRN. You can find your CRN on Centrelink letters, your concession card or in your Centrelink online account.

Follow these steps to link Centrelink to MyGov:

- Sign in to MyGov.
- Select View and link services.
- Select Link on the Centrelink tile.
- Select Yes for 'Do you have or know your Centrelink Customer Reference Number?' Select whether you have a linking code. Select Next.
- Enter your CRN and your personal details. Select Next.
- Enter your payment details and interactions with Centrelink. Select Continue.

If you need more help, go to 'linking Centrelink' on the Services Australia website.

APPLY FOR CCS

Step 1: Get Started

If you're not already in your Centrelink online account, sign into MyGov and access your account.

- Select **Menu** from your homepage.
- Select **Payments and Claims**, followed by **Claims**, and **Make a claim**.
- On the **Make a Claim** page, select **Get started** in the **Families** category.
- Select **Apply for Family Assistance** (including **Paid Parental Leave**).

You will be asked some questions to check if you're eligible for the payment you've chosen. This helps you decide if you should claim this type of payment.

Answer all the questions then select **Next**. You may need to work through more than 1 page.

Step 2: Claim for Child Care Subsidy

The next page will show the different types of family assistance you can claim. Select **Child Care Subsidy**, followed by **Claim Now**.

You can claim this subsidy and other family assistance payments at the same time. To do this, select any additional payments you want to claim before selecting **Claim Now**.

You will be prompted to check your details in My Profile to make sure they're up to date. Select **My Profile** to check your details.

From the My Profile Page, you can check and update your details. When you've finished, select **return to your claim** to go back to your claim.

Step 3: Your situation and finances

You will receive a claim number which is your claim ID. Use your claim ID if you need to follow up with Services Australia about your claim. You can contact Centrelink on the Families line or in person at a service centre.

To begin your claim, select **Get Started** in **Confirm Your Basic Details**. The next page will display tabs you need to work through. Answer all the questions, then select **Next**.

Work through the remaining steps until they all show as **Completed**.

Step 4: Review Claim

To review your claim, select **Continue** in 'Review Your Claim' and submit.

Step 5: Submit Supporting Documents

Before you can submit your claim, there are tasks you must complete.

Tasks may include giving Services Australia documents to support your claim. If you don't have your documents ready, you can submit them later.

To do this, use the 'Upload Documents' link on your online account homepage.

Step 6: Submit Claim

Once you submit your claim, you will be given a receipt number to confirm that you've submitted it

YOUR CHILDS CRN

Your child will be issued with their own personal CRN.

Centrelink gives an individual CRN to each client, meaning your individual CRN cannot be used for anyone other than yourself. Your child(ren) will be issued with their own personal CRN. If you have previously claimed payments and/or services for your child, such as paid parental leave etc., they will already have been issued their own personal CRN by Services Australia. If you have never claimed with Centrelink before, your child's CRN will be issued at the time you claim for the childcare subsidy; It is that simple to get a CRN for a child!

You will need your CRN as the primary carer and your child's CRN to complete our enrolment form. Please keep these two CRNs written down somewhere safe.

OFFER OF ENROLMENT

When we have a spot available for your child you will receive an email from our team with a link to our enrolment form. Please keep an eye out for this email as our wait times can vary throughout the year and are dependent on the service and location you require.

Once you receive this email, we ask that you begin to complete the enrolment form as soon as possible to ensure that, together with our enrolment team, we can finish the enrolment process smoothly and efficiently for you.

COLLECT THE DOCUMENTS

Before starting the enrolment form, there are a few documents, numbers and information you need to have with you in order to complete the form. We highly recommend collecting these things before starting to fill out our enrolment form. You will need to have on hand the following:

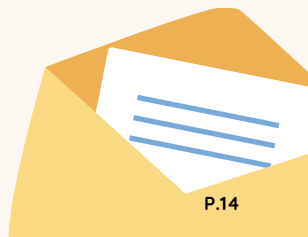
- Your child's immunisations records.
- Your child's birth certificate.
- Your child's CRN.
- The primary carers CRN.

