



Step 1: Electorate Office staff identify and verify potentially eligible families (i.e. who are in need) with school aged children at home.

Step 2: Electorate Office staff obtain informed consent of the family (parent or guardian of the school student) to provide nbn their family contact name; home address; and contact information for the purposes of checking eligibility for SSBI.

Step 3: Electorate Office staff refer identified families to nbnElectorateEnquiries@nbnco.com.au providing the above information.

Step 4: nbn Government Relations team will (a) contact the family (email, call or text) to provide notice of nbn's [Privacy policy | nbn \(nbnco.com.au\)](#) and that their personal information will be managed in accordance with that policy; and (b) check the supplied address and advise Electorate Office staff within two business days if the family is eligible or ineligible.

Step 5: For families who are eligible, nbn Government Relations will generate a printable voucher with available participating retail service providers to choose from which will be sent to Electorate Office staff, who can then provide it to the recipient in person, or via email.

Step 6: Once the family receives the voucher, it can be redeemed at a participating retail service provider listed on the voucher.