

School Fee Concession COVID-19

FAQ's for Parents

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

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

Yes, assistance will be provided to families financially affected by COVID-19 due to:

- Illness,
- Reduced hours of work,
- Being stood down or
- Redundancy.

2. What assistance is available?

A concession on tuition fees will be available from Term 2 based upon your financial situation.

3. 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.

4. Does each parent/caregiver need to complete a form?

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

5. 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 tuition fee concession.

6. 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.

7. Do I need to hand in a hard copy of the application?

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

8. Is the concession for Term 2 only or is it for the remainder of the year?

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

Existing not to be different, *but to make a difference...*

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9. What if I have paid tuition fees for the year in full? Can I now request a partial refund?

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

10. 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 a standard concession fee process.

11. What if I cannot pay the amount after the concession has been applied to the tuition fee?

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. Concessions on school levies (including School Building Fund) will occur at the local school level, based on individual circumstances.

12. What if I require a 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.

13. My health care concession card has not arrived. Can I still apply for a concession?

Yes. For those yet to receive their cards, schools will accept as proof the digital version of the card from the MyGov app or a printed confirmation page from Centrelink.

14. Has there been a change to the discount provided on tuition fees for holders of a health care concession card?

Yes. For all parents who are eligible to receive a health care concession card, the automatic discount on tuition fees will increase from 70% to 100%.

15. When will School Fees for Term 2 be issued?

School fee accounts will be issued in Week 4 of Term 2. The terms for payment of the account has been extended from 14 days to 28 days.