COMPLETE THE ENROLMENT FORM

Please make sure you read through the Enrolment Form carefully ensuring that all of your child's and parent details are accurate and correct. We also ask for your understanding if we are unable to meet your requested start date.

CONFIRMATION EMAIL

Once you have completed the enrolment form, you will receive a confirmation email from our enrolment team outlining the following 4 steps in order to complete your enrolment. It is important that you complete the following steps in order to successfully attain your childcare subsidy.



LOGIN TO XPLORE

Download the FREE “Xplor Home” mobile application from either the App Store (Apple) or Play Store (Android).

Receive login details from Xplor (this email may come to your junk email folder).

If you do not receive your log in details, please contact our enrolment team immediately enrolment@adventurepatch.org.au or 6135 4384.

Logging into Xplor on the App for the first time, you will be able to create a 4-digit pin for future access.



SET UP DIRECT DEBIT

1. Log into your Xplor Home App.
2. Select the relevant service (i.e., Mountain View, Ocean View or one of our Outside School Hours Care services).
3. Select the **account icon** in the bottom right corner.
4. Select the **Finance tab** down the left-hand side.
5. Select **Auto Debit Setup** at the top/middle of the screen.
6. Enter details (Please be aware, if using an American Express credit card, there is a 3.0% surcharge on the total fees payable).
7. Tick the **Acknowledge and Agree** button.
8. Press **submit**.

This process should only take a few minutes to set up. Please let us know when this has been completed, to ensure that we set a limit on the amount to be deducted each week.

ACCEPTING THE COMPLYING WRITTEN AGREEMENT (CWA)

A CWA is a Complying Written Agreement between your family, our service, and the government. You will need to complete this to ensure you receive the subsidy you are entitled to. If this is not completed, you will be charged full childcare fees.

How do I find my CWA in the Xplor App?

1. Log into your Xplor App on your phone.
2. Click on the button at the bottom named 'Account.'
3. Click on the tab named 'Finance'.
4. Ensure the service listed is the current service your child is attending. If your child is currently enrolled at more than one service, you will need to complete this for both services. To change the service, click on the circle at the top righthand corner and choose the relevant service.
5. Click on 'Child Care Subsidy', then the tab that says 'See CWA Agreement' under your child's name.
6. When the CWA loads, review the enrolment schedule 'Routine Sessions' and ensure correct. If correct scroll to the bottom and click the blue button 'I Agree'. If the enrolment schedule 'Routine Sessions' are not correct, please contact us immediately.
7. Repeat for each child and each service they attend.

MYGOV ENROLMENT CONFIRMATION

ENROLMENTS MAY TAKE UP TO 24 HOURS TO APPEAR IN YOUR MYGOV ACCOUNT AFTER ACCEPTING THE CWA ON XPLORE

Log onto MyGov, and check that you have reviewed all government enrolments.

You will need to complete this to ensure you receive the subsidy you are entitled to. If this is not completed you will be charged full childcare fees.

LONG DAY CARE SETTLING VISITS

Settling visits are an important time for not only the child, but the parents and childcare Educators. Firstly, it gives the child time to transition from home life to a care environment. Some children need time to get used to other children being around, adults coming and going at drop off and pick up time, sleeping and eating in a different space and exploring the play environment. For the parents it's often an anxious time separating from their child for the first time. The settling visits allows time to start building a network with the Educators in the room discussing routines, eating/sleeping habits, child's interests and developmental milestones together. What to bring and how the room flows are also important topics to be discussed, this is also very beneficial for our Educators.

Settling visits comprise of 2 or 3 free visits to the service. The first one is about half an hour meet and greet. Educators can let the child have a little time in the room with parents just floating around and chatting with the coordinator.

The Second visit depends on how the child is after the first visit, usually it is a bit longer and without parents there all the time (about 45 minutes long). Parents can go for a quick coffee and come back.

The Third visit is approximately an hour without parents, so child (and parent) starts to transition into the care situation independently. All the visits are flexible, depending on how the child goes. Some children settle in quickly while others need more time to acclimatise.

**PERMANENT
AND
CASUAL
BOOKINGS**

WHAT IS A PERMANANT BOOKING?

