



SA MONTESSORI  
quality early childhood education and care

# Welcome to Xplor Home

We use a software system called 'Xplor' for our enrolments, bookings and payments. This platform has an off-shoot known as 'Home' which is designed for parents and guardians. All of our parents/guardians are required to have a Home account in order to perform important functions associated with your child's enrolment, attendance and fees.

Please find below an outline of the essential steps you will need to take when setting up your 'Xplor Home Account' at your SA Montessori centre:

## TO SET UP YOUR XPLOR HOME ACCOUNT:

- 1) **Create an account with Xplor Home.** When your child's enrolment is made 'Active' in our system, you will receive an email inviting you to create an account with Xplor Home. *Please refer to image to the right for a sample.*

This is a legitimate and important invitation. Once you receive it, please take action as soon as possible by creating your account and/or downloading the app. **The link will expire after 7 days**, so if you do not activate your account within that timeframe you will need to **contact us to request a new invitation.**

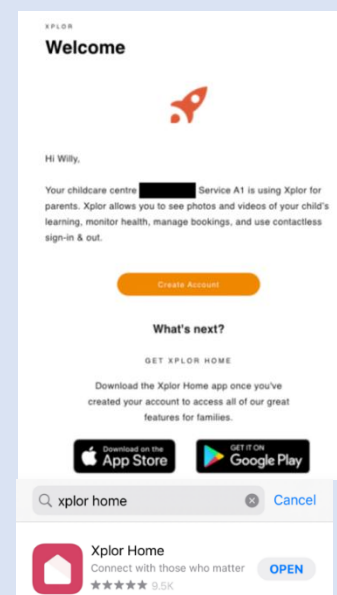
- 2) **Make note of your password\* and your four-digit access code** when you create your account, as you will need to use these later.

*\*If you ever forget your Home password, select 'Forgot Password' from the option on the Xplor Home Login screen*

- 3) **Download the Xplor Home app.** We strongly recommend that you download this app onto your mobile, as this offers the most user-friendly interface and access to the most important features.

If you do not download the app, you can access your Home account via a web browser at <https://home.myxplor.com>. However, this prevents you from using certain features. We encourage you to use the Home app if possible.

- 4) **Invite your child's authorised contacts to be 'Hub Guests'.** All parents/guardians identified on your child's Enrolment Form will automatically receive an invitation and create individual log in details for Home. However, you may have additional "authorised contacts" nominated on your Enrolment Form (eg. grandparents, aunts, uncles) who drop off or collect your child and therefore need their own access for digitally signing in and out. You will therefore need to send these contacts an invite yourself, using your Home App to do so.



Need further help? [Home: Quick-Start Guide](#)

# How we use 'Home' at SA Montessori

## SIGNING IN AND OUT

Each day when you arrive at our centre, you will need to sign your child in, and you will need to sign out when you depart. This is a vital element of your daily routine as accurate attendance information contributes to the safety of the children, by ensuring we know exactly who is in our care at any given moment, and because this attendance data will be used by Centrelink to determine where Child Care Subsidy payments are due.

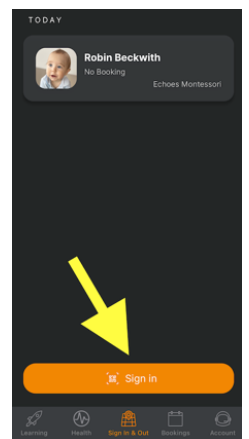
There are two ways to sign your child in and out:

### 1) Using the Home App

If you are using the Home App, you can simply open the app and click the orange 'Sign in' button at the bottom of your screen, then hover the camera over the QR code on our sign in/out iPad. *The first time you do this, you will need to grant permission for the app to access your camera.*

### 2) Using the Hub on the iPad

If you are not using the app, or your mobile is not easily accessible, you can use our iPad to sign in or out using the Hub. You simply click 'Sign in' and then enter your email address and the four-digit access code you chose when setting up your Home account.



Need further help? [Home: Quick-Start Guide](#) (Select section titled 'Signing your Children In and Out')

## FINANCES

Home is designed to empower parents and guardians with accessible, real-time information about their finances. This ensures that important and accurate information is at your fingertips when you need it. You can navigate to the Finance section of the app by tapping 'Account' then 'Finance' (right).

