



**STATE  
SCHOOLS'  
RELIEF**

Making a difference  
in the lives of  
Victorian students

# AFFORDABLE SCHOOLS' UNIFORM PROGRAM

A user guide for schools



# Table of Contents

**Handy hint:** This is an interactive table of contents.  
Click the category you want to go directly to.

<b>Who are we and what do we do?</b>	<b>3</b>
<b>How is assistance provided?</b>	<b>3</b>
<b>How do I get help for our disadvantageded students?</b>	<b>4</b>
<b>Who is eligible?</b>	<b>4</b>
<b>Category of Need</b>	<b>5</b>
<b>When will we receive the goods for the students?</b>	<b>5</b>
<b>Quick Reference Guide</b>	
Welfare and CSEF Application Differences	6
Helping us help others through fundraising or payroll giving	6
Limits	7
Returns and Exchanges	7
Shoes	8
Sizing	8
Student's Choice	8
Vouchers	9
Travel Passes	9

# Who are we and what do we do?

State Schools' Relief (SSR) is a not-for-profit organisation that improves the lives of tens of thousands of disadvantaged Victorian students, and their families, each year. **SSR provides government school students in need** with new uniforms, footwear and a range of other essential educational resources. We work side by side with all primary, secondary, specialist and language schools to ensure that **any students facing hardship** have the necessary items they require for school.

## How is assistance provided?

All requests for support received by State Schools' Relief are treated sympathetically and in confidence. Assistance in the form of clothing items or footwear is supplied directly from our own stock, where possible, and is delivered to your school free of charge.

Where a voucher is provided in lieu of physical items, usually because the request is for a logoed item, the voucher is emailed to the school for the student/family to use towards purchases from the school uniform shop or uniform retailer. Vouchers provided by SSR are for a specified amount and may require a gap payment, as different retailers have varying retail prices.



**Handy hint:** This is an interactive digital user guide. Throughout this guide, when you see this hand, it means there is an active link to some valuable information that you can click to view.

## How do I get help for our disadvantaged students?

State Schools' Relief can only respond to assistance requests from school staff, e.g; principals, assistant principals and/or wellbeing/welfare coordinators by logging into the [State Schools' Relief Portal](#) and submitting an application. School staff will need to use their education.vic.gov.au email address and password to log in to the portal and place a request for the items needed. [Here is a link to the portal user guide](#). School staff can request further information and clarification by contacting our office on 03 8769 8400.

---

## Who is eligible?

State Schools' Relief provides support to any Victorian student attending a government school (primary, secondary or specialist), **on the advice of the school vouching for the fact that the student is financially disadvantaged and in genuine need.**

Schools can submit an application using the [State Schools' Relief Portal](#), whenever they believe there is a need to support a student whose family/guardian/s are facing difficulty in providing the appropriate uniform, footwear or educational items for attending school. Please refer to our [uniform sizing chart](#) and [shoe sizing chart](#) when placing your applications for support.

# LINKS



[State Schools' Relief Portal](#)



[Portal User Guide](#)



[Uniform Sizing Chart](#)



[Shoe Sizing Chart](#)

## Category of Need

We will also need you to stipulate what difficult circumstances the student is facing for our reporting purposes. Situations may include, but are not limited to:

- Financial hardship
- Indigenous
- Refugee
- Crisis/Emergency ( Serious health issues, flood, fire, etc)
- Homelessness
- Family violence

***We also ask that for any indigenous students you are applying for, that they are listed as indigenous.***

---

## When will we receive the goods for the student?

All applications are processed as quickly as possible, usually within 24 - 48 hours, and you will receive confirmation of your application/s by email. Orders will then be delivered promptly, usually within the week following the application.



# Quick Reference Guide

## Welfare and CSEF Application Differences

**Welfare** - SSR is here to help, and we define need as you do. Therefore, if you submit an application for a student whom you determine to be in need, we take that determination as fact, and will help as much as we are able. When we provide items for a student because you have requested us to do so, we classify that transaction as a 'welfare' request in our reporting to the state government.

**CSEF (Camps, Sports and Excursion Fund) packages**, provided for Prep students during Term 2 and Term 3, and Year 7s in Term 4 and Term 1, are means-tested. The parent/guardian of the relevant student must be an eligible beneficiary of either a Centrelink Health Care Card or a Pensioner Concession Card or an eligible beneficiary of a Veterans Affairs Gold Card; be a temporary foster carer or a student who is 16 years or older and holds a valid concession card. *The contents of these packages can change from year to year, so please contact us for further information.*

All items and/or vouchers provided by SSR will be delivered directly to the student's school. The school will then contact the student or guardian/s to arrange handover of these items and/or vouchers. **It is important to note that CSEF applications are a starter pack and that subsequent applications can be placed for the same students at any time throughout the year as welfare applications, should the student require additional uniform items.**

---

## Helping us help others through fundraising or payroll giving

We are thrilled when schools are keen to help us help others through fundraising events and payroll giving. Here are a number of [Fundraising Ideas](#) to run in your school. We also have numerous education staff who donate through [Payroll Giving](#) or through a [One-off or Monthly Gift](#). You can download the [payroll giving form here](#). Payroll giving is taken from pre-tax dollars so a small donation to SSR can go a long way.

