



WA Student Assistance Payment FAQs

Support

ServiceWA

For support and general information about ServiceWA, including assistance to download the app and set up your Digital Identity, visit www.wa.gov.au/servicewaapp

Alternatively, you can call the ServiceWA App Support Team 24/7 on 13 33 WA (13 33 92) or email support@digital.wa.gov.au.

Eligibility and claiming

School staff can contact wasap.schools@education.wa.edu.au or call 1800 882 345 for support between 8:00 am and 5:00 pm, Monday to Friday. Please note this support email address is for school based enquires to assist families with the claims process. If school staff require assistance for a personal claim call 1800 882 345.

- Eligibility 3
 - Who is eligible for the payment? 3
 - Who is not eligible? 3
 - Can independent minors claim for themselves? 3
 - I'm 18 years old, can I claim my own payment? 3
 - Are students with a Notice of Arrangement (NOA) eligible? 3
 - Are students on the Participation List eligible? 3
 - Are excluded students eligible? 4
 - Are students attending a community-based course eligible? 4
 - Are students with an exemption from full-time schooling eligible? 4
 - Are students in the care of the Chief Executive Officer of the Department of Communities eligible? 4
 - Are students who attend Kindergarten at a school and also attend a day-care program eligible? 4
 - Are students attending a Pre-kindergarten program eligible? 4
- Claiming requirements 4
 - Who can lodge a claim? 4
 - How do I lodge a claim? 5
 - What if I don't have access to ServiceWA? 5

What will I need for my claim?	5
How do I find my child's WA student number (WASN)?	5
My child is in Kindergarten and has not received a report. How do I get the WASN?	5
How do I get my digital identify or 100-points of identification?	5
Claiming process	5
How much can I claim per student?	5
When can I claim?	5
Why can't I claim now?	6
How many children can I claim for?	6
How does the exception process work?	6
Can I split the payment across multiple bank accounts?	6
How long will it take to receive the payment?	6
I have joint custody of my children, who is eligible to claim the payment?	6
Can a school claim on my behalf?	7
Can I get the payment direct from my school?	7
How will I know the outcome of my claim?	7
Schools	7
Are schools required to issue payments?	7
Will parents know how to find their child's WASN?	7
Can the school assist a parent carer or a student to make the claim?	7
Can a school submit a claim on behalf of a claimant?	8
What does the school exception claim process involve for the schools?	8
How can schools access the school exception claim process form?	8
Who has the authority to complete a school exception claim?	8
How can the principal nominate staff to have delegated authority?	9
Can a principal or delegate complete a school exception claim for a student not enrolled in their school?	9
Are schools expected to post in completed claims on behalf of a claimant?	9
Claimants will be sent the status of their claim via:	9
A claimant has come to me and asked about the status of their claim. What advice should be given?	9
What should the school do if a claimant is upset about their claim?	10
What information will be provided to schools to assist with the process?	10
Do I need to promote the initiative?	10
Is there a dedicated support team for schools?	10
What happens if I attest to a claim that includes incorrect or false information?	10
Will information be provided to schools to communicate to their school communities?	10

Eligibility

Who is eligible for the payment?

All Western Australian school students (Kindergarten to Year 12) with an active enrolment at a public school, non-government school or registered for home education.

- international full fee-paying students if they are enrolled in a WA registered school.
- mature age students studying to achieve a Western Australian Certificate of Education (WACE).
- students educated by a registered home educator
- students in family-based care
- students enrolled in School of Isolated and Distance Education, Christmas Island District High School and Cocos Island District High School.

Who is not eligible?

- Students who do not have an active enrolment at a public school, non-government school or are not registered for home education.
- Children enrolled in a kindergarten program which is not provided by a registered Western Australian school.
- Children that are living in Residential Care, Group Foster Care, Individualised Care Arrangements, Complex Care Arrangements as defined by Department of Communities.
- Students registered in Pre-kindergarten programs in school and non-school settings.
- Students with a Notice of Arrangement (NOA) or an exemption from full-time schooling.
- Students studying the WA curriculum at an international school.

Can independent minors claim for themselves?

Yes, if an eligible student is classified as an independent minor under the following conditions:

- under regulation 147(1) of the *School Education Regulations (2000)*, as deemed by the principal
- with a current letter of confirmation or statement from Centrelink that confirms independent status.

I'm 18 years old, can I claim my own payment?

Yes, if you are a school student with an active enrolment at a public school, non-government school or registered for home education.

