WINDSOR GARDENS SECONDARY COLLEGE

College Policies
Talk to a student counsellor or a teacher you trust if you have a grievance or an issue that concerns the College environment.
1. WINDSOR GARDENS SECONDARY COLLEGE

BEHAVIOUR MANAGEMENT CODE

TAKE RESPONSIBILITY FOR YOUR OWN ACTIONS

NO HARASSMENT/BULLYING

- No bullying through information and communication technologies (cyber bullying)
- Repeated verbal, physical or social behaviour that is harmful and degrading is not tolerated
- Respect others sexuality, age and disability

YOURSELF

- Never put yourself down
- Work to achieve at the highest level
- Take responsibility for your own safety
- Report unsafe behaviour

TEACHERS

- Respect the right of the teacher to teach
- Be punctual and attend all lessons
- Be prepared with all relevant materials and equipment
- Be engaged with your learning
- Interact with staff in a positive manner
- Meet all deadlines
- Discuss your work and learning needs with your teachers

THE WORKPLACE

- Follow all safety procedures
- Follow the uniform code and dress appropriately for the lesson
- Care for and not damage school property or that of any other staff or student
- Reflect positively on the college image and role model good behaviour in the community
- Keep the college drug free

OTHER PEOPLE, THEIR BELIEFS AND CULTURES

- Show courtesy, care and compassion every day
- Say no to racism
- No harassment - verbal, physical, sexual, racial or emotional
- Do not discriminate against people; treat others as you would like to be treated

THE COLLEGE POLICIES

- Behaviour Management Code
- Behaviour Case Management
- Information and Communication Technology
- Uniform Policy
- Anti-Harassment and Grievance Procedures
- Attendance
- Drugs and Alcohol
- Parents’ Guide to raising a concern or complaint

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July 2015
1. 

WINDSOR GARDENS SECONDARY COLLEGE

BEHAVIOUR MANAGEMENT CODE

Policy and Practice

The College operates under the Department of Education and Child Development guidelines on Suspension, Exclusion and Expulsion.

The following serious incidents are the ones that require direct referral to the Assistant or Deputy Principal.

- Fighting or physical violence
- Behaviour that is dangerous to themselves or others
- Use or possession of illegal drugs.
- Use of, or under the influence of, alcohol or drugs
- Ongoing verbal or physical harassment or harassment that is of a racial and/or sexual nature

The minimum consequence will be a suspension.

All consequences will be discussed with the Care Group Teacher, Year Level Manager and Assistant Principal.

Countering Smoking

Windsor Gardens Secondary College has a policy that no smoking is allowed on school grounds.

This policy is within the legal requirements of the Department of Education and Child Development sites and reflects also the beliefs of the College community that addiction to tobacco is a problem in our community.

- Drug education is a regular part of the College’s curriculum
- Advice for young people about the dangers of smoking is available from Care Group Teachers, Year Level Managers and Student Counsellors
- Students found smoking will be given a detention
- Students regularly found smoking will be suspended

Students Absent without Permission

- Students who are absent from class without permission are given detentions to make up the missing work
- Ongoing issues regarding attendance will be followed up with parents, Care Group Teacher and Year Level Manager
2. STUDENT BEHAVIOUR CASE MANAGEMENT

Communication and Case Management

**Student Behaviour Concern.**

Communication from subject teacher, teacher on duty or any other staff member

REFERRAL TO:

---

**Student Behaviour Concern from Parents.**

REFERRAL TO:

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**Care Group Teacher who works with the student on the Student Development Plan to provide strategies to improve behaviour.**

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**Communication to Parents.**

For support of the student to change inappropriate behaviour with the strategies put in place.

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**Communication to Year Level Manager.**

For ongoing support and further consequences....

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**Parents communicate with Care Group Teacher to ensure a change is happening.**

The Care Group Teacher records any behaviour issues and passes information to the Year Level Manager.

