

# Voucher

## Frequently Asked Questions



Below are some answers that you may find helpful regarding the vouchers that State Schools' Relief provide to parents and guardians. 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](mailto:contact@ssr.net.au)

### Where do I redeem my State Schools' Relief voucher?

From your school uniform supplier or school uniform shop.

**Vouchers are not able to be redeemed at State Schools' Relief.**

### Can SSR vouchers be redeemed online?

No, at this time SSR vouchers can not be used online at any retailers, they must be redeemed in-store.

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

Please contact your child's school and request a new voucher or ask them to print it again for you.

### Will the voucher cover all the cost of the items?

Vouchers have a set value and there may be a gap payment required to be paid by families/guardians if the total cost of the items needed is over the voucher amount.

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

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

### When does my voucher expire?

Every voucher has a unique expiry date, so please check the date printed on your voucher. You will need to use the voucher before this date.

### 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.

### Need assistance?

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](mailto:contact@ssr.net.au)

### State Schools' Relief

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