



Service exception application form

Electronic payment of gap fee

This form is for providers applying for all families at a service 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 ensure they have read and understood the PMC privacy statement within this form. A copy of the [PMC privacy statement](#) is also available on the Australian Government Department of Education (the department) website.

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 a service so that all families attending the service can pay by means other than EFT. Applications will only be approved if exceptional circumstances exist.

A service may be eligible for an exception if:

- the service is located in Remote Australia or Very Remote Australia as determined by the [Australian Bureau of Statistics Australian Statistical Geography Standard \(ASGS\) Remoteness Structure](#), and
- the service experiences poor internet or phone coverage, or
- the service has a significant number of families who have limited access to a financial institution, which poses a barrier to those families paying electronically, or
- a natural disaster has occurred and a period of emergency has been declared. (A temporary regional exception will be considered for those services located within that region for the duration of the period of emergency). Exceptions under this category will be considered on an application basis, where the provider is required to apply on behalf of a service. Applications will be assessed to confirm the service is located in a region where a period of emergency has been declared and will only be granted for the duration of that period of emergency.

If exceptional circumstances exist in relation to a particular service outside the circumstances above, consideration will also be given to granting an exception.

The remoteness area of a service can be checked by:

- going to maps.abs.gov.au
- in the top right of the map, click 'Choose a boundary type' and select 2021 Remoteness Area (RA)
- type the street address of the service into the 'Find address or place' search field and click the magnifying glass
- once the location appears on the map, go to the icons on the left hand side and click on the three horizontal lines ('Identify regions and ASGS classification')
- the 2021 Remoteness Area (RA) for that location will be displayed in the pop up.

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 on electronic payment of gap fees is available at the 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 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 EFTEExceptions@education.gov.au.

The [PMC Privacy Statement](#) is also available 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

Provider information (required)

Provider name:

Provider CRN:

Service name:

Service CRN:

Service address:

Please select the remoteness of the service (required):

Please select which exceptional circumstance applies to the service (required):

Please provide further details regarding the applicable exceptional circumstances, including:

- how often internet or phone coverage issues occur
- how long the issues last for
- the effects the issues have on the service

and/or

- the reasons why the families have limited access to a financial institution (please avoid providing any information that would identify the families)
- how many families currently at the service experience these issues
- how many families in total currently attend the service

or

- details regarding the Period of Emergency declared
- other details as appropriate

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. For applications relating to Period of Emergency, a temporary regional exception will be considered to services located within that region for the duration of the period of emergency.

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.