### Approving Your CWA

The first time you will use the Home app is to approve your Complying Written Arrangement (CWA). This is a vital step in your enrolment process, as it (alongside confirming your enrolment through MyGov) enables Centrelink to direct any eligible Child Care Subsidy to our service to reduce your out-of-pocket fees. After you initially approve your CWA you can view it in your Home account for your reference, and if any significant changes are made to your enrolment you will be able to approve the updated CWA through Home as well.

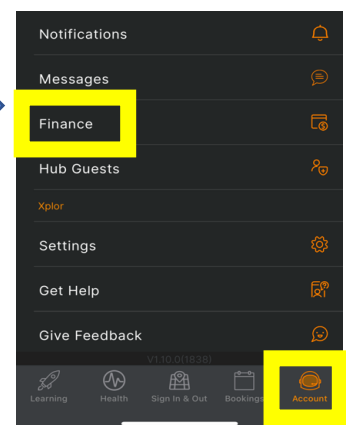
Need further help? [Home: Quick-Start Guide](#) (Select section titled 'CWA Approval')

### Updating Bank Billing Details

If you ever need to update\* the bank account you are using for your centre fees, you can do this at any time through the Finance Tab from either the Home App or via the Home web.

*\*Please note that you will not need to use the 'Setup Direct Debit' option when you first commence the centre (as your initial Enrolment process would have already prompted you to set up a digital DebitSuccess form). However this section can be used to update any billing details in the future.*

Need further help? [Home: Quick-Start Guide](#) (Select section titled 'Add Bank Details')



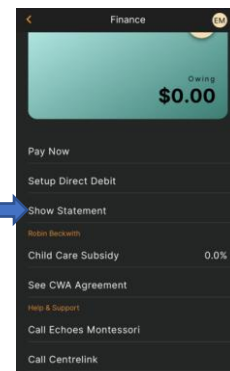
## Statements

One of the most useful features of Home is that it provides parents/guardians with vital information about your fees and Child Care Subsidy in real time. We do not actively email weekly statements to families, because that information is accessible to you at any time through your Home account. You can view past charges and CCS paid, see your current balance owing, and view upcoming payments that are due alongside estimated CCS.

**We encourage you to call Centrelink directly if you ever have questions about your Child Care Subsidy, particularly if your CCS levels have changed and you wish to know why.** We do not have access to any information about how Centrelink determines your individual CCS levels, and we are not authorised to investigate this on your behalf, so we are unable to provide those answers personally.

*Need further help?* [Home: Quick-Start Guide](#) (Select section titled 'Checking Your Statement')

*Also go to:* <https://support.myxplor.com> and Search for Article 'Account Summary'



**Please note:** The 'Pay Now' feature will be **disabled**, as our centres charge fees on a weekly basis, on a Friday.

## COMMUNICATION BETWEEN CENTRE AND FAMILIES

Open dialogue is a vital component of developing respectful, reciprocal partnerships with families. The Home app helps us achieve this by facilitating effective and efficient communication. It does not *replace* other forms of contact, such as face to face discussions, but it helps us to share news with our families and empowers you to provide us with important information.

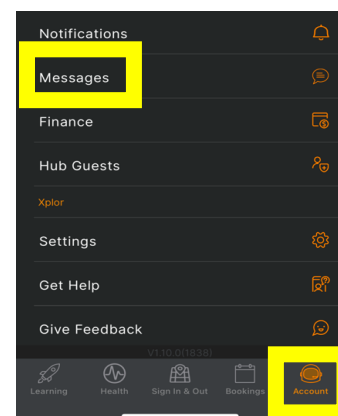
### Absences and Late Notifications

If your child is going to be absent, you can use the app to let us know, by clicking on the calendar date from the Bookings page. You can also use this feature if you are arriving late, so that we know that we should not mark your child as absent. You can also give advance notice of a planned absence or holiday through Home.

### Messages from the Centre

We will regularly share information with our families about special events, practical matters and news from our centre. These messages can be found in the app by navigating to 'Account' then selecting 'Messages' (right) or in the 'Messages' menu item on your browser dashboard. We will always attempt to ensure that messages are also sent via email, as we want to make it as convenient as possible for you to receive that information. However, we recommend using Home as this will allow you to conveniently access all present and past messages in one spot.