LINKS



[Fundraising Ideas](#)



[Payroll Giving Information](#)



[One-off or Monthly Gift](#)



[Payroll Giving Form](#)



## Limits

SSR aims to assist every student in need across the 1,500 plus government schools within Victoria, and therefore we have to set some limits on what you can request per student. Limits are built into the system when you submit an application. *For specific item limits, please contact us for the latest information.*

We can also provide swimwear, towels and goggles for swimming programs, (including modesty swimwear), underwear, socks and singlets plus a number of other essential items. For disadvantaged VCAL students, we can provide [work boots](#) and a number of generic workwear clothing items at no cost. For logoed items, we provide vouchers with a specified limit that will assist with the purchase of uniform items that students need.

---

## Returns and Exchanges

Please enclose a completed [Returns form](#) with any items being returned to SSR. For further instructions, please refer to our website. Should you have any questions around the returns process, please don't hesitate to call our customer service team on 03 8769 8400.

Hold onto the items along with the returns form and keep them together in a box at the school for us, and we will seek to pick it up or have it sent back to us once we are aware there are a number of items there to return.

### Processing an exchange:

- If you need to exchange a size or uniform item for a student, you can do this by submitting a new application.
- Select the new/replacement item for the student in this application.
- Please remember to include the original application reference number in your comments when doing so.
- We will have this processed and sent out to you as soon as possible.

LINKS

 [Work Boots](#)

 [Returns Form](#)

## Shoes

We sell and provide high quality [leather school shoes](#) in several styles. 100% of the profits from the sales of our shoes are returned to the organisation to further benefit disadvantaged students. **Important note:** Our shoes are in UK sizes, so please refer to the [shoe sizing chart](#) and remember that we have both junior and adult sizing.

---

## Sizing

SSR sizing might be a little different than other brands, so please be sure to view our [uniform sizing chart](#) and [shoe sizing chart](#) for all our different sizes.

---

## Student's Choice Uniform Range

You can choose SSR to be your uniform provider, using the Student's Choice range. The [Student's Choice range](#) is a social enterprise that allows us to continue our mission of ensuring Victorian state school students are able to fully engage in their learning and strengthen their educational outcomes. 100% of the profits from the sales of our Student's Choice label are returned to the organisation to further benefit disadvantaged students.

One of our Business Development Managers would love to come to your school and speak to you further about choosing State Schools' Relief as your uniform provider so that we can better support your students in need, and also use the profits we make selling uniforms to your students to assist others who may not have the means to purchase it. For more information contact us on 03 8769 8400 or email [contact@ssr.net.au](mailto:contact@ssr.net.au)

LINKS



[Leather School Shoes](#)



[Shoe Sizing Chart](#)



[Uniform Sizing Chart](#)



[Student's Choice Range](#)



## Vouchers

When the application submitted includes a logoed item, SSR will provide a voucher that subsidises the cost of the items required. The voucher can be redeemed at the student's uniform shop or uniform retailer. Families receiving vouchers may be required to contribute toward the cost of these items. The co-payment amount will depend on the retail purchase price and amount of items required.

We also have a valuable [Vouchers FAQ's sheet](#) that helps to answer some common questions around the vouchers.

Vouchers are not transferable and cannot be exchanged for cash. State Schools' Relief does not make cash payments to schools or families/carers.

**Please note:** Vouchers cannot be redeemed online or at State Schools' Relief.

---

## Travel Passes

State Schools' Relief is proudly facilitating the supply of [30-day pre-paid Travel Passes](#) on behalf of the Department of Transport and Planning.

Schools can request a 30-Day Travel Pass for any primary, secondary or specialist school student experiencing a crisis, such as family violence or sudden financial hardship, to ensure they can continue to travel by public transport.

- This guarantees disadvantaged Victorian students, no matter where they live, can use public transport to attend school, receive an education, participate in school activities and access support services
- Simply apply for Travel Passes via our [online application portal](#) (just as you would for any SSR support)
- Travel Passes are valid for 30 days – so please ensure that you request enough to support your students for the duration required (i.e., 6 months = 6 passes)

For more information contact us on 03 8769 8400 or email [contact@ssr.net.au](mailto:contact@ssr.net.au)

LINKS



Vouchers FAQ's Sheet



Pre-Paid Travel Passes



Online Application Portal

***"If you have any questions, please  
feel free to get in touch with us."***

**State Schools' Relief**

1/8 Johnston Court, Dandenong South VIC 3175

PO BOX 4528, Dandenong South VIC 3164

03 8769 8400 | [contact@ssr.net.au](mailto:contact@ssr.net.au)

[www.stateschoolsrelief.org.au](http://www.stateschoolsrelief.org.au)

ABN: 77 455 214 193

**Follow us online**

