



Walford

**XPLOR REGISTRATION
FOR OSHC**

All enrolment details, personal information, and fee accounts for both the Walford OSHC are managed through our online management system, Xplor.

To finalise the enrolment process, you must complete the following steps, prior to your child's first day in the Walford OSHC.

1. Register with Xplor:

[Complete your Xplor registration here.](#)

This can be completed on mobile and any desktop browser; however, Xplor recommends Google Chrome.

Please note that the parent completing the Xplor registration becomes known as the 'Primary Parent' in Xplor and receives administration access to the account.

You will need the following information:

- Parent Centrelink Customer Reference Number (CRN)
- Child Centrelink Customer Reference Number (CRN)
- Child's Medicare Number
- Child's Immunisation Record

Once your enrolment is confirmed in Xplor, your account will be activated, and you will be prompted to set up a password for the Xplor Parent Portal.

2. Apply for the Child Care Subsidy (CCS):

[View advice on CCS eligibility here.](#)

Xplor links the Walford OSHC and our families to the Department of Human Services.

Once registered in Xplor, you must complete the following steps to confirm your CCS application. Not completing these steps will result in full fees being processed.

1. Upon registration, you will receive a Complying Written Agreement (CWA) formalising your child's enrolment with the Government. To proceed with your CCS application, you must agree to the CWA in Xplor.
2. Your enrolment will also appear as a task in your MyGov account. You must confirm this task in MyGov to submit your CCS application.

Please note the Child Care Subsidy can take some time process. Please ensure that you have entered correct personal details, particularly CRN numbers for parents and children, to avoid delays.

3. Set up Direct Debit Details:

Payments must be made via direct debit, through Xplor's payment solution partner, Debit Success. You can change your nominated bank account at any time.

Please be aware that all fee payments are debited weekly on a Thursday. Accounts are to be paid four weeks in advance.

To avoid default charges of up to \$19.95, please ensure you have enough funds available in/on your nominated direct debit account one day prior to your weekly scheduled direct debit.

[View instructions to activate your direct debit account here.](#)

Once this is activated, please complete [the Acknowledgment Form here.](#)

Late Collection Fee: A fee of \$15.00 will be charged for every 5 minutes, or part thereof, for a late pick-up of your child after 6.00pm.

4. Provide Medications:

It is a regulatory requirement that any medications held at school for a student must also be with them at OSHC and Holiday Care.

For your child to attend OSHC or Holiday Care, medications must meet the following criteria:

- Medication must be in date.
- Medication must be clearly labelled with a pharmacy label, displaying the child's name and dispensing instructions.
- A medical management plan (such as an Asthma Action Plan or Anaphylaxis plan) must be attached.

A Medical Risk Minimisation Plan and Communication Plan will be completed by Walford OSHC, for your signature at the first attendance.

Contact

Should you have any queries regarding the Xplor registration or applying for the Child Care Subsidy, please contact the Walford OSHC by emailing elc@walford.asn.au.

Should you have any queries regarding fee payments, please contact the Walford Finance team by emailing accounts@walford.asn.au.

For information and FAQs regarding Xplor, including the Parent Portal, please visit the [Xplor Knowledge Base \(Families\)](#).