Making permanent bookings may work best for your family if you do require regular care. Permanent bookings provide you with a guarantee that a place will be available for your child for each of your ongoing bookings.

Knowing that you will require the same sessions to be booked in for your child on a weekly basis means that making a permanent booking will be the best option for you.

When you complete our enrolment form you will be prompted to select which sessions you would like your child to attend, thus creating a permanent booking.

Our permanent booking fees are slightly lower than our casual fees.



WHAT IS A CASUAL BOOKING?

Making casual bookings may work best for your family if you do not require regular care. Casual bookings provide you with a little more freedom to book days as and when you need them. However, making a casual booking request does not guarantee that a spot will be available for your child(ren) on the session you require. Requesting a casual booking simply means that you make a request for that session. That request will need to be approved by the service before the booking is yours.

Please note that our casual booking fees are slightly higher than our permanent fees.

HOW DO I MAKE A CASUAL BOOKING?

After enrolling your child(ren) into Adventure Patch, you will now have an active profile in Xplor.

To make a casual booking, head to the Xplor Home App and make a booking request. This request will send a notification straight to the service. If there is a spot available your request will be approved, and you now have that booking in place.

If there is not a spot available, the service will unfortunately have to deny your request, meaning that we are unable to provide you with care for the requested session. You will be notified of this through the Xplor App.

HOW DO I GET CHILD CARE SUBSIDY (CCS) APPLIED TO MY PERMANENT BOOKINGS?

We can only apply CCS when a booking is in place. As a permanent, your bookings will have been placed in your child's profile at the time of the enrolment.

However, we ask that you please ensure that the CWA in your child(ren) profile and in your MyGov account is accepted and approved. This step is something that you will have completed at the time of your enrolment.

If any changes are made to your permanent bookings at any stage, you will be required to complete this step again in order to continue to have CCS applied. Our enrolment team will notify you when a new CWA needs to be approved. We ask that if you ever complete a change of booking form to note that approving a new CWA is likely to be required.

Approving a new CWA will also occur annually during our re-enrolment process.



HOW DO I GET CHILD CARE SUBSIDY (CCS) APPLIED TO MY CASUAL BOOKINGS?

We can only apply CCS when a booking is in place. As a casual, you can complete the enrolment process without requesting any bookings. This means your profile is active, however, no CCS has been applied to your bookings as we have no bookings in our system. When you need casual care and request a booking via the Xplor App you will need to let our enrolment team know so that we can apply CCS to your bookings.

Once a casual booking is in place our enrolment team will create a CWA for you. You will then be tasked with approving this CWA in the Xplor app and in MyGov. Once the CWA is approved in both places you can continue to request casual bookings via the app without needing to complete this step again.

If you have no bookings with Adventure Patch for 14 weeks in a row or longer, the CWA you approved will lapse, meaning that CCS no longer will be applied and you will begin to pay full fees. Our enrolment team will need to be notified of your new casual booking in order to create a new childcare subsidy enrolment for you to approve.

ADDING A DAY OF CARE: PERMANENT

If you need to add any additional sessions that will remain ongoing for your child(ren), you will need to complete a change of booking form.

Completing this form will notify our enrolment team of the extra sessions you require, allowing subsidy to apply and to ensure we have space for your child(ren) on the day requested.

If you wish to add an additional session as a 'once off casual booking', meaning that you will not be requiring this session on an ongoing weekly basis, then we ask that you make this booking request via the Xplor Home App. This request will send a notification straight to the service.

If there is a spot available, your request will be approved and you will now have that booking in place. If there is not a spot available, the service will unfortunately have to deny your request, meaning that we are unable to provide you with care for the requested session. You will be notified of this through the Xplor App.

Please note that making this change will require you to approve a new CWA in the Xplor Home App. Our Enrolment Team will notify you when an updated CWA is ready for you to approve.



