



Springfield Central State High School School Device Hire Charter for 2023

Loan equipment

The equipment referred to in this charter are Acer P249 Laptop or the HP ProBook G6/G7/G9 Devices, power adapters, protective cases, and DoE's standard suite of software, including Microsoft Office Suite.

Each device will be:

- protected by anti-virus tools and automated updates
- able to be connected to the school network and have filtered internet and email
- able to be used at home and at school for student learning
- installed with DoE's standard software
- Protected by Computrace theft protection.

Equipment ownership

At the end of the loan period, all devices will be returned to the school. The devices will have all licensed software and data removed and will be restored for use by another student.

If the student completes their schooling or transfers from the school, the device **must** be returned to the school. If the device is not returned, reimbursement will be sought or a Police report will be lodged for device to be reclaimed.

It is also a requirement of using the device that students provide authorised school staff with access to the device and personal holdings associated with the use of the device if requested.

Fee for provision of device

To participate in the device home-use program parents and/or caregivers may be required to make a contribution. This will cover additional costs incurred by the school in providing and supporting the device. This amount will be outlined on the Agreement form that will be completed.



Damage or loss of equipment

All devices and batteries are covered by a manufacturer's warranty which covers manufacturing defects through normal usage. There is no cover for negligence, abuse or malicious damage. Students will be required to replace lost or damaged chargers.

Any software or hardware issues, vandalism, damage, loss or theft of the device must be reported immediately to the school.

Theft and loss

If the device is stolen outside of school, the parent/caregiver will need to report the incident

to the police and ensure they have the following documentation when informing the school:

- Police crime number; and
- Statutory declaration (usually completed with the police).

On receipt of the necessary documentation, DoE will initiate recovery procedures via in the inbuilt theft protection software.

Should a device be unrecoverable – whether lost or stolen, the cost of replacement is as follows:

- Subsequent cases: full replacement cost.



Non-warranty Damage

Non-warranty damage is where damage is not covered by warranty. The Acer/HP warranty does not cover the device for any wilful damage, careless damage, theft or negligence. Examples of items not covered are:

- Any keys being removed from the notebooks keyboard due to excessive force applied.
- Laptop in bag with student's water bottle that results in the device being water damaged.
- Leaving objects (such as pens) on the keyboard when closing the notebook lid, and as a result the LCD display is damaged.
- Leaving the notebook unattended and as a result it was damaged by someone or something else other than the user or assigned owner.
- No explanation whatsoever can be provided for how the resulting damage occurred.
- Repeating cases for the same Notebook which may have previously been termed as accidents.

Faults are reconciled by the hardware vendor, and are subject to change. The final determination of warranty coverage is made by the hardware vendor.

Where a school determines that damage has been intentionally caused to a device, the full cost or replacement of the device may be charged. A quote for parts will be provided to the Parent/Caregiver if it is deemed a financial option.

Costs will need to be paid in full or a payment plan organised by the school Finance team before issuing a device back to the student.