



Common Staff/Student/Parent FAQ

To assist the communication process with our mobile phone management strategy, these frequently asked questions and answers have been developed to assist with the understanding of key information.

Staff Questions

1. What if a student refuses to put their mobile phone in their bag, away, in a pouch or hand it in?

Students will be made aware of all the new school rules ahead of Term 4 and will be required to comply with them. As with all school rules, student refusal will result in appropriate action being taken, in accordance with the school's behaviour code/policy.

2. What if a student uses their phone at recess, lunch or between classes?

Mobile phones are not allowed to be used throughout the whole school day, including recess, lunchtime, and in between classes. Mobile phones must be switched off upon entering school and can only be used again after school hours. Non-compliance with the Mobile phone policy will result in school disciplinary action.

3. What if a student needs to make an urgent phone call home?

As always, in an emergency, students will always be able to call home through the school office.

4. How will staff know if a student has an exemption to use their phone for medical or other reasons?

Students who require the use of a device, for a medical or other reason, may be granted an exemption, and all teachers will be informed of the details of this exemption, via the student's learning support or individual education plan.

5. What happens if a student with an exemption needs to use their phone for a medical or other reason?

Details of the terms of use of a mobile phone by students with an exemption will be detailed in the student's learning support or individual education plan.



6. What do staff do if they want students to use their phone, during class for an educational purpose?

There may be situations where students may be required to use their phones in class as part of the lesson. In these situations, the staff member will need to monitor the use of the phones by the students, to ensure that they are used for the designated purpose, and once the lesson/activity is completed, ensure that students comply with managing their phone in line with the school management strategy.

7. What will be the expectation of a staff member to enforce the school's and DoE policy?

It is expected that all staff members will work collaboratively to ensure the smooth and consistent implementation of the school and Departments policy.

8. What if the school goes into lockdown or lockout?

In the case of a lockout or lockdown, the school will make parents or carers aware of the situation if required. If needed, parents can also contact the school via the administrative office using the school's contact information available on the website.

9. What happens with mobile phones on excursions?

Mobile Phones are not to be used on excursions. Exemptions may be made for certain school excursions. Information will be included in the excursion information and permission form.

10. What happens to mobile phones during sport?

Exemptions may be made for sporting activities that are held outside of school grounds. Information will be included in the sports activity information and permission form. Otherwise, sporting activities will be considered part of the normal school day.

11. How will students make payments at the office or canteen if they can't use their phones?

Alternative payment methods will need to be made available as students are unable to access their phone during school hours. Students are encouraged to bring their physical EFTPOS/debit cards to school with them, to enable cashless transactions.



Student Questions

1. What if I don't possess a mobile phone or have not brought it to school that day?

There is no requirement to bring a mobile phone to school.

2. Can I use my phone before and after the school day?

As soon as you arrive at school, all mobile phones and electronic devices should be placed in the locked mobile phone pouch. Mobile phones cannot be accessed until you leave the school grounds at the end of the day.

3. What if I need to contact my parent/carer during the school day?

As always, in an emergency, you will always be able to call home through the school office.

4. What if my parent/carer needs to contact me in the event of an emergency?

In the case of an emergency, your parent/carer can contact the school via the front office. A message will then be passed on to you by your teacher, if required.

5. What if I have a medical condition that requires me to use my phone to record or monitor medical information?

If you require the use of a mobile phone for a medical or other reasons, you may be granted an exemption and the details of any exemption will be added to your learning support or individual education plan. You, your teachers and parents/carers will be made aware of this exemption.

6. How do I know if I am allowed to use my phone for medical reasons?

You will be officially informed by the school about the full details of any exemption granted and the terms of use for that exemption.

7. What if the school goes into lockdown or lockout?

In the case of a lockout or lockdown, the school will make your parents or carers aware of the situation, if required. If needed, your parents can also contact the school via the front office.



8. I use my phone to purchase food from the canteen or buy uniform items.

Students are encouraged to bring their physical EFTPOS/debit cards to school with them to enable cashless transactions.

9. Can I bring my laptop or iPad to school?

Yes, personal devices may be used in class or in the library or in a classroom which is supervised by a teacher during break times.

10. I have a job. How can my employer contact me about work shifts?

Students should alert their employers about the school's mobile phone strategy and advise that they may not see any messages the employer sends until after school. Alternative methods of contacts such as email could also be used.



Parent Questions

- 1. What if a student does not comply with the mobile phone plan and accesses it at during the school day?**

Students will be made aware of all the new school rules ahead of Term 4 and will be required to comply with them. As with all school rules, student refusal will result in appropriate action being taken, in accordance with the school's behaviour code/policy.

- 2. What if a student needs to make an urgent phone call home?**

Students will be allowed to call home via the front office in arrangement with teaching staff and school administration support staff.

- 3. What if a student with a medical condition requires their phone to record medical information?**

If your child has special medical requirements, you may apply for an exemption and varied terms of use or arrange a meeting with the school executive to discuss the best options for your child.

- 4. How do I arrange permission for my child to use their phone for medical reasons?**

You will be able to make a request for an exemption. If appropriate, an individualised plan for usage will be developed. It will take into account their medical needs and set the terms and conditions for phone use, that incorporate school guidelines.

- 5. What if the school goes into lockdown or lockout?**

In the case of a lockout or lockdown, you will be notified via phone call or text message. You can also contact the school via the front office using the school's contact information available on the website.

- 6. What happens with mobile phones on excursions?**

Mobile phones are not permitted to be used during school excursions taking place during school hours. If the excursion is overnight or over a number of days and nights, special information will be provided to you via the teacher organising the excursion around the parameters of phone usage from students.



7. What happens with mobile phones during sport?

Exemptions may apply for sporting activities that are held off school grounds. If this is the case, information will be included in the sports activity information and permission form. Otherwise, sporting activities will be considered part of the normal school day.

8. How will the school manage the administration of parent enquiries?

Schools will connect with parents in the usual ways and can be contacted anytime via the front office.

9. Can students access their phones during private study or minimally supervised periods?

Students will not be permitted to access their phones during these times.

10. What if my child needs to purchase food at the canteen?

Students are encouraged to bring their physical EFTPOS/debit cards to school with them to enable cashless transactions.

11. What happens if my child is in sick bay and the school has arranged a parent to pick them up?

Students in sick bay are constantly monitored and communicated with. Please contact the front office.

12. Will the school send a message to my child if I need to contact them?

Messages from parents to students can be passed onto students through the front office.

13. Will my child be allowed to call me?

Students will be allowed to call you for urgent situations. If they need to urgently call home, they must advise their teacher, who will work with the front office, to contact a parent/carer if required.



14. Can students use laptops during breaks?

Yes, in the library or in a classroom which is supervised by a teacher.

15. What if my child chooses to leave their phone at home?

There is no requirement to bring a mobile phone or related accessories to school.

16. What if my child loses their mobile phone locking pouch?

The school will provide an initial pouch to students free of charge. If the pouch is lost, or purposely damaged a replacement will be required at the student/families cost.