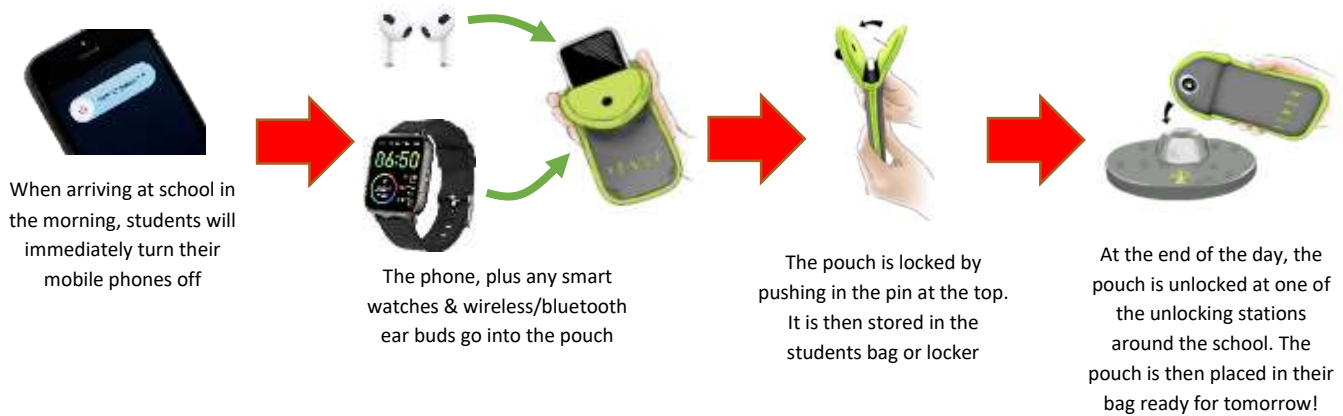


# FREQUENTLY ASKED QUESTIONS

## **How does my child use their YONDR pouch each day?**



## **What if I need to reach my child, due to a family emergency, during the school day?**

In the event of a family emergency, parents should contact Student Services on 8377 8000. A member of our team will get the message to your child as soon as possible.

## **What if there is a school emergency?**

Parents will be contacted directly via SMS (in the event of a whole school emergency), or directly via phone call (for individual students) as per our current policy.

## **Will the phone be safe in the YONDR pouch?**

YONDR pouches will remain in the possession of the student for the entirety of the school day. Students will be responsible for keeping the pouch safe in their locker (Years 7-10) or bag (Years 11 & 12).

## **What if the YONDR pouch is lost or damaged?**

The YONDR pouch remains the property of the school and is the responsibility of the student. If the pouch is lost or damaged, families will need to order a new pouch at the cost of \$30 (within 3 school days). Students will not be permitted to have their device at school until a new pouch has been purchased. Phones must be handed in to Student Services upon arrival each morning until the replacement is issued.

Note: Damage consists of any signs that the physical integrity of the pouch has been compromised, whether intentional or unintentional, as determined by a member of the school leadership team.

## **Can my child decorate or personalise their YONDR pouch?**

Students are required to have their name clearly written on their pouch in a suitable black waterproof marker. No other decorations, artwork or graffiti is allowed on the pouch. Students who do not follow this expectation will be required to purchase a new pouch and return the original pouch to the school.

## **What if my child needs their phone for medical reasons (such as diabetes)?**

Families who wish to be considered for an exemption on the basis of medical grounds should contact the school for an application form. All exemptions are approved by the principal on a case by case basis.

## **How will my child pay for food at the canteen without their mobile phone?**

Students have three options for purchasing from the canteen: bring cash, bring a debit card or pre-order using the Qkr App (this is the recommended option!).