



**Step 1:** Family is identified and verified they have school aged children (K-12) at home and are in need of NBN for their school aged child.

**Step 2:** Informed consent is obtained from 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:** My office emails nbn Government Relations 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 \(nbnco.com.au\)](https://www.nbnco.com.au/privacy-policy) and that their personal information will be managed in accordance with that policy; and (b) check the supplied address and advise my office 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 my office 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.