

BRIDGING THE DIGITAL DIVIDE – LOANED SCHOOL OWNED COMPUTERS SUPPORT INITIATIVE

PARENTS TO SCHOOL RELATED FAQS

Why is my child getting a laptop/tablet? Is it for free?

To continue to support families in need and bridge the digital divide, the Department is ensuring that students can permanently retain all computers loaned to them during the pandemic. This applies to computers loaned to students, either by their school or the Department, during remote and flexible learning periods at home over the 2020 school year. It is a once-off initiative.

I don't want my child to have the laptop/tablet.

You do not need to accept the computer and can formally register this with your school. If you decline the computer, you must return the computer to your school as soon as possible.

I have heard other students are getting a laptop/tablet, can my child get one too?

To be eligible to retain a computer, your child must have been loaned a computer during the remote learning period. If your child continued onsite learning you will not be eligible for a computer under this initiative.

We returned our loaned device in 2020, will we get the same device?

Wherever possible the school will make every reasonable effort to return the same loaned computer to your child. There maybe be some reason why this cannot be achieved. If this is the case the school should provide a computer of similar specification.

I originally didn't want to keep the computer and now I have changed my mind. Can I get a computer?

No. As the original offer was declined, neither the school nor the Department can provide a computer.

I bought my child a new computer in 2021 as part of their school's BYOD program, am I still getting the loaned device?

If the student no longer requires a computer for home, you are asked to decline the offer of the loaned computer so this can return to the school for reallocation.

Does the computer or device come with a warranty?

Schools have been requested to provide the warranty details and support you with warranty issues.

Does the computer come with insurance?

No, once computers are retained by the student they are no longer covered by school or department insurance policies.

A replacement will not be provided for any that are lost, damaged, stolen or develop defects following delivery to the student that school technical support teams cannot address.

You are advised to consider insurance requirements and seek possible options for that computer.

I have received a broken computer. What can I do?

You must raise this with the school immediately and the school will assist you with repair options.

A replacement will not be provided for any that are lost, damaged, stolen or develop defects following delivery to the student that school technical support teams cannot address.

My child has broken/lost their computer. What can I do?

A replacement will not be provided for any that are lost, damaged, stolen or develop defects following delivery to the student that school technical support teams cannot address

Can I sell the computer?

No. The student was given the computer to have access to technology to help them with their educational requirements at home.

Schools and the Department will not provide a replacement computer that is lost/stolen, gifted or on sold.

Is my school receiving funding to provide devices?

The Department will provide schools with a funding contribution towards the cost incurred by schools in loaning school-owned computers that are retained by students.

Why am I being asked to hand back my child's loaned computer?

Internet devices

If your child is remaining within the Victorian Government school system, they can keep any loaned internet devices (4G dongles/hotspots, excluding tablets) to support any future remote and flexible learning periods that may be required.

If your child is leaving the Victorian Government school system, you will be asked to return the internet devices (4G dongles/hotspots, excluding tablets) to your child's school.

Laptops and tablets

If your child left a Victorian Government school at or before the end of Term 4 2020, you will need to temporarily return the computer to the school to have data/information removed. The school will then return the computer to your child.

If your child is transferring to another Victorian Government school, the loaned computer can transfer with them.

Who is responsible for providing technical support?

If these computers are used in schools, they will be treated the same as any “Bring Your Own Device” (BYOD) program and will be given the same level of technical support provided to existing BYOD or school-owned computers.