

Xplor Procedure

Title:	Xplor Procedure		
Last Reviewed:	23/8/17	Next review due:	August 2017

Rationale

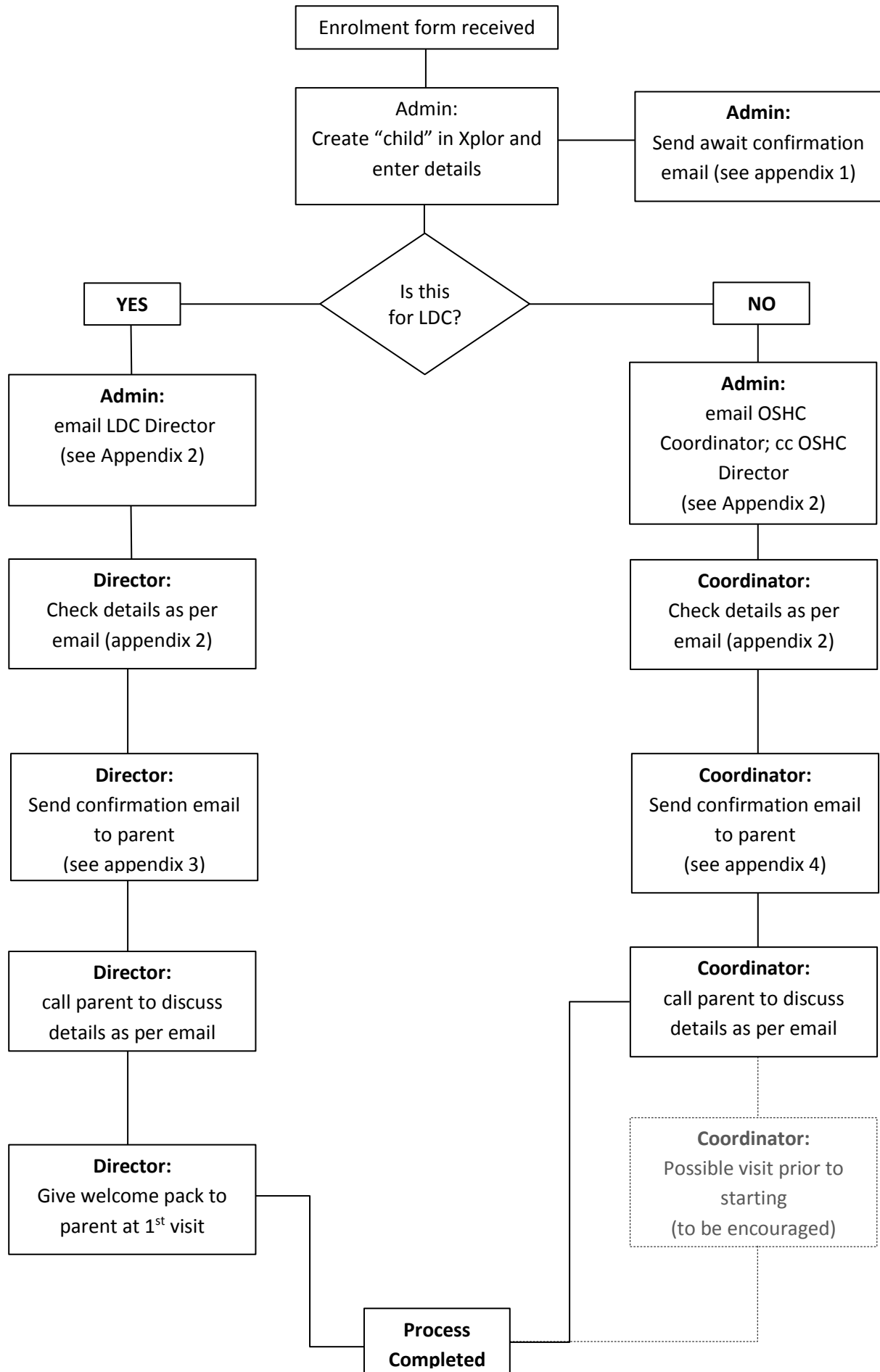
To provide consistent guidelines for the management of a “child” within Xplor; from initial enrolment responsibilities to daily management by carers.

