

Voucher

Frequently Asked Questions



Below are some answers that you may find helpful regarding the vouchers that State Schools' Relief provide to parents and care givers. If you have any other questions or would like further assistance, please reach out to us on 03 8769 8400 or via email contact@ssr.net.au

Where do I redeem my State Schools' Relief voucher?

From your school uniform supplier.

What if I lose my voucher, or it has expired?

Please refer to your child's school and request a new voucher.

What if there are 3 items on the voucher, can I only take 1 item?

Yes, however the retailer will then retain the voucher, so should you need extra items please refer to your child's school to request that an additional voucher is issued.

When does my voucher expire?

90 days from the issue date, which will appear on the voucher.

What shall I do if I am unable to make the gap payment?

Please contact your school wellbeing/welfare person who may be able to assist further.

How much will the gap payment be?

This varies, as all uniform suppliers have different prices. To find out what your gap payment amount will be, you will need a copy of your uniform price list, then you need to deduct the voucher amount from your total price. The amount that is left is the gap payment that will need to be paid.

What if the uniform supplier is out of stock and the voucher expires?

Please refer to your child's school, they can raise a request for a new voucher.

Will the voucher cover all the cost of the items?

No, there will be a gap payment required to be paid by families/carers.

For example: School price for a 'Polo Shirt Short Sleeve with logo' is \$39.95, less the voucher limit of \$20.00, means that the gap payment is \$19.95 that will need to be paid.

Need assistance?

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