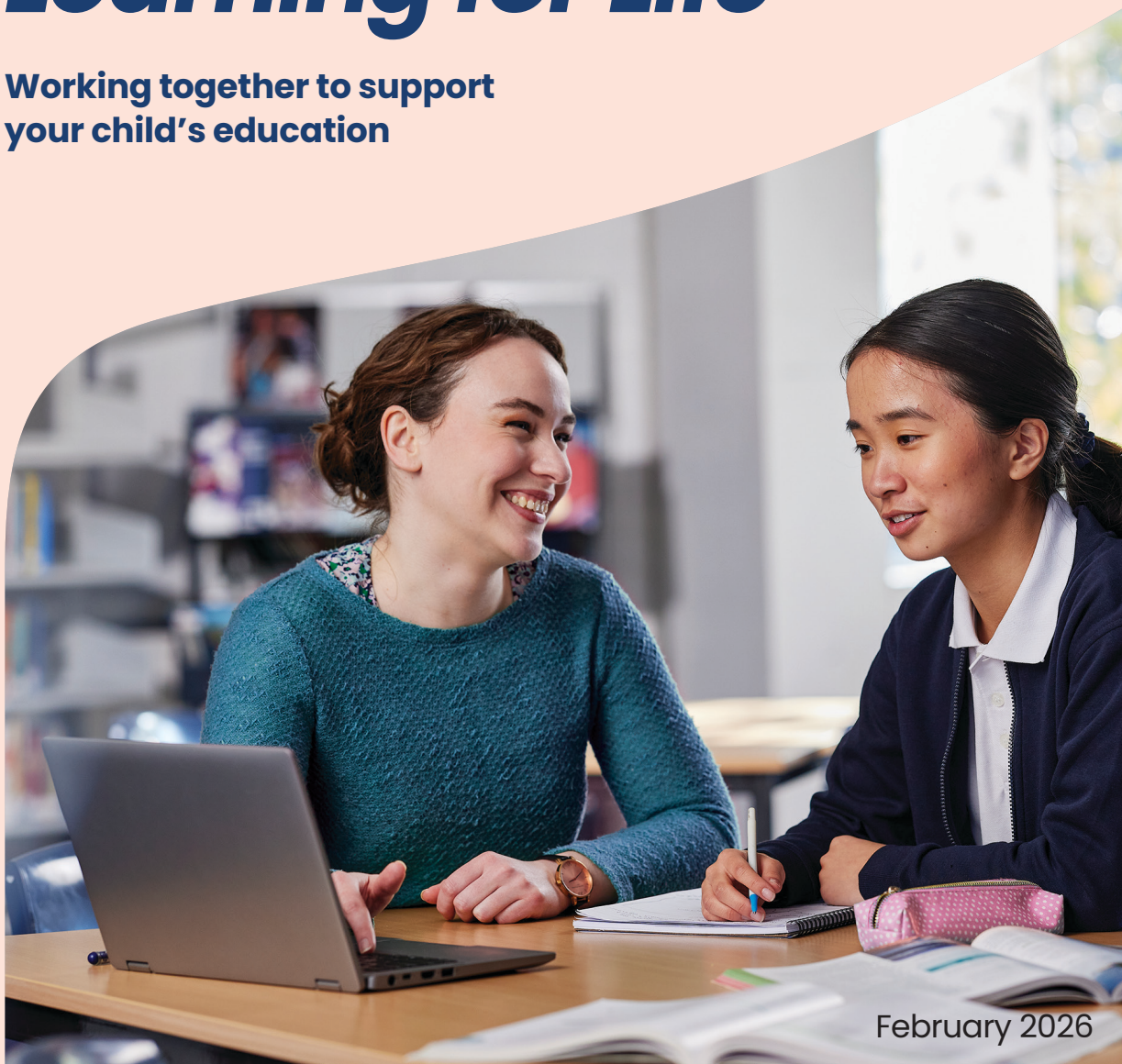


Welcome to *Learning for Life*

**Working together to support
your child's education**



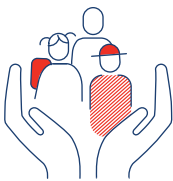


Acknowledgement of Country

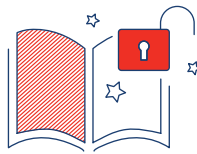
The Smith Family pays respect to the Traditional Owners and Custodians of Country in the communities in which we work throughout Australia, and their connection to their lands, waters and communities. We pay respect to Aboriginal and Torres Strait Islander peoples and cultures, and to Elders past and present. We acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First Peoples and Custodians of the Land. We acknowledge that the land on which our workplaces are located are the lands of the Traditional Owners and Custodians of Country.

The *Learning for Life* program works in partnership with your family to support your child's education and increase their chance of success at school.

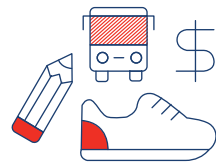
The *Learning for Life* program includes:



Support from a dedicated
Family Partnership
Coordinator



Access to
educational and
career programs



Scholarship money
for school-related
expenses

The *Learning for Life* program also provides:



My Smith Family
(online portal) to help
manage your participation
in *Learning for Life*



Access to offers
from The Smith Family
and outside our
organisation



Opportunities
to give feedback
and share your
experiences

Family Partnership Coordinator and Educational Programs

Family Partnership Coordinator

Your Family Partnership Coordinator is here to support you and your family at each stage of your child's or children's education journey.

Your Family Partnership Coordinator can support you with:

- school attendance
- transitions, like the move from primary to high school
- challenges relating to school and
- accessing educational support programs, offers or community services



TIP: Keep your Family Partnership Coordinator updated about any changes at school. For example, if you move schools, your child has trouble going to school or any other concerns you may have.

Educational Programs

Taking part in our educational programs is important to *Learning for Life*.

Our range of learning and career support programs can help your child build skills, knowledge, motivation, self-belief and positive relationships. This can help your child or children stay engaged with school and develop rewarding career pathways for life after school.

