



CDFpay powered by Flexischools

FREQUENTLY ASKED QUESTIONS

What if I already have a Flexischools account?

Those already using the Flexischools account will need to close that account and open a new CDFpay account. If you are using the account for children at another school, you must remove your CMCB children from that account and add them to your new CDFpay account.

If you already have a CDFpay account for another school, you can add your CMCB children to that account.

If I'm closing my Flexischools account, what happens to the balance?

Any account balance will be refunded back to you.

Do I keep money in my account or pay in each time?

Load money into your CDFpay account wallet using Electronic Funds Transfer (EFT), credit or debit cards or PayPal.

There is no charge for using EFT, however the funds are not available for a few days. You will receive a notification when you are able to make an order.

You can top up funds immediately using credit or debit cards or PayPal, however this does incur a surcharge which is calculated and displayed while topping up. The flat fee and percentage surcharge are charged by financial institutions for accepting those payment methods.

Does it cost to add funds to my account?

It's free if you use EFT, however it takes a few days for the funds to be available. Be sure to enter the unique reference/description provided when transferring funds to CDFpay. To avoid card surcharges, top up \$50 or more using a debit card or bank transfer any value.

What if I need to add money quickly to my account?

You can top up funds immediately using credit or debit cards or PayPal, however this does incur a surcharge which is calculated and displayed while topping up.

Can I set up automatic top ups?

Yes, but you can only make your top up automatic if you use a credit or debit card or PayPal (which incurs a fee).

What will be covered by CDFpay?

From the start of 2025, CMCB will use CDFpay to pay for items such as school hats, locks, Mercy Day wristbands, laptop buyouts and Year 12 rugby jumpers.

Can I have more than one student on my account?

You can add multiple children to your account, but you need place canteen orders for each one separately. If one child leaves the school, you can just remove that child from your account.

Can two parents set up an account for the same student?

Yes. You can have the same student set up multiple times, such as from different households. The two accounts are independent and no details are shared between them.

Does this include students at St Mary's Campus

Yes, now you can order using CDFpay for both Coolock and St Mary's canteens and order other items for either campus.

If I don't have the Flexischools App on my phone, can I still use the program?

Yes, place orders, top up your account, check your balance by logging in on the CDFpay website.

Is cash being phased out

No. Students will still be able to purchase items from the General Office and from the canteen using cash. CDFpay canteen orders will have a priority pick up period of approximately ten minutes at the beginning of the break and then students can purchase from the canteen as usual.

What if my child is unexpectedly absent after placing a canteen order?

Orders can be cancelled before 9am and funds credited back to your account. Cancellations cannot be accepted after 9am.

What is the cut off time for placing a canteen order?

Orders must be placed by 9am on the day of the order.

What happens if the student doesn't get what they ordered from the canteen?

If an item isn't available or can't be substituted, the account will be refunded. If there is a problem with the order, the student should speak to the canteen staff.

What if I have further questions that haven't been answered here?

Visit **CDFpay powered by Flexischools** [Help & Support](#) for detailed FAQs or chat to the Flexischools Digital Assistant. If you cannot find what you are looking for, you could complete the online Contact Form and Flexischools will get back to you directly.