

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 2 based upon your financial situation.

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 2 only or is it for the remainder of the year?

This application is for Term 2 only. Further concessions will be reviewed at the end of each term.

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?

Parents are encouraged to use either direct debit or Centrepay to process the concession arrangement. This is the standard concession fee 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 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 concession but am not affected by COVID-19?

Concessions are available to all families who are under financial hardship. Please contact your school to discuss your situation.