Offers

Offers available for *Learning for Life* families may include free mobile data to access the internet, a laptop or opportunities provided by other organisations such as work experience and career help for older students.



Scholarship Money and My Smith Family

Scholarship Money

Each child receives two payments a year into your chosen bank account. The money is to help support you with your child's school expenses. These payments are funded by *Learning for Life* sponsors.

What you can spend your Scholarship money on

School-related expenses may include:

- school uniforms
- shoes
- stationery
- school camps
- excursions
- the internet and technology at home and
- other items that help your child or children get the most out of their education

We understand these expenses will change depending on your child's school year level and your family's needs.



REMINDER: Please keep your receipts for these expenses for two years (the current year and the previous year) as we may ask to see them.

My Smith Family

My Smith Family is our online portal. You can manage your *Learning for Life* participation using My Smith Family. It is password protected and uses the best technology to protect your family's information. It's easy to use! You can access it from your mobile, computer, or another device.

You can use My Smith Family to:

- upload and complete documents
- review and update your personal information
- see your Scholarship payments and update your bank account details
- accept or decline offers
- find the contact details for your Family Partnership Coordinator and the *Learning for Life* Contact Centre
- access information and resources to support your family's *Learning for Life* journey



Once you receive your Smith Family ID, you can create a My Smith Family account.

Scan the QR code, or go to thesmithfamily.com.au/register to create your online account.



Sponsors

The *Learning for Life* program is funded by *Learning for Life* sponsors. Each sponsor wants to support the education of young Australians and their families. They may sponsor alone, as an individual, with other family members, or as an activity through their workplace. Your child may have up to two sponsors.

Communicating with your sponsor

The Smith Family maintains the privacy and confidentiality of families, students and sponsors. Sponsors are only given your child's first name, month and year of birth, school year and general interests.