- international full fee-paying students if they are enrolled in a WA registered school
- mature age students studying to achieve a Western Australian Certificate of Education (WACE)
- students educated by a registered home educator
- students in family-based care
- students enrolled via School of Isolated and Distance Education, School of Isolated and Distance Education, Christmas Island District High School and Cocos Island District High School.

Are students with a Notice of Arrangement (NOA) eligible?

No, students on an approved NOA are no longer enrolled in school.

Are students on the Participation List eligible?

Yes, students on the Participation list remain enrolled with the school until they have an approved notice of arrangement (NOA).

Are excluded students eligible?

Yes, excluded students are eligible as long as their enrolment is still active.

Are students attending a community-based course eligible?

Yes, if the student is attending a community-based course as part of their educational program in accordance with section 24 of the *Western Australian School Education Act 1999* and are still enrolled at their school.

Are students with an exemption from full-time schooling eligible?

No, students who have received an exemption under section 11 (1) (a) of the *Western Australian School Education Act 1999* where the Minister is satisfied that is in the best interests of the child to grant an exemption from section 9(1) of the Act are not eligible as they no longer are enrolled in a school.

Are students in the care of the Chief Executive Officer of the Department of Communities eligible?

Students who are in the primary care of people who have been assessed and approved as Family Carers, Significant Other Carers and Community Foster Carers are eligible.

Children that are living in Residential Care, Group Foster Care, Individualised Care Arrangements, Complex Care Arrangements (all as defined by Department of Communities) are not eligible.

Are students who attend Kindergarten at a school and also attend a day-care program eligible?

Yes, Kindergarten students with an active enrolment at a public school or non-government school are eligible for the payment and these students can also attend day-care or other educational programs outside of their schooling hours.

Kindergarten aged children not enrolled in a registered WA school but attending a Kindergarten program in a non-school setting, such as an early learning centres, are not eligible for this payment.

Are students attending a Pre-kindergarten program eligible?

No. Students registered in Pre-kindergarten programs provided in school or non-school settings are not eligible for this payment.

Claiming requirements

Who can lodge a claim?

Claims for eligible students can be lodged by:

- a primary care giver (parent, guardian, or carer) responsible for the eligible student.
- a student aged 18 or over.
- an independent minor:
 - under regulation 147(1) of the *Western Australian School Education Regulations (2000)*, as deemed by the principal.
 - with a current letter of confirmation or statement from Centrelink that confirms independent status.
- a Young Carer under the *Western Australian Carers Recognition Act (2004)*.

How do I lodge a claim?

Claims are to be made through ServiceWA and can be submitted from Monday 15 April 2024 to Friday 28 June 2024.

to claim through ServiceWA, please visit education.wa.edu.au/wasap/questions-and-support

Further information will be available by phoning 1800 882 345 or visiting education.wa.edu.au/wasap from Monday 15 April 2024.

What if I don't have access to ServiceWA?

Eligible claimants are encouraged to download the ServiceWA app from the Apple App Store or Google Play Store. For support and general information about ServiceWA or if you need assistance to download or reinstate the ServiceWA app call 13 33 WA (13 33 92).

If you are unable to access or claim through ServiceWA, alternative ways to submit a claim will be available but these methods will not be as fast and convenient as the ServiceWA application process. Please visit education.wa.edu.au/wasap/questions-and-support for more information on how to claim if you are unable to use ServiceWA

What will I need for my claim?

The following items will be required for your claim:

1. For each student you are claiming for, you will need the student's:
 - WA student number (WASN)
 - Full name – at the time of enrolment
 - Date of birth
 - Name of school where the student is enrolled
 - Year level
2. The bank account details where the payment will be deposited.

How do I find my child's WA student number (WASN)?

A WASN is an 8-digit number is sometimes called a SCSA or student number. This number can be found on school reports including previous NAPLAN results. It may also be on a secondary student's SmartRider. If you can't locate the WASN, your child's school will be able to provide it.

My child is in Kindergarten and has not received a report. How do I get the WASN?

Contact your school and they will be able to give you the WASN.

How do I get my digital identify or 100-points of identification?

For ServiceWA claims you will need to verify your Digital Identity within the app by following the instructions to set up myGovID. Further information is available [ServiceWA app | How to get your Digital Identity – WA.gov.au \(www.wa.gov.au\)](#)

Claiming process

How much can I claim per student?

Only one claim can be made per eligible student. \$150 per primary student and kindergartener, and \$250 per secondary student

When can I claim?

