

Learning for Life Content – The Early Days

What is the *Learning for Life* Program?



The *Learning for Life* program works in partnership with your family and aims to give your child the things they need to do their best at school.

The *Learning for Life* program can support your child or children all the way through their education, from pre-school and primary school to senior school and on to tertiary studies if they choose.

The *Learning for Life* program includes:



Support from a Family Partnership Coordinator.

They can help you manage any school-related challenges that may come up and connect you with support services in your community.



Access to Education support programs.

These include assistance with areas such as literacy or numeracy or help from learning mentors.



Scholarship payments to help with the cost of schooling.

Payments are provided twice a year.

Learning for Life Content – The Early Days

The *Learning for Life* program also provides:

My Smith Family, our 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.

Watch this video to learn more about *Learning for Life*.

[imbed video: https://www.youtube.com/watch?v=Sonx_WG7Jal]



Learning for Life Content – The Early Days

The Smith Family Support Network

Our *Learning for Life* teams are here to help you, and we encourage you to talk with us regularly.

The Smith Family Support Network



Our *Learning for Life* teams are always here to assist you and 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 here to support you and your family at each stage of your child's or children's education journey. By working closely with you every step of the way, they do their best to help your child or children make the most of their schooling experience.

Your Family Partnership Coordinator can help you manage any challenges that may come up. They can also connect you to educational support and emergency relief services if you need them.

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.

Who is my Family Partnership Coordinator?

Your Family Partnership Coordinator might have already given you their details. You can also find their name and contact details in the Contact Us section of [My Smith Family](#), our online family portal.

Discover My Smith Family

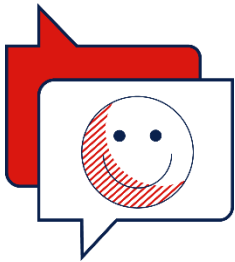
My Smith Family is a safe website that keeps your family's information secure. You can use My Smith Family to:

- upload your Scholarship documents, such as the End of Year School Report
- view and update your personal information
- check your Scholarship payments
- update your bank account details
- accept special offers
- view your Family Partnership Coordinator and The Smith Family's contact details

You can also access information and resources to support your family's *Learning for Life* journey.

Click the button below to visit My Smith Family.

MY SMITH FAMILY



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
- My Smith Family and
- digital support

They can also help you with any questions about our communications. You can contact them using the details below.

Learning for Life Contact Centre

- for information, FAQs and to Live Chat with a team member, visit the Help Centre
- submit a request or
- call the team on (free call) 1800 280 223



How we communicate with you

On the first Wednesday of each month, we email you My News, your monthly *Learning for Life* newsletter. My News includes relevant information for that month. Please make sure you action any requests. For example, upload the end of year school report, complete the Student Profile or accept or decline our latest offer.

We may also send you emails about other things, like gift vouchers from your sponsor or surveys. Most emails we send you are from scholarshipsupport@thesmithfamily.com.au

You may receive text messages at times. These are usually reminders. The sender of these is, SmithFamily. Sometimes, we send a text message from a mobile number so you can reply.

Learning for Life Content – The Early Days



We only contact you to share information regarding *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.

Our *Learning for Life* team is always here to support you and your family. Whether you have questions about your Scholarship or need assistance to manage your child's or children's schooling, we are here to help.

Looking for other support services? You can see links to emergency relief, housing, family, and everyday expenses help [here](#).