Many families and sponsors enjoy writing to each other. The Smith Family strongly encourages students and sponsors to send each other messages during the year. The Smith Family helps make this happen. All correspondence is sent to The Smith Family first to maintain privacy and confidentiality.

School Report and Student Profile

End of year School Report

As part of the *Learning for Life* partnership agreement, you must provide your child's or children's end of year School Report each year.

Why is the School Report important?

The information in the School Report helps us learn about your child's year at school and how best to support you. We look at school attendance and education progress in key subjects like English and Maths.

We love to celebrate the successes with you too. If you do find something in the school report that concerns you, please let us know. We can work with you to overcome any challenges. This might be discussing difficulties attending school or identifying programs that may be of benefit to your child.



REMINDER: Each child learns differently and in their own time. We will support your family no matter what your child's results are.

Student Profile

As part of the *Learning for Life* partnership agreement, your child or children must complete a Student Profile each year. It's shared with your child's sponsor.

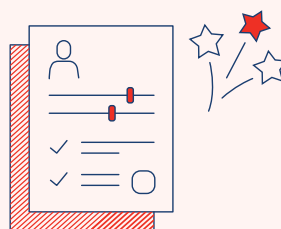
What is a Student Profile?

The Student Profile is a short list of questions for your child to answer about their interests and experiences at school. For example, your child can write about:

- new skills they learnt
- likes and dislikes and
- what they enjoy doing outside of school

Why is the Student Profile important?

The Student Profile is an important update shared with your child's sponsor. Your child's sponsor donates money to pay for their *Learning for Life* program. They enjoy learning more about your child and their time at school.



The Smith Family Support Network

Our *Learning for Life* teams are always here to assist you and we encourage you to connect with us regularly. You'll hear from us throughout the year to chat about how your child or children are going at school. You can also reach out to us when you need to.

Family Partnership Coordinator

Your Family Partnership Coordinator is there to support you and your family. By working together, you can ensure your child or children get the best out of their education. They are your key contact person to help manage any challenges that may come up related to your child's schooling.

Who is my Family Partnership Coordinator?

Your Family Partnership Coordinator's name and contact details are in the Contact Us section of My Smith Family.



TIP: Save your Family Partnership Coordinator's phone number into your phone. So you can contact them and know when they're trying to reach you.

Learning for Life Contact Centre

Our *Learning for Life* Contact Centre team is your go-to for questions about:

- end of year School Reports
- Student Profiles
- Scholarship payments and
- My Smith Family

They can also help you with any questions about our communications.



TIP: Tech Support is available! Our Tech Support team are friendly experts who can help you with My Smith Family or other online programs and tasks. Visit the *Learning for Life* Help Centre for information on how to contact Tech Support.



You can visit the *Learning for Life* Help Centre for information, FAQs, or to contact us.

Our *Learning for Life* team is always here to assist you and your family. Whether you have questions about your payments, need assistance managing your child's or children's schooling, or want to provide feedback, we are here to help!

How we communicate with you

We email you My News, your monthly *Learning for Life* newsletter. My News includes relevant information for that month and reminders about things you need to do. Please read My News and complete the tasks.

Occasionally, you may receive SMS reminders to ensure you don't miss anything important.

We only contact you to share information about *Learning for Life* or to let you know you need to do something, so it's essential to keep an eye out for communication from us.

Your voice is important

We ask for your feedback about our programs, activities, and your family's experience with us at different times throughout the year.

The information we collect from you helps us understand what we are doing well and what we could do better.

When we ask for your feedback, we:

- let you know why we are collecting it
- explain what we will do with your feedback and
- share any changes we make because of what we hear





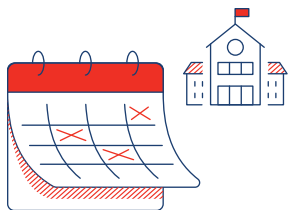
School Attendance

We know that school attendance is important. That's why we include regular attendance in our partnership agreement.

Why is regular school attendance important?