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**Communication to Senior Leader Senior School or Middle School Coordinator.**

For ongoing support and further consequences eg: suspension. These staff members will then communicate with the Care Group Teacher to ensure a change is happening.
Learning Area Behaviour Management
Each Learning Area has strategies to work with students who refuse to work or follow instructions. These may include:

- Students being given time out in another classroom
- Students work with the Learning Area Coordinator in an office
- Students given detention at lunch time under the subject teacher’s supervision
- Students get notes in their diary for positive work and achievements, as well as for behavioural issues
- Individual programs negotiated for students with major difficulties

Policy and Practice
In line with our College policies we will work through the issues of inappropriate behaviour with students in the following ways:

- Classroom strategies
- Case management of students in consultation with parents
- Developing individual Student Development Plans
- Lunchtime detention
- Referral to outside agencies
- Use of the DECD Policy on:
  - Suspension
  - Exclusion
  - Expulsion

Care Group Case Management of Students at WGSC
The care group teacher:

- Collects all information regarding the student and works with the student and family to develop a Student Development Plan aimed at maximising each student’s achievement
- Shares information regarding student management with the parents/caregivers and staff ie:
  - Those involved in working with the student
  - Year Level Manager
  - SSO support staff
  - Counsellor and subject teachers
- Works with the Year Level Manager if the behaviour is not improving
- Encourages positive discussion about the student in a way that is supportive of the student and their family
- Monitors the progress of the student eg:
  - Check Cards to monitor student progress
  - Attendance Check Card
  - Use of a Time Out Card
  - Communicate with parents/caregivers
- A group of coordinators/teachers:
  - Negotiates an individual program for the student which may include referral to outside agencies
3.

INFORMATION AND COMMUNICATION TECHNOLOGY

Behaviours

1. Misusing or tampering with another person’s files by logging in using another person’s password with or without their knowledge.

2. Misusing or tampering with ICT equipment or operating systems settings. [hacking] Installing and playing of non-authorised educational games.

3. Using email/social media to communicate on or off site with comments that:
   - are racist
   - are sexual
   - use offensive language
   - harass another person

4. Misuse of the Internet by accessing sites that are:
   - racist
   - pornographic
   - inciting violence
   - dominated by offensive language
   - contain non-authorised educational games compatible with WGSC operating software system

5. Illegal use of the Internet by downloading and or distributing information that is:
   - racist
   - pornographic
   - inciting violence
   - dominated by offensive language
   - promoting illegal activity (e.g. illegal drugs or weapons)

Consequences

1. Login disabled for 1 WEEK.
   Network Manager/Parents informed.

2. Login disabled for 1 MONTH.
   Network Manager/Parents informed.

3. Suspended.
   Network Manager/Parents informed.
   Login disabled for time agreed at re-entry meeting.

1. Login disabled for 1 MONTH.
   Network Manager/Parents informed.

2. Suspended.
   Network Manager/Parents informed.
   Login disabled for time agreed at re-entry meeting.

1. Login disabled for 2 WEEKS.
   Network Manager/Parents informed.

2. Login disabled for 1 MONTH.
   Network Manager/Parents informed.

3. Suspended.
   Network Manager/Parents informed.
   Login disabled for time agreed at re-entry meeting.

1. Login disabled for 2 WEEKS.
   Network Manager/Parents informed.

2. Login disabled for 1 MONTH.
   Network Manager/Parents informed.

3. Suspended.
   Network Manager/Parents informed.
   Login disabled for time agreed at re-entry meeting.

1. Suspended.
   Network Manager/Parents informed.
   Login disabled for time agreed at re-entry meeting.

2. Exclusion.
   Network Manager/Parents informed.
   Police informed if the material is printed or distributed.
Strategies

- Prior to students obtaining a login account they must have read, signed and returned the ICT Acceptable Use Agreement Form and ICT User Policy
- Each teacher at the beginning of each new course explains the expectations and protocol for the use of technology
- Each teacher will explain their own classroom management processes in line with the room/work space that students are in
- Policy and consequences are displayed and visible to students where the computers are being used

