

BOOKINGS FLOW CHART

To help you access the bookings you need and to avoid unnecessary costs, please ensure you complete each of the following steps. Bookings will not be confirmed until all steps have been completed.

What are your childcare plans?

I will be sending my child/ren to care with no changes to my current bookings

Please complete all steps except step 2)

I will send my children to care but want to change my current bookings

Please complete all steps)

I want to cancel my bookings

Please complete a termination of care form [HERE](#) You must provide 2 weeks' notice of cancellation. Please cancel by 26 June to avoid charges from 13 July. If you are not clear about the government rules for finishing on an absence, please contact us for clarification and to avoid extra costs enrolment@adventurepatch.org.au

I want to retain my bookings but do not want to return my children to care yet

From 13 July, normal charges will apply. Allowable absences will be reset at 42 per child per year from 1 July 2020. We will maintain your booking if possible but will give priority to families seeking immediate care. We will also need two weeks' notice when you do plan to return. You must also complete step 1. If you are not clear about the government rules for finishing on an absence, please contact us for clarification and to avoid extra costs

enrolment@adventurepatch.org.au

Next steps (you can download detailed instructions here) Instructions for Families

Step 1

Update details on My Gov including income estimates and activity test

Step 2

Please complete the booking request form – for new or changed bookings [HERE](#)

Step 3

Go to Xplor Home and accept your CWA

Step 4

Ensure you have set up direct debit – in Xplor Home. This is the only payment option available.

Step 5

Make sure we have up to date details for you and your child/ren. Check your details in Xplor Home and then complete the form [HERE](#) to make changes or confirm current details are up to date.

Step 6

Review My Gov - if you make changes to your child/ren's bookings you will need to approve their enrolment