



Frequently Asked Questions

BFS

Children's Services



What is Xap?

Xap is replacing Kangarootime as our child care management software. Xap is the secure software platform BFS Children's Services uses to manage enrolments, bookings, attendance, notices and payments. It helps us share important information with families and ensures records are accurate and up to date across our services. Xap includes the Xap Smile app, which is where parents and carers access most information.



Why is BFS using Xap?

We're using Xap to make things simpler, faster and more consistent for families and educators.

Xap allows us to:

- Manage enrolments and bookings more efficiently
- Keep attendance records accurate
- Share important service information in one place
- Ensure secure handling of family and child information

For families, this means less paperwork and easier access to key details.

When is the change to Xap happening?

From Monday 15 June Families will begin receiving emails from Xap with step-by-step instructions to activate their account and securely transfer enrolment and payment information.

We will also communicate with families across this period to ensure you have all the information you need.

From Monday 6 July

We will officially begin operating in Xap. Your data will need to be in the portal by this time.

From this date, you will sign your child in from the kiosk using your mobile number and new pin.

You'll start to see BFS Children's Services appear across our communications, services and signage.

What does this mean for me as a parent or carer?

Using Xap affords you the same privileges as our existing software, but better!

- Sign in and out using a secure PIN
- View and update your contact details
- Access enrolment information
- Add contacts or nominees instantly and seamlessly
- Receive service communications
- Manage or view bookings (for OOSH and vacation care services)

You'll still receive support from your local BFS service team, Xap simply streamlines the process.



Frequently Asked Questions

BFS

Children's Services



What documentation do I need?

Below is a list of documentation needed for your enrolment form. This is merely an opportunity to prepare in advance should you be required to provide missing or outdated documents. You will be notified of which documents are needed to complete your child's profile, so CCS payments are not affected.

- **All current contact and enrolment information** will be pre-populated by our teams into Kangarootime, this will need to be thoroughly checked and up to date, especially if your child's enrolment has rolled over each year.
- **Birth Certificate** if we do not already have a copy.
- **Updated Immunisation Certificate** found on MyGov or Medicare
- **Updated information on medical conditions** - Allergy documentation, asthma plans, dietary restrictions.

I already have a Xap account, what should I do?

In most cases, you won't need to do anything.

If the email address you've already used for Xap matches the one provided to BFS Children's Services, your account will automatically link to your child's enrolment. You can simply log in to the **Xap Smile app** as usual.

If you:

- can't see your child or service listed
- have used a different email address previously
- or are having trouble accessing information

please contact your local BFS service team. They can quickly help link your existing account or resend an invitation if needed.

How do I log in to Xap Smile?

Once your child is enrolled, you'll receive an email invitation from Xap.

To get started:

1. Download the Xap Smile app from your app store
2. Open the email invitation
3. Follow the prompts to create your password
4. Log in using the email address you provided to BFS

If you don't see the invitation, check your junk/spam folder.

What is the Xap Smile app?

Xap Smile is the mobile app parents and carers use to access their information.

Through the app, you can:

- View your child's enrolment details
- Update contact and emergency information
- Receive notifications from your service
- Check bookings and attendance (depending on the service)

The app is available on both Apple App Store and Google Play.



Frequently Asked Questions

BFS

Children's Services



What details do I need to keep updated?

It's important that your details in Xap are always current. Please check and update:

- Parent/carer contact details
- Emergency contacts
- Medical information (including allergies)
- Authorised nominees

Keeping this information up to date helps us care for your child safely.

Can more than one parent or carer access Xap?

Yes. Each parent or carer needs:

- Their own email address
- To be listed as a contact on the enrolment

Each person will receive their own Xap invitation and login details.

Is my information secure?

Yes. Xap uses secure systems to protect personal and family information and complies with Australian privacy requirements.

Only authorised BFS staff can access your child's records, and parents can only view information linked to their own children.

What if I forget my password?

From the Xap Smile login screen, select 'Forgot password' and follow the prompts.

You'll receive an email to reset your password securely.

Who do I contact if I need help?

- For **account or login issues**: contact your local BFS service team
- For **general questions about Xap**: your service can support you or direct you to further help

We're here to help, you won't be left to figure it out on your own.

Will this change how I communicate with my service?

You'll still be able to speak directly with educators and service leaders. Xap simply provides an **additional, convenient way** to access information and receive updates.

Need help getting started?



Your local BFS Children's Services team is happy to help you with setup, logging in or updating your details.

Help Guides and Quick Links

[Introduce Parents to Xap](#)
[Accessing and logging in to the portal](#)
[Adding Direct Debit Details](#)
[How to manage Kiosk Codes via Guardian Portal](#)
[Multi Centre Access - For Guardians](#)

BFS

Children's Services