Going to school every day gives your child the best chance to do well at school. Research shows that regular school attendance is linked to:

- better achievement in English and Maths
- increased Year 12 completion and
- further work or study opportunities



Every school day matters

Missing one or two days a week might not seem like much but...

If your child misses	That equals	Which is	And over 13 years of schooling that's...
1 day a week	40 days a year	2 months a year	Almost 2.5 years
2 days a week	80 days a year	4 months a year	Over 5 years
3 days a week	120 days a year	Over half a school year	Almost 8 years

Child Safety

Our commitment to child safety and protection

The Smith Family takes the safety of children and young people very seriously.

- Children's safety and wellbeing are our top priorities. We work with families to build strong, safe communities for children.
- We always act to protect children and young people from physical abuse, emotional abuse, sexual abuse, neglect and violence.
- All team members working with children and young people must have a Working with Children Clearance.
- Team members are trained in and must follow The Smith Family Child Protection Framework.

What to expect from us

Your child's safety and wellbeing are our top priorities.

We will:

- Watch and look after your children when they are with us.
- Let you know if your child has been unhappy – or has something to celebrate – from their time with us.
- Always listen and speak respectfully.
- Never touch children or behave unprofessionally. We won't contact children outside of our programs. This includes online contact and social media.
- Encourage them to develop independence – and keep safe.

- Let children know they can trust us and tell us if something is worrying them, so we can do something about it.
- Report child protection concerns to authorities as required by law and our Child Protection Framework.

Please tell us about any concerns or questions you have about your child's safety and wellbeing.

Privacy and confidentiality

All team members must respect and maintain the privacy and confidentiality of children and young people except where required by law to provide particular information. For example, in a child protection investigation by authorities.

Emergencies

If there is an emergency that affects a child or a community, team members follow The Smith Family's emergency plans.

If a team member has to accompany a child alone in an emergency, the team member will seek the parent or guardian's consent. If it is urgent and a parent or guardian cannot be contacted, the team member will follow the advice of emergency services.

Please tell us about any concerns or questions you have about possible emergencies and how these could be managed with your child.

What we ask

We ask every family to help us keep all children and young people safe.

Data Collection

Data Collection Statement

Collecting your personal information

The Smith Family collects personal information about the students and families we support.

We are committed to protecting your privacy.

This statement tells you about the personal information we collect and what we do with it.

What is personal information?

Personal information is any information that can identify a person.

What personal information do we collect?

We may collect information about you, your child or other family members, like:

- names and date of birth,
- address and contact details,
- health issues and cultural background,
- how your child is going at school such as attendance, grades and support needs,
- any issues affecting your child's education.

We will collect this information for each year your child is at school.

Why do we collect personal information about your family members?

We need this information so we can best support your child. We use this information to:

- offer programs to your child,
- understand how well we have supported your child, and
- plan and improve our programs.

What happens if you do not give us your personal information?

We need information to support your child and improve our programs. We seek your consent to collect that information by asking you to sign a privacy consent form. That consent will last while a student remains a participant in our programs, unless you withdraw your consent.

If you do not give us some information or withdraw your consent, there may be some support we can't provide to your child.

How do we collect personal information?

Where we can, we will ask you for the information. Sometimes we collect information from your child.

We also collect information from application forms or things you send us.

If you agree, we may ask your child's school or the Education Department (in some states/territories only) for the information.

When do we share your personal information?

We may share personal information with:

- The school or the Education Department. This helps us to support your child and improve our programs.
- Researchers or others working directly with us. We remove information that may identify you or your child if those working with us do not need to know that information.

We sometimes share the personal information you give to us if we are required or authorised to do so by law. These laws include child protection and information privacy laws.

Keeping your personal information safe

The Smith Family has systems and processes to keep all personal information we handle safe and secure.

We may store your information securely on cloud-based services, but we do not disclose it to persons located overseas.



Learning for Life Partnership Agreement

As part of the *Learning for Life* program, The Smith Family partners with the 'Primary Contact'.

