

Frequently asked questions

For more information about Edstart, visit edstart.com.au

Will it cost me anything to use Edstart?

No, as your school is an Edstart Partner, there are no fees or charges to families for using Edstart.

How do I set up my Edstart account?

You will receive an email from Edstart with an invitation to open your account. Your school will also have a unique landing page which you can also sign up from.

What options are available to pay my fees?

Edstart Plus offers complete flexibility to tailor school fee payments to suit your family's needs. Depending on your school's arrangement, you can choose to pay weekly, fortnightly, monthly, termly or annually, selecting your preferred payment method and schedule. You will see all available options when you set up your account, and you can easily adjust your payments at any time if your circumstances change.

How does Edstart calculate my payment plan?

During setup, you'll customise your plan based on the fee information your school has provided - selecting what applies to your child, like extracurricular activities or additional fees. We'll build an estimated payment plan from your selections, which will be adjusted to the actual amount once we receive your school's invoice. This will allow you to start your payments earlier and spread them over a longer period of time.

When do payments start after completing the setup process?

You will be asked to specify a start date when setting up your payment schedule, and payments with Edstart will only commence from this date.

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What happens if I want to change my payments?

You can reschedule upcoming payments via the [Customer Portal](#). If you would prefer to talk to someone from our Family Support team call 1300 139 445 or email contact@edstart.com.au.

How do I manage my account and payments?

Once you've completed your account setup, you'll be able to log in to your [Customer Portal](#). From there, you can keep track of your fee payments, view your payment schedule, check your balance, reschedule payments, update your payment method and manage your account details at any time.

Is Edstart a loan or credit?

No, Edstart is not a loan or line of credit. We don't require any financial information, we're simply a more streamlined and flexible way to pay your school fees.

How does Edstart protect my family's personal data?

Edstart is a regulated business and complies with all required regulations, including Know Your Customer (KYC), Anti-Money Laundering (AML) and privacy requirements.

Every aspect of our platform is designed with security and privacy in mind. We have implemented a range of the best processes and technology available to help keep our customer details safe and secure. You can read more on our data and [security page](#).