



## **Detailed Instructions For Families**

### **Accessing MyGov:**

- To access MyGov [HERE](#) to update your income estimates and activity test.

### **Accepting the CWA (Complying Written Agreement)**

- 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 child care fees.
- Please follow the instructions below:
  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'.

### **Adding and Updating Payment Details In Xplor For Direct Debit:**

1. Log into your Xplor Home: <https://home.myxplor.com/>
2. Select the relevant service (i.e. Mountain View, Ocean View or one of our Outside School Hours Care services)
3. Select the Finance tab down the left-hand side
4. Select Auto Debit Setup down at the top/middle of the screen
5. Enter details
6. Tick the Acknowledge and Agree button (if you agree)
7. Press submit

\*\*This process should only take a few minutes to set up. Please let me know when this has been completed if you do not require assistance to ensure that we set a limit on the amount to be deducted each week.

### **Completing MyGov Enrolment Approval:**

- Log onto MyGov, and follow all steps in the link [HERE](#)