



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.

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; or
- 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?

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; and
- 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

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.



WA Student Assistance Payment FAQs

(continued)

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; or
 - 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); or
- 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.