ADDING A DAY OF CARE: CASUAL

As a casual, you can make booking requests at your leisure. Making sure to check if your request has been approved or denied each time in the Xplor Home App

We ask you to please remember that if you have no bookings with Adventure Patch for 14 weeks in a row or longer, the CWA you approved with your first casual booking will lapse. This means that CCS no longer will be applied and you will begin to pay full fees. Our enrolments team will need to be notified of your new casual booking in order to create a new childcare subsidy enrolment for you to approve.

I NEED TO REMOVE A DAY OF CARE: PERMANENT

If you need to remove any sessions from your permanent bookings, you will need to complete a change of booking form.

Completing this form will notify our enrolment team of the sessions you no longer require.

Please note that making this change will require you to approve a new CWA in the Xplor Home App. Our enrolment team will notify you when an updated CWA is ready for you to approve.



I NEED TO REMOVE A DAY OF CARE: CASUAL

If you have an approved casual booking but no longer require care, you are unable to remove this session. If you can no longer attend the casual booking you have made, absence fees will apply.

If you are able to provide 2 weeks' notice to this absence a reduced fee will apply (25% discount). Failure to give our enrolments team 2 weeks' notice will result in payment of the full fees inclusive of your regular subsidy.

CHANGING FROM A PERMANENT TO CASUAL ENROLMENT

If you would like to change from permanent enrolment to casual enrolment you will need to complete a change of booking form.

In this form, you can reduce the number of days to zero and include in our 'additional notes' that you would like to change to casual. Once submitted, this will advise our enrolment team who will then begin the process of adjusting your bookings.

Change of booking form QR codes can be found and completed in this booklet, on our website, and in our services. Once completed these are submitted to our enrolment team instantly.

Please note that making this change will require you to approve a new CWA in the Xplor Home App. Our enrolments team will notify you when an updated CWA is ready for you to approve.



CHANGING FROM A CASUAL TO PERMANENT ENROLMENT

If you would like to change from a casual enrolment to a permanent enrolment, you will need to complete a change of booking form where you can select what sessions you would like your child(ren) to attend on a regular basis.

Change of booking form QR codes can be found and completed in this booklet, on our website, and in our services. Once completed these are submitted to our enrolment team instantly.

Please note that making this change will require you to approve a new CWA in the Xplor Home App. Our enrolments team will notify you when an updated CWA is ready for you to approve.

CASUAL & PERMANANT ABSENCES

If you have a permanent or casual booking that has been approved by the service and you no longer require this booking as your child will not be attending the session, you will need to let the service know as soon as possible.

You can mark your child(ren) as absent on the Xplor Home App. This will then notify the Educators that your child will not be in attendance. Doing this ensures that our Educators do not need to call you and confirm your child's absence.

If you provide our enrolments team with 2 weeks' notice prior to your absent session, then a reduced fee will apply (25% discount). If you are unable to give our enrolment team 2 weeks prior notice, then the full session fee will apply.

STARTING OR ENDING CARE ON AN ABSENCE

If you are starting or ending care with Adventure Patch, it is important that your child physically attends their first day of care and their last day of care.

If your child is absent for their first and/or last booking, Child Care Subsidy will not apply to the sessions missed. CCS will be applied from your child's first physical attendance. You will have to pay our full session fees (excluding childcare subsidy). You can find the full government guidelines on the Services Australia website.

PROLONGED ABSENCES

If your child does not attend a session for 14 consecutive weeks your childcare subsidy will automatically cease, meaning that you will begin to get charged full session fees.

To get your childcare subsidy reapplied you will have to contact our enrolments team as soon as possible. Our team will create a new childcare subsidy enrolment for your child, and you will have to approve this CWA in both the Xplor Home App and on your MyGov profile for subsidy to reapply.

ANNUAL RE-ENROLMENTS

Each year during term 4, our enrolment team undergo the task of re-enrolling all of our Adventure Patch families for the new year. Although this is a huge task, our team work hard to ensure that the re-enrolment process for each individual family is a smooth one.