Claims open on Monday 15 April 2024.

Why can't I claim now?

The time before claims open provides an opportunity for parents and carers to gather the information needed to submit a successful claim and activate or reinstate the ServiceWA app.

How many children can I claim for?

If you are a parent or carer, you can make a claim for a maximum of 10 eligible students. If you are responsible for more than 10 children, please call 1800 882 345 for assistance with an exception process, as additional verification steps will be required to support your claim.

How does the exception process work?

The claim exception process is to be followed for claimants with more than 10 students in their care.

Claims submitted through ServiceWA:

- Claimant will receive a response that they have reached the automatic claim threshold. Additional checks will now be applied.
- Contact will be made with principal or delegated authority to confirm claim details.
- Once confirmed, claim will proceed via the normal process.

Online form:

- Claimant will receive a response via email that they have reached the automatic claim threshold. Additional checks will now be applied.
- Contact will be made with principal or delegated authority to confirm claim details.
- Once confirmed, claim will proceed via the normal process.

Paper form:

- Data will be entered manually by the Department of Education.
- If email provided: notification will be sent via email that they have reached the automatic claim threshold and that additional check will now be applied.
- If no email: notification will be sent via post that they have reached the automatic claim threshold and that additional check will now be applied.
- Contact will be made with principal or delegated authority to confirm claim details.
- Once confirmed, claim will proceed via the normal process.

Can I split the payment across multiple bank accounts?

No, payments can only be made to one bank account.

How long will it take to receive the payment?

- Successful applications made through ServiceWA will see payments delivered to parents/carers' bank accounts within approximately 7 working days.
- Claimants will receive a ServiceWA Inbox message notifying when their claim has been approved.
- Successful applications made through paper or web forms will take longer. These payments will take approximately 30 days to be delivered to parents.

I have joint custody of my children, who is eligible to claim the payment?

Where possible, parents and carers should discuss between themselves which party will lodge the claim.

Those with joint custody are both eligible to make a claim, however, only one payment is available for each eligible student.

Duplicate payments will not be made.

A payment will be made to an eligible claim that progresses through to the final approval phase first.

Can a school claim on my behalf?

A school can submit a claim for those who:

- are unable to complete the application form
- are unable to provide 100-point identification
- are an independent minor:
 - under regulation 147(1) of the WA Education Act (1999), as deemed by the Principal
 - with a current letter of confirmation or statement from Centrelink that confirms independent status
- are a Young Carer under the WA Carers Recognition Act (2004)
- are from a remote and / or small school.

Can I get the payment direct from my school?

No, your school will not be issuing payments.

How will I know the outcome of my claim?

You will receive a claims update if there is a problem with your claim or upon successful transfer of payment.

Schools

Are schools required to issue payments?

No. Schools are not required to issue payments to claimants. Payments to claimants will be made directly to their nominated bank account.

Will parents know how to find their child's WASN?

Communications and the website will clearly state where parents and carers can find their student's WASN. Graphics will also display where the WASN is located on common documents such as previous NAPLAN results, school reports and a secondary student's SmartRider.

Some parents and carers may still require some support in identifying their child's WASN and may ask their school for assistance.

Kindergarten students may not have been issued with a school report or other formal document with their WASN identified. Consequently, schools with Kindergarten students are encouraged to plan for parent requests for their student's WASN.

Can the school assist a parent carer or a student to make the claim?

Yes, however it is expected that most claims will be processed without any support from their school and communications encourage parents to progress their claims through ServiceWA.

Parents can access support in downloading or installing the ServiceWA app call 13 33 92 (13 33 WA) or further information and support by phoning 1800 882 345 or on www.education.wa.edu.au/wasap.

In some exceptional cases, families may require support from their school to complete a claim through an alternative method, the school exception claim process.

The school exception claim process can be used when the claimant meets one of the following criteria:

- are unable to complete the claim form
- are unable to provide 100-point identification
- wants to claim for more than 10 students
- is an independent minor:
 - under regulation 147(1) of the Western Australian School Education Act (1999), as deemed by the principal
 - with a current letter of confirmation or statement from Centrelink that confirms independent status
- is a Young Carer under the WA Carers Recognition Act (2004)
- is from a Remote and / or small school.

Can a school submit a claim on behalf of a claimant?

Yes, but only if the claimant meets the exceptional claim criteria.