*Need further help?* [Home: Quick-Start Guide](#) (Select section titled 'Messages & Inbox')



### Emergency Booking requests

As per your Parent Handbook, we do not offer casual care as a standard service because sporadic attendance can interfere with the integrity of our pedagogical program and can undermine a child's sense of belonging and security. We also do not offer casual sessions because most of our days and classes are full, meaning that we do not have empty spaces and therefore cannot legally welcome additional children. However, we recognise that sometimes families encounter emergency situations where additional care on an irregular day is urgent and important. In that scenario, we will endeavour to support you to the best of our ability. You can use the 'New Bookings' function in the Home app to request an additional session. If you use this function, please remember to **add a comment** when submitting your request to explain **why** this emergency session is needed.

*Please note:* This function is for one-off, **urgent requests only**. For ongoing changes to your child's attendance, please email the centre administrator.





## LEARNING

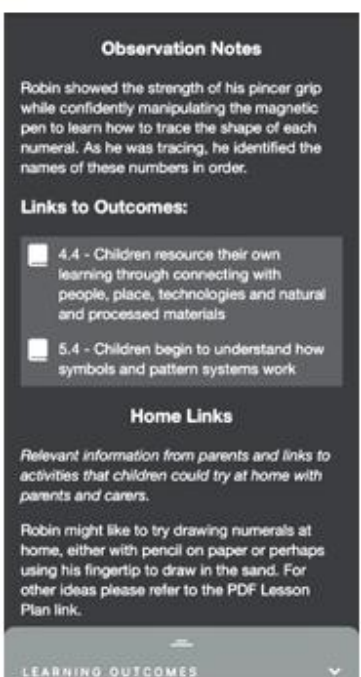
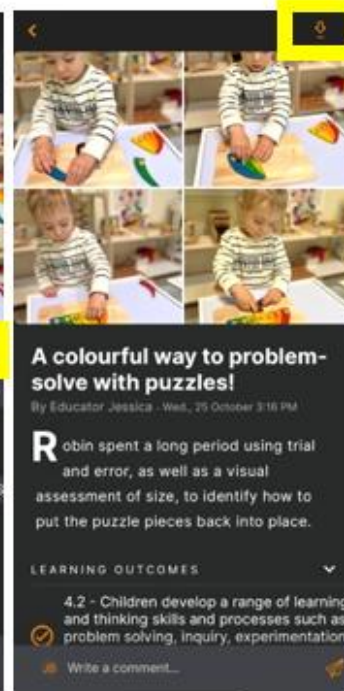
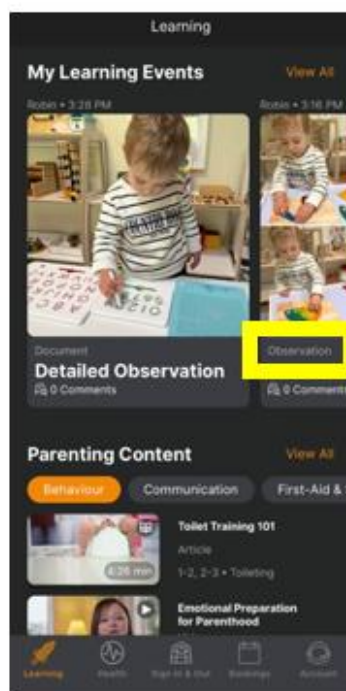
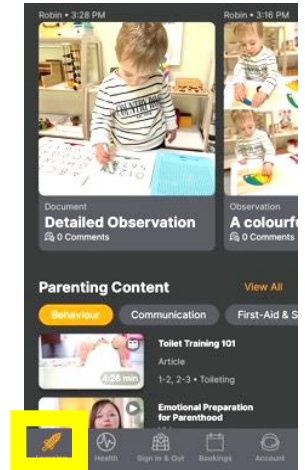
The main use of your Home app will be to receive the information regarding your child's learning journey that we share from our Playground platform. We encourage you to read this guide to help you understand how you can learn from Observations and Documents, delve deeper with our Montessori Lesson Links, and offer your own ideas and insights through Comments and by adding your own moments from home. All of this can be found by going into the Learning section of your app. You can also enable Home to send you notifications when new photos arrive.

### Observations

The most common type of information we will share is an 'Observation', which is a brief update on your child's day-to-day activities. This will usually include a photograph (or a collage of several images), a brief caption and may also mention associated Early Years Learning Framework (EYLF) Learning Outcomes. Remember to tap the image to see the full Observation, and scroll down to read all the details. You can download your photos if you wish to save them or share them with other family members. We do remind you that to protect the privacy of children in our Preschool, and the intellectual property of SA Montessori, photos sent to you by our educators are not authorised to be shared on social media.