Below we have outlined a brief overview of this process:

1. Our team will send out the re-enrolment form to all families via the communication section of the Xplor Home App. Please keep a keen eye on the communications sent out during term 4
2. Complete the re-enrolment form. A separate form must be done for each child. Please provide accurate and detailed information in this form as it will affect your bookings in the new year. Please note our re-enrolment form has a specific due date to allow our team enough time to process hundreds of forms. Please complete the form before the due date to ensure the most accurate information.
3. Once our team have completed the re-enrolment process for your family, you will receive a confirmation email. We ask that you please remain patient as our team have many re-enrolments to process.
4. If your bookings are changing from one year to the next you will need to approve an updated CWA in the Xplor Home App in order for your childcare subsidy to apply.
5. If your child has not attended care in 14 weeks, you will have to the approve childcare subsidy enrolment in Xplor & MyGov.



I NO LONGER REQUIRE ANY CURRENT OR FUTURE CARE WITH ADVENTURE PATCH, WHAT DO I DO?

If you no longer require any current or future care at the service your child attends, you will need to complete a cancellation of care form.

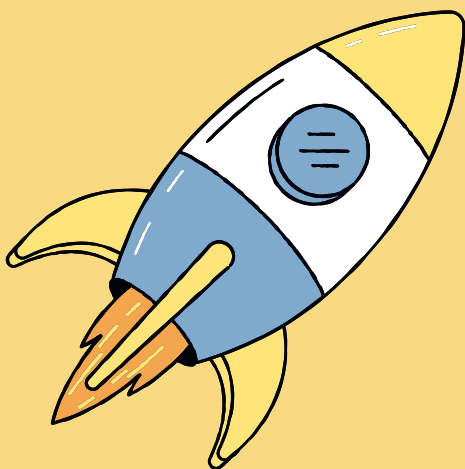
Completing a cancellation of care form means that your active Xplor profile will become inactive completely.

You must cancel care if you no longer wish to use Adventure Patch in any capacity. You may also need to cancel care if you choose to use a different Adventure Patch service.

For example, if you are moving from Long Day Care to OSHC you will need to complete a cancellation of care form and re-enrol into an OSHC service. Or, if you are currently attending a particular Adventure Patch location and would like to change location you will need to complete a cancellation form and re-enrol at your new desired Adventure Patch location. For example, changing from Blackmans Bay OSHC to Dunalley OSHC.

If any of the above examples apply to you, a new CWA must be approved when moving to a new service within Adventure Patch.

Cancellation of care forms need to be completed and submitted with a minimum of 2 weeks notice



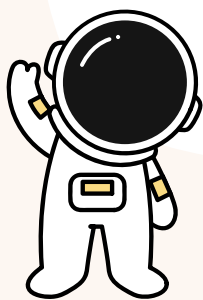
XPLOR HOME APP

WHAT CAN I USE THE XPLOR HOME APP FOR?

The Xplor Home App has many great features for parents to use on a daily basis. It is important that you download the App and become familiar with all its features as soon as possible. Below we have listed a few of the key features that you will be using within the App on a regular basis.

- Sign your children in and out of each session they attend.
- Request a casual booking.
- Notification of absences.
- Read individual observations about your child's learning, growth and development.
- Track important information such as nappy changes, sleep checks, medication and incident records, and more.
- Get notifications and updates straight to your pocket.
- Receive communications from our teams to your family.
- View your account statements.
- Make payments.
- Set up direct debit.
- Approve Complying Written Agreements.

GETTING STARTED WITH XPLOR



SIGNING IN AND OUT & AUTHORISED PERSONS.

To ensure the safety of each child at drop off and collection we require an authorised parent/guardian to sign the children in and out for each session.

An authorised parent/guardian can nominate another person to collect their children. However, we must have written authorisation with the full name and details of the nominated person who will be collecting on that exact date. The nominated person must provide photo identification upon pick up to verify the information given by the primary carer or authorised parent/guardian.

This must be done on each individual instance unless arrangements have been made with our enrolments team and the nominated person has been added to the child's profile.

Persons under 16 years are not permitted to drop off or collect any child from care.

For more information you can find our full 'Arrival and Departure of Children Policy and Procedure' on our website.

ACCOUNTS & BILLINGS - MAKING PAYMENTS.

To access your childcare statements and pay for your sessions you will need to login to your Parent Xplor account either on the website or via the App.

