

GETTING STARTED WITH KELLY CLUB

Thank you for choosing Kelly Club Gladstone Views Primary School.

We're excited to welcome you and your family!

The following information is required to finalise your enrolment:

- CRN & Date of Birth (if you are claiming CCS)
- Direct Debit setup

To complete your enrolment, please follow the steps outlined below.

1. Complete the Digital Enrolment Form

Please fill out the enrolment form using the link below:

https://prodadmin.myxplor.com/enrollment_v2/centre/vZkelwSSbho3nSY38UK5RA

Important: Ensure you include the Customer Reference Number (CRN) and Date of Birth for both the Primary Carer and each child. The Primary Carer is the individual receiving the Child Care Subsidy (CCS) from Centrelink.

Direct Debit Payments: You will be prompted to set up your Direct Debit during the enrolment process. Fees are paid weekly via Direct Debit and processed every Thursday after CCS is applied. This payment method is mandatory for all families as per Kelly Club Terms and Conditions .

After submitting your digital enrolment, you will receive an email confirming your enrolment. The Coordinator will contact you within 24–48 hours to verify your details, discuss any special requirements, and activate your enrolment.

2. Set up your Xplor account

Once your enrolment is processed, you will receive an invitation to create an Xplor account. If you've previously used Xplor with another provider, you can link to your existing Xplor account; otherwise, you'll need to create a new one.

Download the Xplor Home App to manage bookings, view your account balance, and make payments. Note that only the Primary Carer will have access to the Finance tab in Xplor.

For detailed instructions on setting up your Xplor account, please refer to the attached Xplor Welcome Pack.



3. Approve the CWA (Complying Written Agreement) in your Xplor account

A CWA will be created and sent by the Coordinator for you to approve in Xplor.

Log in to your Xplor account and navigate to the Finance tab to approve the CWA. This step is essential for confirming your CCS entitlements.

1. Log in to the Xplor Home App using the primary carer's account.
2. Click "Finance" tab
3. Click on the specific centre (Kelly Club).
4. Click on "View CWA Agreement". If you do not see this button, please reach out to your coordinator to ensure they have completed the necessary actions on their end.
5. The CWA should appear for you to carefully review.
6. Click "I Agree"

For more guidance on approving Complying Written Agreement (CWA) in Xlpor, refer to the instructions linked below:
Home: CWA Approval & CCS Enrolment Confirmation

4. Approve the CCS Enrolment in your MyGov account

Once you have approved your CWA, a CCS enrolment request for Kelly Club will be sent to your MyGov account. ***(You will also receive an email from Xplor with step by step instructions on how to approve your CCS).***

Please log in to your myGov to approve the CCS enrolment. If you don't receive the notification within a few days, contact the Coordinator or the Accounts Team- (contact details below).

Follow any instructions from Centrelink, which may include completing an Activity Test or providing additional information to activate your CCS entitlements.

Please Note: Primary carers are responsible for checking their own entitlements and CCS eligibility. Kelly Club does not have access to this personal information and therefore cannot take responsibility for any discrepancies.

For guidance on approving the CCS enrolment on Mygov, refer to the instructions here:
Home: CWA Approval & CCS Enrolment Confirmation



6. Manage bookings and cancellations

BOOKINGS

Casual Bookings: You can make casual bookings anytime via the Xplor Home App.

Permanent Recurring Bookings: To set up permanent bookings (the same time each week e.g. every Monday and Tuesday), please contact your Service Coordinator. Permanent bookings receive a *discounted rate*.

Adding Extra Bookings: Any additional days booked outside your permanent schedule will be charged at the ***casual rate.***

Booking Notice: Sessions must be booked ***at least 48 hours in advance***. Bookings made with less than 48 hours' notice will be processed as a ***request*** and must be confirmed by the Coordinator, subject to availability.

CANCELLATIONS

You can cancel bookings via the Xplor Home App. Please note our cancellation policy:

BSC, ASC, and Standard holiday program bookings:

- **More than 24 hours notice:** No fees will apply
- **Less than 24 hours notice:** Full fees apply unless a medical certificate is provided within 48 hours.

Holiday program bookings - with excursion or incursions:

- **More than 3 days notice:** No fees will apply
- **Less than 3 days notice:** Full fees apply unless a medical certificate is provided within 48 hours.

For video tutorials on using the Xplor Home App, visit:

Families Xplor Help Video

If you need further assistance, please contact your **Program Coordinator.**

Phone: 0435 840 363

Email: gladstoneviews@kellyclub.com.au

Alternatively, reach out to our **Accounts Team.**

Phone: 1300 535 590

Email: accounts@kellyclub.com.au