

Edstart Plus

Frequently asked questions

Why is your school partnering with Edstart?

The partnership with Edstart aims to streamline the fee process and improve the payment experience at your school. It helps reduce the effort and complexity with managing fee payments, while providing additional payment flexibility to families.

How do families set up an Edstart Plus account?

The best way is to organise onboarding emails to be sent to families for them to set up an Edstart Plus account for their school fees. Each email will contain information about Edstart Plus and a unique link for them to start the process. To organise this, please contact your Partner Success Manager and they'll be able to assist.

Alternatively, families can also set up their Edstart Plus account by visiting our dedicated parent landing page for your school. After submitting their details, the Edstart team will contact them to finalise their new account.

What payment options are available to families?

Families are able to choose the payment option that best fits their budget by selecting their preferred payment schedule and method. They can adjust their payments at any time if there are changes to their circumstances.

Do schools have visibility over parent accounts?

You can see information for each Edstart account that has been set up by families via the Partner Portal (<https://partners.edstart.com.au/login>), including their payments, account status, and fees paid to the school. You can also track the progress of account setup during the onboarding of families to Edstart.

What assets are available to the school to help communicate about Edstart?

To support your school with communicating Edstart to your parent community, a communications guide is available which contains wording and images that you can add to your fee statement or invoice, and use across your social media and parent newsletters. We can also provide your school with digital and printed flyers to use as part of your communications.

What additional support is available to help address concerns from parents who may be apprehensive about using Edstart?

As well as the FAQs provided on this fact sheet, we can also provide additional resources to support you in communicating with your families. Please contact the Partner Success Manager for your school if you need further assistance.

Can families still talk to the school about their fees?

They're welcome to speak to the school about their fees at any time. You'll be able to see their Edstart account via the Partner Portal to help support your conversation with the family.

What happens if a parent has existing overdue fees?

Edstart will consider this on a case by case basis. We typically take on a family's debt if they are up to one term in arrears and can accept slightly higher repayments.

If a family has more than two terms of fees outstanding, we suggest that they either apply for an Edstart Extend plan or a bursary from the school, which Edstart can assist by performing a financial assessment of the family for the school.

Can parents use Edstart Plus if they have a complex payment arrangement (e.g. separated family)?

Yes. Edstart can accommodate any payment arrangements needed to suit each family's situation. Where we're required to set up multiple Edstart accounts for different family members, each account will be linked to the family account in the school's system.

Do parents need to verify their identification during the setup process?

As Edstart's payment platform is regulated by ASIC, we may be required by law to verify their identity before setting up an account by cross-referencing the details on their credit report. This will not impact their credit file or credit rating. Alternatively, they can also provide their driver licence or passport to complete this process.

For families paying by instalments, will their credit profile be impacted by having an Edstart Plus account?

Edstart Plus is a fee management service and is not classified as a loan, credit or borrowing facility. We may access their credit report during the setup process for the purpose of verifying their identity as required by law. This will not impact their credit rating and no enquiry or account is added to their credit file when using Edstart Plus.

What happens if a family can't make payments to Edstart?

Edstart understands that sometimes there will be occasions where families need some flexibility with their payment and we can work with the family if the need arises to help them get back on track.

You can see the status of the family account in the Partner Portal, and Edstart will also work closely with your school where a family is significantly behind to ensure we can achieve the best possible outcome.

How will the school reconcile payments from Edstart?

The school will be able to follow all the usual payment reconciliation processes. Edstart will pay each invoice to the school individually on scheduled payment dates, via the school's preferred payment method. You can also find a record of all payments made to the school on the Partner Portal (<https://partners.edstart.com.au/login>).

What if I need to provide a refund or credit to a family?

Simply include any credits or adjustments on the family's next statement and Edstart will adjust the payment to the school and the family's repayments accordingly. If a refund is required, your Partner Success Manager will provide you with details to refund the family back into their Edstart account.

How do parents check their balance?

Parents are able to check their payment schedule, current balance and statements via Edstart's customer portal (<https://app.edstart.com.au/login>). They can also update their details within the online portal.

What happens if families want to change their payments?

They can contact our Family Support team and we'll be able to adjust payments based on their preference.

What happens if a parent defaults on their payments?

This is a highly unlikely situation for a family using Edstart Plus. We provide regular updates and transparent reporting so that the school knows what's happening with each family and is able to proactively work with them on the best possible outcome.

Can a family reduce their payments by extending their fees over a longer period?

If they have children in high school and wish to reduce their annual payments, they can apply for an Edstart Extend payment plan. This is a separate product that allows them to spread their fees over a longer period (up to 5 years after their youngest child completes Year 12). As this is outside of your school's arrangement for Edstart Plus, fees and interest charges will apply and payable by the family.