The Primary Contact is a person who:

- has parental responsibility for the *Learning for Life* student, especially helping them to attend school, and
- agrees to take responsibility for the *Learning for Life* Partnership Agreement, and
- agrees to be the point of contact for The Smith Family.

Partnership Requirements

As a *Learning for Life* partner and Primary Contact, I agree to the following:

Help my child to attend school regularly

I will:

- help my child to attend school regularly and to arrive at school on time,
- talk to my Family Partnership Coordinator if there are any problems with my child's attendance at school and work towards improving my child's attendance.

Provide documents and updates to The Smith Family

When The Smith Family asks me, I will:

- provide my child's end of year School Report,
- complete the Student Profile with my child and provide it to The Smith Family, and
- confirm my child's Senior Secondary enrolment in Year 11 or 12 (if relevant).



Update this Partnership Agreement and my Privacy Consent

When The Smith Family asks me, I will:

- review and re-sign this Partnership Agreement, and
- review and update the Privacy Consent I have given.

Keep my contact and bank details up to date

I will:

- use My Smith Family to update my contact and bank details if they change, or call The Smith Family to update my details.

My Smith Family online portal

The My Smith Family online portal is the preferred way to manage your tasks and update your information. You can access information to support you and your family and complete your partnership requirements.

Partnership Principles

I understand that:

- the *Learning for Life* Scholarship payments are to help with my child's education expenses – I will keep my receipts for these expenses for two years (the current year and the previous year),
- I will always support the safety and well-being of children,
- my partnership with The Smith Family is based on:
 - respect for each other
 - taking responsibility for my actions, and
 - a commitment to helping my child do their best at school.



Learning for Life can support your child's learning, boost their confidence at school and help them achieve their potential.



Getting Started on *Learning for Life*



Tick off the tasks that apply to your family



Meet your Family Partnership Coordinator.



Talk to your child's teachers regularly about how your child is going.



Complete the Partnership Agreement and Consent Forms.



Contact your Family Partnership Coordinator with questions or concerns about your child's schooling.



Read your welcome emails and make note of your Smith Family ID number. You'll need this number to create your My Smith Family account and when you contact us.



Log in to My Smith Family regularly to check that your details are up to date, explore programs and offers and read the latest information for your family.



Create a My Smith Family online account. Choose a username that's easy to remember, like your email address or full name.



Explore the *Learning for Life* Help Centre for FAQs about My Smith Family, Scholarship documents and payments and sponsors. Contact the team through the Help Centre if you have questions or need support using My Smith Family.



Help your child or children to attend school every day.



Read the My News newsletter each month and complete the tasks.



The Learning for Life program works with your family to help give your child the things they need to do their best at school. We support you during each step of your child's education.

My News

Each month we email you My News, your monthly *Learning for Life* newsletter. Please read it and log in to **My Smith Family** to complete your tasks.

End of year School Report

You provide your child's or children's School Report at the end of each year. In My News, we will let you know when it's time to provide this.

Student Profile

Your child or children complete their yearly update for their sponsor/s. We will let you know in My News how to complete this.

Scholarship Money

We make payments into your bank account twice a year before the start of the school semester. To receive your payments, we need your child or children's end of year School Report and their completed Student Profile.

My Family Partnership Coordinator

Mobile

Email



To see FAQs about My Smith Family, Scholarship documents and payments and to contact us, visit the ***Learning for Life* Help Centre.**



To update your details, upload documents, check payments, and see offers and information, visit **My Smith Family.**



Translating and Interpreting Service

- Phone **131 450** to call the Translating and Interpreting Service
- Ask for an interpreter in your language
- Tell the operator the phone number you want to call.
They will get an interpreter to help you

You will not be charged for this service.



Learning for Life Contact Centre

Email: scholarshipsupport@thesmithfamily.com.au

Phone: 1800 280 223 (free call) between 9.30am and 5pm (Sydney time), Monday - Friday

Website: www.thesmithfamily.com.au/my-smith-family

