

FAQs for parents

Application for school fees concession for families affected by COVID-19.

Is assistance available if I have been financially affected by COVID-19?

Yes, assistance will be provided to families financially affected by COVID19 due to:

- illness,
- reduced hours of work,
- being stood down or
- redundancy.

What assistance is available?

A concession on school fees will be available from Term 3 and 4 based upon your financial situation.

If our family received a Term 2 COVID-19 concession and we are still being impacted financially by COVID-19, do we need to reapply?

Yes, please submit a new application which, if approved will cover Terms 3 and 4.

What supporting documentation do I need to produce to show my financial situation?

Schools acknowledge the significant impact COVID-19 is having on families and will be supportive of any documentation that can be produced to show hardship.

Only documentation regarding income is needed. Any government document or employer document outlining income will be accepted with the application.

Does each parent/caregiver need to complete a form?

No, total income for all members of the household can be shown on the same form.

If parents/caregivers have individual customer accounts, separate forms will need to be completed.

What if I am already receiving a concession and my circumstances change?

If you are financially affected by COVID-19 you may apply for an additional school fee concession.

Does the principal need to meet with me to discuss the concession application?

No. We do not want to add any additional stress to you during this time. If the appropriate documents have been completed, schools can advise you without a formal meeting.

Do I need to hand in the original application?

No. The electronic submission of a signed application form and supporting documents will be accepted.

Is the concession for Term 3 only or is it for the remainder of the year?

This application covers both Term 3 and Term 4 however, if your circumstances change during this time, please let us know so we can adjust your arrangement.

What if I have paid school fees for the year in full? Can I now request a concession?

Yes. If a family has genuinely had a change of financial circumstances due to COVID-19, an application for concession on the annual fees already paid can be made. If successful, the school will issue a partial refund.

Do I have to make payments by Direct Debit or Centrepay as part of this concession agreement?

Yes. Parents need to agree to make school fee payments by either direct debit or Centrepay to process the concession arrangement. This is the standard concession process.

What if I cannot pay the amount after the concession has been applied?

It is important families communicate any difficulties in meeting their school fees commitments directly with their school. Our focus is to support families undergoing hardship and we will work with you to find a suitable resolution.

What if I require a concession but am not affected by COVID-19?

Concessions are available to all families who are experiencing financial hardship. Please contact your school to discuss your situation. Families can apply using the standard concession process however proof of income and expenditure supporting documents will be required if the concession is not a COVID-19 related concession application.