The exceptional claim criteria:

- are unable to complete the claim form
- are unable to provide 100-point identification
- wants to claim for more than 10 students
- is an independent minor:
 - under regulation 147(1) of the Western Australian School Education Act (1999), as deemed by the principal
 - with a current letter of confirmation or statement from Centrelink that confirms independent status
- is a Young Carer under the WA Carers Recognition Act (2004)
- is from a Remote and / or small school.

What does the school exception claim process involve for the schools?

The school exception claim process will require schools to complete the 'Office Use only' section of the claimant's paper-based form and the completed form will need to be signed by the principal or other delegated authority.

How can schools access the school exception claim process form?

There is not a separate form for the school exception claim process. The school exception claim process will be facilitated through the 'Office Use Only' section of the paper claim form.

The paper claim form is available on www.education.wa.edu.au/wasap/questions-and-support

Who has the authority to complete a school exception claim?

Only the principal or a nominated delegate has the authority to sign the 'Office Use Only' declaration of the school exception claim section of the WA Student Assistance Payment Claim form.

All school principals will be provided the opportunity to nominate up to 4 staff to have delegated authority for the purpose of assisting with the school claim process.

A delegated authority list for each school will be maintained and used to validate any school exception claim declaration.

How can the principal nominate staff to have delegated authority?

All school principals will be provided the opportunity to nominate up to 4 staff to have delegated authority for the purpose of assisting with the school exception claim process.

If a principal wishes to take this opportunity to nominate delegates, they will submit their initial list of authorised delegates via an email to wasap.delegate@education.wa.edu.au by close of business 19 April 2024.

When nominating delegates the Principal will need to provide:

- name
- school code
- school name
- position
- employee number (E Number for the Department of Education only)
- email

Principals can update the delegated authority list at any point by emailing wasap.delegate@education.wa.edu.au, however the system will only be updated weekly.

A delegated authority list for each school will be maintained and used to validate any school exception claim declaration.

Can a principal or delegate complete a school exception claim for a student not enrolled in their school?

No. A principal or delegated authority can only complete a school exception claim for students enrolled at their school. Schools will not be able to make a declaration for former students of their school or where siblings are enrolled in different school settings. For example, one sibling is enrolled at a primary school and another is enrolled in a secondary or education support setting. Both schools will need to complete a claim for their student. A consolidated claim, signed by one school, will not be accepted.

Are schools expected to post in completed claims on behalf of a claimant?

No. Schools are not required to post an individual's claim form outside of the exceptional claim criteria.

Individual claim forms are to be posted by the claimant to the reply-paid address.

Schools may choose to support claimants with postage information to facilitate the posting of their claim.

Claimants will be sent the status of their claim via:

- email is available - advise outcome via email
- no email - advise outcome via post

A claimant has come to me and asked about the status of their claim. What advice should be given?

Claimants are encouraged to seek further information and support by phoning 1800 882 345 or on www.education.wa.edu.au/wasap.

What should the school do if a claimant is upset about their claim?

Schools are not required to follow up or address complaints by claimants.

Claimants should be referred to the WASAP helpline on 1800 882 345 for all queries or complaints.

What information will be provided to schools to assist with the process?

We have developed promotional and information resources for you to share to your school communities.

Information can be accessed via www.education.wa.edu.au/wasap/schools

Do I need to promote the initiative?

This initiative will support your local school community by assisting families with their children's schooling.

A suite of promotional and information resources has been prepared in a variety of formats to inform parents and carers of their eligibility and the claims process.

These resources can be found on the school section of www.education.wa.edu.au/wasap/schools

Schools are encouraged to distribute these resources to help your school communities prepare their information for a successful claim.

Is there a dedicated support team for schools?

The following support email address - wasap.schools@education.wa.edu.au has been established for schools to offer support or advice. Schools can also contact the WASAP helpline 1800 882 345.

Please note this support email address is for school based enquires to assist families with the claims process. If school staff require assistance for a personal claim call 1800 882 345.

What happens if I attest to a claim that includes incorrect or false information?

The principal or delegated authority is attesting to the relationship between the claimant and the students listed on the claim. This can be based upon school records and / or their knowledge of the claimant and students.

The principal or delegated authority is not validating or verifying the other information contain in the claim form.

The responsibility of ensuring that the information is accurate and correct is on the claimant and they are required to sign the declaration prior to the school completing the 'Office Use Only' section of the form.

Will information be provided to schools to communicate to their school communities?

Yes. A full package of information will be provided to all principals which will include templates for provision of information to your school community. This information will also be available on www.education.wa.edu.au/wasap/schools

