Flexischools

# Update to Flexischools account terms and disclosures

The Reserve Bank of Australia (RBA) announced that from 1 October 2026 businesses are no longer able to recover the cost of accepting card payments via a separate surcharge on eftpos, Mastercard and Visa payments. As Flexischools currently applies payment surcharges to these transaction types, we're updating our fee structure in response to this change.

## What's changing from 1 October 2026

### No payment surcharges

From 1 October 2026, you will no longer pay a surcharge for payments made by credit card, debit card or PayPal when using Flexischools.

### Service fee changes

Our costs of accepting card payments will be incorporated into the fees that you pay for using Flexischools. The standard fees charged to account holders will be:

- **Online Order Fee:** will increase by **6c** for each online Order (charged per student, per service).

The Order fee for each service and school set up varies, so the exact Order fee will be displayed to you in the app.

- **Student Card Payment:** 18c for each transaction (each purchase made using a student card at the counter).

### A change at check-out

We're introducing a $10 minimum at checkout, to help manage the cost of processing small payments now that surcharging has been removed.

If you're used to paying for each Order individually (rather than topping up your account balance) you'll notice this change at checkout. You can still place an Order for less than $10, and any balance will be saved for you to use next time.

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# Update to Flexischools account terms and disclosures

**Updated terms, and important documents**

These changes will apply to your use of Flexischools from **1 October 2026**.

You can review the updated Flexischools Account Holder Terms and Conditions of Use and Combined Financial Services Guide and Product Disclosure Statement here.

**We're listening**

We understand these changes may affect families differently, and that any change to fees can raise questions. While these updates respond to the new surcharge rules, we've worked to keep our approach simple and transparent, and we will keep investing in improvements to Flexischools, to help make managing school life easier for families.

**The Flexischools Team**

**No longer need your Flexischools Account?**

You can close it by following these steps.

Check out our **FAQs page**, and if you can't find what you're after, then our friendly customer support team is available weekdays 7:00am-5:00pm AEST via **web ticket** or on **1300 361 769**.