We advise to all of our families that you set up direct debit on your Xplor account so that payments can be taken out weekly and late fees do not ensue.

If you have any questions regarding your accounts and payments, please feel welcome to contact our finance team at our head office during their operation hours.

All current and up to date contact details can be found on our website at www.adventurepatch.org.au

FEES

All of our current childcare rates can be found on our website. The following are additional fees that may incur.

Overdue Accounts

All overdue accounts are subject to a \$20 Overdue Account Fee which is charged monthly to each account that remains unpaid at the due date.

Please contact our head office finance team if you would like to discuss your payment options or you are experiencing financial hardship.

Search Fee

If your child does not attend a scheduled booking and staff have not been notified that they will not attend, we begin our search procedure to follow up and ensure your child's safety. This procedure incurs a \$10 fee.

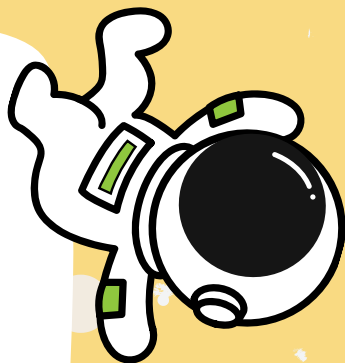
Late Pickup Fees

Adventure Patch closes at 6.15pm on operating days, if you are unable to collect your child by 6.15pm there is a surcharge of \$10 for each child. A further \$10 is charged for every 5 minutes thereafter. Child Care Subsidy is not payable on this surcharge.

Absences

If your child is absent from a scheduled booking, including casual bookings, 25% discount off the normal fee will apply if a minimum of 2 weeks' notice is provided to enrolments and services. If a minimum of 2 weeks' notice is not provided, full fees will apply (inclusive of childcare subsidy).

SCAN & SUBMIT



CHANGE OF BOOKING FORM

Adding a session (for Permanent)
Removing a session (for Permanent Care)
Changing from Casual to Permanent care (or vice versa)

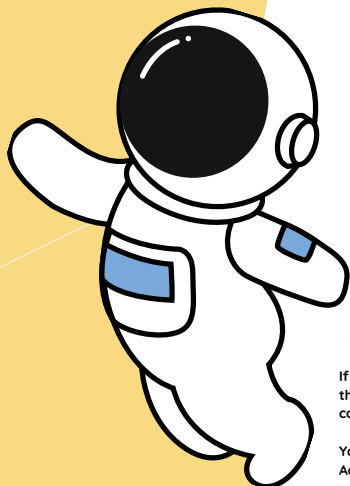
SCAN & SUBMIT



CANCELLING CARE FORM

If you no longer require any current or future care at the service your child attends, you will need to complete a cancellation of care form.

You must cancel care if you no longer wish to use Adventure Patch in any capacity. You may also need to cancel care if you choose to use a different Adventure Patch service.



PHOTOGRAPHY

We understand that not all parents/guardians approve of their child being photographed. We ask that upon enrolment you carefully read through the photography approval and check off the ways in which you would like your child photographed or not.

Below are the ways in which photos may be used or displayed for your reference;

- Observations within the Xplor app
- Posters around the service
- Marketing and advertisements
- Social Media content

If at any time your preferences toward photography have changed, please notify your service coordinator.

CUSTODY RIGHTS / CO-PARENTING

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers. Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken by an unauthorised person, the police will be called immediately along with the authorised primary carer.

In the circumstance of co-parenting families, both parents/guardians can have their own Xplor account that operate fully independently of each other. If it is Parents A's week for drop off and collection at the service but Parent B arrives to collect your children, unless the service has custody papers or Parent B is breaching our collection policy, we must allow the children to go home with their parent/guardian even if it is not their intended day for pick up. Our Educators will call the intended Parent for pick up immediately and inform them of the situation.

For more information about creating split accounts in the Xplor Home App, please feel welcome to contact our enrolment team during hours of operation.

COMMUNICATION

Please always feel welcome to email or call our head office during operational hours and we will help you as best we can with any questions or issues that may arise.

