
STATE SCHOOLS' RELIEF GUIDELINES & PROCEDURES FOR ASSISTANCE APPLICATIONS



*Confidence
to connect*

GUIDELINES

Applications for support should only be made for Victorian state school students whose need for support is both serious and genuine. This could be for a wide range of reasons including short term crisis (such as a house fire) through to longer term chronic situations (parental unemployment, financial hardship, domestic violence, illness, homelessness, poverty, etc.)

Holding a Health Care Card does not automatically qualify a student for assistance. A number of Card Holders receive support from other agencies and areas, and may not be in urgent need of support, whereas non-cardholders may be in a financially critical state. The Principal or school delegate will need to establish the level of support required and proceed accordingly.

Having qualified for support once, does not automatically qualify, nor does it exclude, further support.

Please use your professional discretion to determine if the student does require our assistance. State Schools' Relief does not accept applications directly from parents and will refer all enquiries back to the school.

PROCEDURE

1. After discussion with the parent or guardian, and if satisfied that the need is genuine, we ask that an online application is completed and submitted. The Principal or delegate (as the State Schools' Relief representative) is the only person authorised by the SSR Board to approve an application for student assistance.
2. The number and variety of items requested in each application rests with the authorised delegate. Please be advised that State Schools' Relief does have the discretion to remove items if we feel the application is excessive.
3. Please ensure that student information is filled in correctly when completing a new application. You must include sizes when selecting the required clothing items and use the foot charts, available on the SSR website (ssr.net.au), to confirm the right shoe sizing.
4. Please ensure that the 'school comments' box is filled in with a brief description of the student's situation. It is not acceptable to put 'financial hardship', N/A or simply leave it blank. For auditing purposes, we require a more detailed explanation - e.g. "single parent has lost job and requires assistance".
5. Once an application has been submitted, we check our online database to confirm the items that we can supply (which are not school specific). If logos are not essential, we can often supply the appropriate item and colour from our own stock. Alternatively, you may be able to arrange for the school's logo to be printed or embroidered onto the items supplied.

Please note: uniforms will be forwarded to the school and not the student's home address.

6. Uniform items that we are unable to supply from our own stock are then authorised to a school uniform shop, or retail store, depending on the information contained in your school profile. An invoice is then forwarded to us by the school uniform shop, or retail store, for payment.

Please note: There is a maximum amount for items on the voucher and parents will need to pay the gap between the maximum and the cost of the items at the retailer or school uniform shop.

7. State Schools' Relief can provide a reply paid service for any SSR dispatch errors. However, if the items received were requested incorrectly, or there has been a change of mind, a return will need to be arranged at the family/schools cost.

Items must be returned:

- Within 14 days of receiving your order
- Unworn/unused/unwashed with original packaging and box
- If you believe the item is faulty or you received the wrong item, please return the item within the 14 day period
- For hygiene reasons please do not return briefs or socks

A return application must also be submitted online for the correct item/size. Please select category **13** Return.

Should principals or delegates have any concerns, or require clarification on any of the information contained in these guidelines, please do not hesitate to contact our SSR coordinators on 03 8769 8400 between 8.30am - 4.30pm, Monday to Friday.