

## Accessing the NBN Education Internet Access Package for Families

### Information to be provided to schools and parents if they are requesting internet access for families.

The Department has placed orders for 21,000 internet dongles. The first 11,000 of these will be available for distribution in the week commencing 27 April. However, due to international supply issues, availability of the second 10,000 will not commence before week 5 of term. In the meantime, there is an alternative for families to access an internet service where they live in an area with NBN and should be encouraged to do this.

#### NBN Education Package

NBN Co announced that they would be waiving access fees for internet service providers (ISPs) to enable the ISPs to provide disadvantaged families with internet access at significantly reduced or no cost.

The families need to meet certain criteria, including:

- they reside in an NBN serviced area
- they do not have an existing NBN service
- they have school aged children living at the residence
- they are in receipt of a Job Seeker Allowance or Family Tax Benefit

#### Advantages of the NBN Education Package

Having the NBN service will provide WiFi internet access to all students in the household. This is a considerable advantage over a dongle that needs to be assigned to individual students. Even though the dongle may be used for multiple students, the service will degrade considerably if this is done.

#### Accessing the Education Package

To date there have been two ISPs who have established this service for disadvantaged families.

These providers are:

Superloop - <https://www.superloop.com/education/>. This service can only be accessed by the family.

Aussie Broadband - <https://www.aussiebroadband.com.au/>. This service requires a school to register interest before families can access. Schools should ensure they maintain compliance with the [Privacy Policy](#) and not provide sensitive information to any vendor.

It is expected that other ISPs will offer similar packages over the coming weeks.

#### Any Associated Costs

If there are any charges for the education service, they are expected to be considerably lower than normal internet access packages. Schools should use unspent CSEF amounts, if available for the student. Schools may also use equity funding to support eligible families to connect to an internet service.

#### Additional Support and Information

Queries in relation to additional devices and internet connectivity should be directed to [learning.from.home.technology@education.vic.gov.au](mailto:learning.from.home.technology@education.vic.gov.au)