



Individual exception application form

Electronic payment of gap fee

This form is for providers applying for an individual to pay by means other than electronic funds transfer (EFT).

This form must be completed by a [person with management or control](#) (PMC) of a provider.

The PMC completing this form must:

- have consent from the individual to apply on their behalf
- give the individual a copy of the individual privacy statement
- ensure the individual has read and understood the individual privacy statement
- ensure the individual has given consent to provide their personal information
- read and understand the PMC privacy statement

The privacy statements are available on this application form and also on our website:

- [Individual privacy statement](#)
- [PMC privacy statement](#)

From 1 July 2023, families using child care must pay the gap fee using electronic means, or EFT. The gap fee is the difference between the provider's fee and the Child Care Subsidy (CCS) amount.

More information about [electronic payment of gap fees](#) is available on the Australian Government Department of Education (the department) website.

This form is for providers who wish to apply for an exception on behalf of an individual so that the individual can pay by means other than EFT.

An individual may be eligible for an exception if they reasonably fear that paying the gap fee using EFT would put them or their child at risk of family or domestic violence.

Providers must include evidence regarding the exceptional circumstance.

Types of evidence that may be acceptable are:

- letters or statements
- referrals
- case plans
- certificate or determination for Additional Child Care Subsidy (child wellbeing) if granted for family or domestic violence reasons

Evidence must be from a suitable third-party organisation or professional, such as:

- early intervention and support programs and services
- state and territory government child safety/protection agencies
- medical practitioners
- welfare agency personnel and social workers
- police officers

The third-party should be independent to the provider and service. Where an immediate exception is required and a provider cannot gather relevant evidence, or is experiencing delays in gathering relevant evidence, a statutory declaration from the provider outlining the circumstances may be considered.

Individual privacy statement

Individual exceptions

From 1 July 2023, families using child care must pay the [gap fee using electronic means](#). The gap fee is the difference between the provider's fee and the Child Care Subsidy amount. Exceptions apply in limited circumstances. More information is available on the department's website.

You can ask your child care provider to apply for an exception on your behalf if you are concerned that using electronic means to pay the gap fee may put you or your child at risk of family or domestic violence. You will need to give your child care provider supporting evidence to submit with your application so the department can assess it. This privacy statement explains how your personal information will be handled if you apply for an exception.

If you would like your child care provider to apply for an exception on your behalf, a person with management or control (PMC) for the provider will ask for your consent to apply. They will also ask you to consent to your personal information being handled in accordance with this privacy statement. Please ensure you have read and understood this privacy statement before you give consent.

Personal information

Your personal information is protected by law, including under the *Privacy Act 1988* (Privacy Act).

Personal information is information or an opinion about an identifiable individual or an individual who is reasonably identifiable. Personal information includes your name and contact details.

Sensitive information is a subset of personal information. It includes information or an opinion about your racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of associations or unions, sexual orientation or practices, criminal record, or health, genetic or biometric information.

The information the department needs to assess your application may include sensitive information.

The department needs your consent to collect your sensitive information. You do not have to consent to the collection of your sensitive information. If you do consent, you can withdraw your consent at any time by contacting EFTEExceptions@education.gov.au.

Collection of your information

Your personal information may be collected on behalf of department by a child care provider employee completing your exception application form.

Generally, the department must collect your personal information directly from you, unless you consent to the department collecting your personal information from someone else. By consenting to your child care provider submitting your exception application form, you consent to the department collecting your personal information from your child care provider.

Purpose of collecting your information

Your personal information is collected for the purposes of your exception application, and for the purposes of administering the Family Assistance Law and related purposes.

If you do not provide some or all of the personal information requested, the department may not be able to assess your exception application or grant you an exception.

Disclosure of your personal information

Your personal information may be disclosed to third parties, including but not limited to: your child care provider.

Your personal information may also be disclosed to other parties where you have agreed, or where it is otherwise permitted under the *Privacy Act*.

Privacy policy

The department's [Privacy Policy](#), including information about how to make a complaint and seek access to and correction of your personal information, can be found on the department's website or by requesting a copy from the department at privacy@education.gov.au.

To contact the department about your personal information, email privacy@education.gov.au.

To contact the department about the exception application, email EFTExceptions@education.gov.au.

The EFT Exception PMC Privacy Statement can be found on the department's website.

I confirm that: (required)

the individual has been given a copy of, read and understood the individual privacy statement

the individual has given consent to me to provide their personal information (including any sensitive information) in this application form and in any supporting evidence to the department

I confirm that the individual has given consent for you to apply on their behalf

Person with management or control (PMC) privacy statement

From 1 July 2023, families using child care must pay the [gap fee using electronic means](#). The gap fee is the difference between the provider's fee and the Child Care Subsidy amount. Exceptions apply in limited circumstances. More information is available at the department's website.

A provider may apply for an exception on behalf of a service by having a person with management or control (PMC) complete an exception application form.

Limited personal information about the PMC is collected on the application form, including their name and contact details.

Please avoid providing any other personal information in the application form or in any supporting evidence, including any information that could reasonably identify a family or individual family member at the service.

Personal information of PMC

Your personal information is protected by law, including under the *Privacy Act 1988* (Privacy Act).

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. Personal information includes an individual's name and contact details.

Collection of your information

Your personal information will be collected by the department when you are completing an exception application form.

Purpose of collecting your information

Your personal information is collected for the purposes of your exception application, and for the purposes of administering the Family Assistance Law and related purposes.

If you do not provide some or all of the personal information requested, the department may not be able to assess the exception application or grant the provider an exception for the service.

Your personal information may be disclosed to other parties where you have agreed, or where it is otherwise permitted under the *Privacy Act*.

Privacy policy

The department's [Privacy Policy](#), including information about how to make a complaint and seek access to and correction of your personal information, can be found at on the department website or by requesting a copy from the department at privacy@education.gov.au

To contact the department about your personal information, email privacy@education.gov.au

To contact the department about the exception application, email EFTExceptions@education.gov.au

The [EFT Exception PMC Privacy Statement](#) can be found on the department's website.

I agree (as the PMC) that I have read, understood and agree to the PMC privacy statement (required)

I agree

Application form

Individual information (required)

Given name:

Family name:

Individual CRN:

Provider information (required)

Provider name:

Provider CRN:

Service name:

Service CRN:

Service address:

Please provide further details regarding the exceptional circumstance (required):

Once approved, exceptions will generally commence from the date the application was submitted. If you require an earlier date, please provide the requested commencement date, and the reasons why the backdating is required.

Details of the person completing the application

To complete this form, you must be listed as a [person with management or control](#) (PMC) for the provider in the Child Care Subsidy System.

Given name:

Family name:

Position at organisation:

Phone number:

Email address:

Please attach the evidence you have in support of your application

Please attach the evidence you have in support of your application to an email and send it along with the completed form to EFTEExceptions@education.gov.au

If you are sending large files over 20MB, please combine them into a zip file for uploading. Go to Microsoft support for help with zip files.