Aim

Xplor is an all-encompassing childcare system that supports social, economic and environmental sustainability through:

- enhancing a deeper and richer relationship between educators and families utilising instant two-way communication
- an effective and in-depth administration system

The aim of this procedure is to ensure all internal stakeholders utilise Xplor in a consistent and timely manner, understanding their responsibilities as part of their role.



Links to other policies, procedures or documents

- Enrolment & Orientation Policy and Procedure
- Fee Procedure

Appendices

Appendix 1 - Await confirmation email to parent

Good morning/afternoon

Thank you for your recently submitted enrolment form/s and thank you for choosing Blackmans Bay Childrens Services.

Please be advised that the Service Director/Outside School Hours Coordinator will confirm your enrolment once the details of the enrolment form have been accepted.

Confirmation of your child's booking is to be received before commencement of care. This may take up to 48 hours after enrolment form has been received.

Please note if you wish to receive your child care benefits from Centrelink we will require yours and your child's Customer Reference Number (CRN). You will also need to be registered for childcare benefits with Centrelink. [Click here for advice from Centrelink regarding registering for childcare benefit.](#)

Queries in relation to care and bookings (extra bookings, cancellations, absences, holidays) are to be requested through Xplor and confirmed by the Service Director/OSHC Coordinator. Any extra cancelled casual bookings will incur a 75% charge as per our Fee policy.

Queries in relation to care and bookings are to be discussed with the Service Director/OSHC Coordinator, however should you have any queries regarding your accounts in the future, including details regarding childcare benefits, please do not hesitate to contact the administration team as per below.

Kind regards

Administration Team

Blackmans Bay Childrens Services
PO Box 64, Blackmans Bay TAS 7052
P: (03) 6229 4914
W: www.bbchildcare.org

Appendix 2 - New Enrolment email sent to Director/Coordinator

Good morning/afternoon

Please be advised that we have added this enrolment onto Xplor and it is currently wait listed.

Could you please check start date, room name, bookings, any allergies etc and then make them active.

Once this has been completed, could you please confirm requested bookings are available with the parent.

Many thanks

Administration Team

Appendix 3 - New Enrolment confirmation email sent from Director to new parent

Good morning/afternoon

We would like to take this opportunity to welcome you to Blackmans Bay Childrens Services and to thank you for choosing us to care, nurture and educate your children.

We would like to confirm your bookings as follows:

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-

Please note that we use a management system called Xplor and to use this system to it's maximum potential we kindly ask that parent's use the Xplor App. [Click here to view Xplor's Parent Handbook.](#)

This will allow an easier flow of communication between parents and educators, and will keep you updated throughout the day. Therefore prior to commencement could you please do the following;

Prior to commencement you will need to do the following;

1. Find the "Xplor" app (free) in your app store on your smart phone (available for Android and Apple devices).
2. Click install to download.
3. Once downloaded you will need input your account email address and password as per Xplor email.

What the app allows you to do:

- Sign your child/ren in and out of the facility. On entry you will receive a pop up message asking if you would like to sign your children in. Please note this will only work if you have Bluetooth switched on.
- Request additional bookings should the need arrive.
- Notification of any absences.
- View your accounts at any time.
- Receive posts and pictures, to keep in touch with what your little ones are up to throughout the day.
- Important information - sleep times, meal times, observation, sunscreen and more.
- Soon to come – arrange payment via direct debit

Please do not hesitate to contact me as per below should you have any queries.

Kind regards

Service Director

Appendix 4 - New Enrolment confirmation email sent from OSHC to new parent

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We encourage you to come and say hello prior to starting, we would love to meet you and your family.

Please do not hesitate to contact me as per below should you have any queries.

Kind regards
OSHC Coordinator