### Document

Sometimes our educators will send longer 'Documents'. These will usually be more detailed learning stories that delve a little deeper into your child's development. Please remember to scroll through these to read all of the information. If the Document being shared relates to a particular Montessori material or lesson, you will see these lesson titles listed. In some cases, you will also notice an orange hyperlink to an in-depth lesson plan.

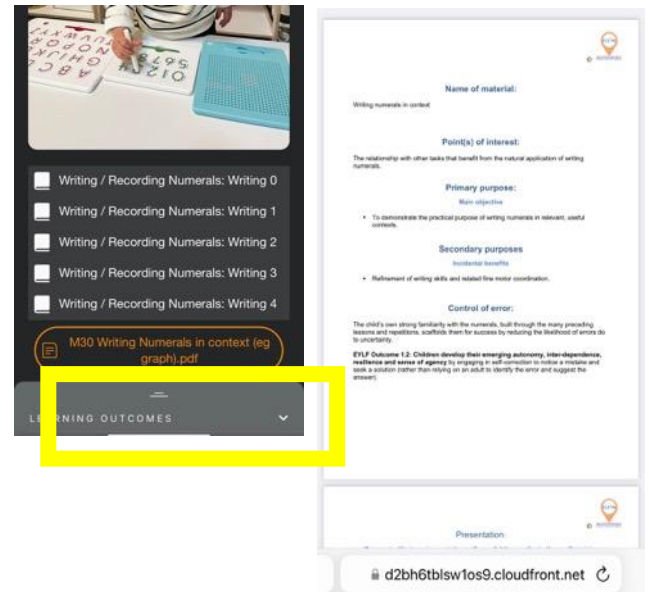




## Montessori Lesson Links

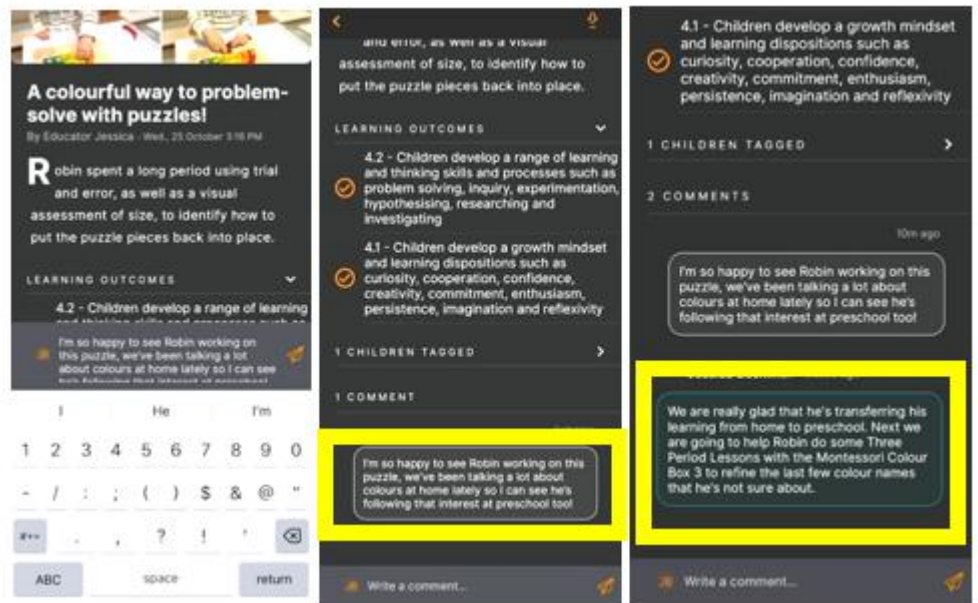
When you see an orange PDF hyperlink embedded into a Document, this means that you can tap the link to read an in-depth Lesson Plan for the associated material.

This will provide a great deal of information for families looking to learn more about the Montessori philosophy and approach, as well as offering tips for ways that you can extend your child's learning at home.



## Comments

Within an Observation or Document, you can record your reflections and communicate directly with your child's educators by adding your own comments. The educators can also reply to your comment, so this is a great way for you to start a dialogue, ask questions that you might have about your child's learning, or offer your own ideas and input!

