

About Edstart Plus

Information about managing your school fees with Edstart Plus

Edstart Plus is a fee management service designed to streamline processes for your school and provide you with payment flexibility for your school fees.

- ✓ Choose the payment option that best suits your needs
- ✓ Flexibility to easily adjust payments if there's a change to your family budget
- ✓ Dedicated support from our local Family Support team



**St. Joseph's
College Echuca**
STRENGTH & KINDLINESS

How do I get started with Edstart Plus?

You can set up your Edstart Plus account by visiting our dedicated website for your school (edstart.com.au/sje).

After submitting your details, the Edstart team will contact you to finalise the set up of your account.

What are my payment options?

You can choose the payment option that best fits your budget by selecting your preferred payment method and schedule. You can also adjust your payments at any time if there are changes to your budget.

What are the costs of using Edstart Plus?

There are no fees or charges for using Edstart Plus for your fee payments. However, a surcharge may apply for some payment methods like credit cards to offset the merchant fee incurred by Edstart.

What happens if I want to change my payments?

Once your Edstart account is open, you can adjust your payments at any time via the customer portal (app.edstart.com.au/login) or contact our Family Support team.

Is Edstart Plus a loan or credit?

Edstart Plus is a solution for your school fee expenses and your payment to Edstart is exactly what you would normally pay to the school. It is not classified as a loan or credit, and no enquiry or account is added to your credit file.

What if I'm already using Edstart for my school fees?

Families that are already using Edstart for their school fees prior to this new Edstart Plus arrangement with your school will not be required to set up a new account.

We will automatically switch any families using Edstart Pay, our 12-month payment plan product, to Edstart Plus so that future payments will come under this new partnership. Families currently using Edstart Extend can continue to use their extended payment plan to lower their annual payments.

Is the school receiving financial incentives for using Edstart?

No. Your school has engaged Edstart as a partner to help them streamline the fee payment process and provide parents with as much flexibility with their school fees as possible. Your school is absorbing all fees and charges to make this possible.

What does the fee payment process look like?

Submit your details online

Submit your details via the dedicated Edstart website for your school



Open your Edstart account

We'll set up your Edstart account based on the details you provided



Edstart pays your school fees

We'll pay your fees to the school and start your payments based on your preferred schedule

Do I need to verify my identification during the setup process?

As Edstart's payment service is regulated by ASIC, we may be required by law to verify your identity before setting up your account by cross-referencing the details on your credit report. This will not impact your credit file or your credit rating. Alternatively, you can provide your Driver Licence or Passport to complete this process.

Will my credit profile be impacted?

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

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

Yes. Edstart can accommodate any payment arrangements needed to suit each family's situation.

What happens if I can't make my payments with Edstart?

Edstart understands that sometimes there will be occasions when you need some flexibility with your payments. We will work with you if the need arises to help you get back on track. The school also works closely with Edstart so we can provide support in difficult times.

Can I reduce my payments by extending my fees over a longer period?

For families that have children attending high school, we also offer Edstart Extend, which is a separate product that allows you to reduce your annual payments by spreading them over a longer period. Please contact us if you would like to explore this option. Note that fees and interest charges are applicable when using Edstart Extend.

Can I still talk to my school about my fees?

Of course, you're welcome to speak to your school about your fees at any time.

Why is my school using Edstart?

Your school has partnered with Edstart to help streamline the fee payment process. You have a range of payment options available and the flexibility to easily adjust payments. This means your school can focus on providing their educational and pastoral care objectives.

About Edstart

Founded by a passionate team of Australian education and finance specialists, Edstart is an education fee management company helping schools improve the payment experience with family care and technology. Having both grown up with parents that were school teachers, our founders have seen first hand the power of education and have set out to build solutions to support access to learning.



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