We ask that continual communication is kept with us to ensure our office teams have the most current and accurate information in regards to bookings, enrolments, finances and more. Keeping the service teams and our office team in the loop will aid us in ensuring that a reduced number of issues may arise.

Other notices or communications may be sent to our families via the Xplor App. This is a great place to check out any service announcements coming directly from your Coordinators and Educator team!

You may also receive communications from our team members at Head Office regarding enrolments or accounts.

CONFIDENTIALITY

At Adventure Patch we keep all personal details of yourself and your children confidential. We do not give out any personal details to other families and only communicate information that is required internally within our teams.

The information you provide to set up your enrolment and accounts with us is secure and confidential also.

PARENT/GUARDIANS RIGHTS & RESPONSIBILITIES

As Parents and Guardians of Adventure Patch you have the right:

- To be treated courteously and respectfully by all our Adventure Patch Staff.
- To access any of the Adventure Patch Policies and procedures.
- For the primary carer to access information regarding your account.
- To respectfully voice any concerns or grievances through the appropriate channels.
- To retain privacy, by having your personal details remain confidential within our system.

As Parents and Guardians of Adventure Patch it is your responsibility:

- To treat all Adventure Patch staff, children, volunteers, and other families with respect and courtesy.
- Maintain confidentiality.
- To contact and perform any Centrelink tasks required.
- To keep any medical or other personal details of your children current and up to date.
- Pay childcare fees as they are due.
- Sign your children in and out during each session.
- Complete your own change of booking forms (for permanent sessions).
- To inform staff ahead of time of anyone who is not a contact name in the child's profile that they will be picking your children up from the service (these people must bring photo ID at the time of pick up.)
- To inform staff of absences. Please note we are separate to school operations and must be notified independently.
- To be readily contactable in case of emergencies and available for early collection upon coordinator request.

COMPLAINTS, GRIEVANCES, OR FEEDBACK

Adventure Patch welcomes each grievance as a means of improving our customer service. Our aim is to always provide you with an opportunity to voice your feedback in a safe and confidential forum. We value the feedback from each family and member of the school community and will always address any grievances in a timely and meaningful manner. It is of the utmost importance to Adventure Patch that we are continually providing a high quality of care and customer service.

We welcome a transparent forum to address any concerns or feedback. We would love to work together to put your concerns at ease, take on your feedback and reach solutions to your grievances in a manner that is honest, gracious and respectful. Keeping what is lawful and best for the children and all families at the forefront of our conversations and resolutions.

If you have any grievances or feedback, regarding customer service we ask that you email feedback@adventurepatch.org.au

If you feel as though your grievance was not adequately addressed, we then ask that you email our Deputy CEO's inbox with as much information as you can provide. We will then ensure that your grievance is address in a timely manner by our OSHC Manager or executive team. It is here that we promote transparent and honest conversations to work cohesively toward a positive solution.

The contact details of our OSHC coordinators and Administration Inbox can be readily found on our website.



HELPFUL PHONE NUMBERS

Centrelink: 136 150

Monday to Friday 8 am to 8 pm

Australian Immunisation Records: 1800 653 809

Monday to Friday 8 am to 5 pm

Services Australia Online Support line: 132 307

Monday to Friday 7 am to 10 pm

Saturday and Sunday 10 am to 5 pm

Strong Families Safe Kids Tasmania: 1800 000 123.

Call any time

Safe at Home Family Violence Response and Referral Line: 1800 633 937

call any time

Headspace Hobart: (03) 6231 2927

Monday to Friday 8am to 5pm

NDIS Funding: 1800 800 110

Monday - Friday 9am - 5pm

Working Together: 1800 816 057

9.00 am to 5.00 pm Monday to Friday



COME FIND US

www.adventurepatch.org.au
admin@adventurepatch.org.au
03 6229 4914

We've developed from humble beginnings as a small, long day care provider in Blackmans Bay. Since our establishment in 1980, we've grown. We're an organisation that is dedicated to our community and with its support we've been able to create Adventure Patch - an organisation with a strong philosophy that encourages, supports and helps to grow the next generation of Tasmanians.