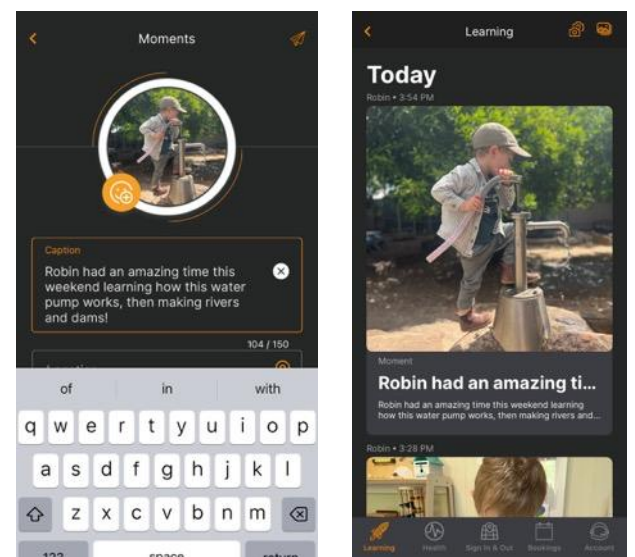


## Adding moments from home

Another way for parents to share their perspective, preferences and priorities is for you to upload moments or memories of your own! You can add photos and captions to tell your educators about what your child has been doing at home recently, adventures they've had, or interests that they've expressed. This enables your educators to extend on those experiences in the classroom, or to engage your child in conversation about their memories and learning.

## Parenting Content

You may also notice that the landing page of the Learning tab features 'Parenting Content'. These are videos and articles shared by Home, not by our centre personally. You may find these informative and valuable, but please remember that it is not necessarily reflective of our Montessori philosophy.



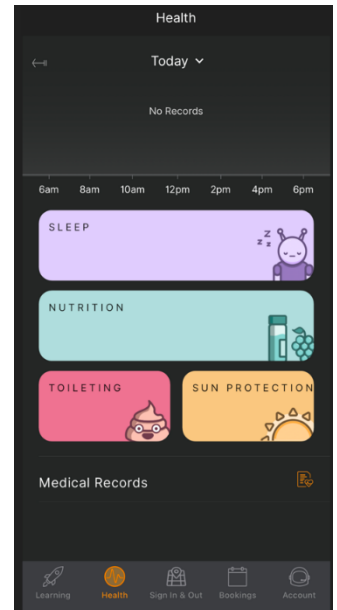


## HEALTH

The Health tab is the place to find information about the care routines of our youngest children. This will provide details about your child's sleep and rest, their nutritional intake during the day, and their nappy changes and/or toilet trips.

The level of detail in this section provided may depend on several factors. For instance, it may vary based on your preferred methods of communication (as some families are more comfortable with a verbal update while others seek a lot of written information).

Your child's age and experience at your centre will also influence the amount of information shared in the Health tab, as younger children or those who are brand new to the centre may benefit from ensuring that we share a very detailed inventory with families, whereas older children or those who are very settled may only require a summary. You can talk to your educators if you feel that you are receiving too much, or not enough, information through the Health tab.



If your child is in the **Preschool** room it will be rare for the Health tab to be used, as children at this age are much more independent with their care routines, are less likely to sleep during the day or require nappy changes, and tend to be more expressive about sharing their experiences with their parents directly. Furthermore, our educators in the Preschool room are eager to invest their time in recording other aspects of your child's learning journey. For those of our SA Montessori centres who have rooms that cater for younger age groups, a significant portion of the daily program and each child's personal progress incorporates their caregiving routines, such as communicating with their educators during nappy changes, or learning to feed themselves with increasing independence. In Preschool, children are much more experienced with self-care, and less of their time and efforts are devoted to these tasks during the day. It is therefore important that our Preschool educators focus on capturing and reflecting the experiences that are more relevant and meaningful to the older children, while our educators within the younger rooms celebrate and document those personal care moments with greater depth. Please be assured that the absence of Health updates in Preschool is *positive*, as it reflects your child's growth, development and greater participation in other aspects of the learning program.

### Accident or Incident Notifications

You may occasionally also receive information through the Health tab if your child has had an accident or incident at Preschool. We use Xplor Home to create a digital record of this, but because we value personalised communication we will always ensure that an educator approaches you at the end of the day to discuss the incident rather than simply sending you the documentation out of context. You will always know if there is something to read in the Health section, because one of our educators will talk to you about it directly.