Expectations of the College

- Read a copy of the complete Windsor Gardens Secondary College ICT Acceptable Use Policy
- Sign and return the single page agreement to the Network Manager so that a valid User ID and password can be issued to you
- Accept full responsibility for all activity in relation to your ICT User ID and password
- Never share your User ID, password and network storage space
- Use the College’s ICT facilities and resources responsibly
- Show initiative, enterprise and innovation in your positive use of the College’s ICT facilities and resources
- Use the College’s ICT facilities and resources for school work only
- Report any misuse or abuse of the College’s ICT facilities and resources to a staff member immediately
- Maintain your network storage space and printing credit carefully. Regularly delete old, unwanted files

Steps for Success

- Use the College’s ICT facilities and resources creatively and productively for school work purposes only
- Look after and care for the College ICT facilities and resources so that all staff and students can utilise their full potential
- Share your ICT skills and knowledge freely and openly with staff and students whenever possible so that we can all benefit from the potential for excellence in our work together
- Celebrate the success of your work and others by allowing all members of our learning community the chance to see and hear the results of your achievements in the use of the College’s ICT facilities and resources
4.

WINDSOR GARDENS SECONDARY COLLEGE

UNIFORM POLICY

Expectations of the College

Students are expected to:
- Wear the College uniform to the College every day and on all College excursions
- Wear the required clothing for practical workshops and wear clothing as prescribed for the Pathway subjects
- Maintain a clean and neat appearance
- Report to year level manager or go to Student Services to change into loan uniform any time you are out of uniform

Staff are expected to:
- Be consistent and when necessary refer the students to the Year Level Manager or a member of the Executive Leadership Team when a student is not in uniform
- Wear their name badge

Parents/Caregivers are expected to:
- Support students to wear the College uniform

Further Information

The College uniform is only available from the College Uniform Shop which is open at:

8.30am - 8.45am every morning
2.30pm - 3.30pm each Thursday

Lay-by and Time Payment can be arranged. Direct Debit can be applied for. Enquiries to the Front Office.

If anyone is in financial difficulty, they can contact the Finance Officer to discuss alternative arrangements.

Occasionally second-hand College uniform garments are advertised in our College newsletter.

If students wear loan uniform, their clothing will be kept in the Student Services Area and may be collected after 3.00pm the same day as they return uniform. An account for any uniform not returned or damaged will be sent to parents/caregivers.

When buying uniform, it is possible that we may not have your requirements in stock, sometimes the uniform will be ordered from our suppliers.

Uniform Policy: Passed by Governing Council
October 20th 2015
4. WINDSOR GARDENS SECONDARY COLLEGE

UNIFORM POLICY

Available from the College Uniform Shop:

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>POLO SHIRTS</td>
<td>$33.00</td>
<td>Short Sleeve: Navy and Yellow</td>
</tr>
<tr>
<td>BOYS/GIRLS SHIRTS</td>
<td>$35.00</td>
<td>White</td>
</tr>
<tr>
<td>BOYS/GIRLS SHORTS</td>
<td>$25.00</td>
<td>Plain Navy [length must not be more than 15cm above knee]</td>
</tr>
<tr>
<td>BOYS SHORTS (Cargo)</td>
<td>$25.00</td>
<td>Navy [length must not be more than 15cm above knee]</td>
</tr>
<tr>
<td>GIRLS SHORTS</td>
<td>$22.00</td>
<td>Navy with yellow stripe [length must not be more than 15cm above knee]</td>
</tr>
<tr>
<td>GIRLS SKIRTS</td>
<td>$60.00</td>
<td>Plain Navy Pleated [length must not be more than 15cm above knee]</td>
</tr>
<tr>
<td>GIRLS DRESS *</td>
<td>$74.00</td>
<td>Check [length must not be more than 15cm above knee]</td>
</tr>
<tr>
<td>TRACK PANTS (Fleece)</td>
<td>$32.00</td>
<td>Until December 2016 - Navy: Straight leg track pants</td>
</tr>
<tr>
<td>TRACK PANTS (Micro-fibre)</td>
<td>$35.00</td>
<td>Navy Straight leg track pants</td>
</tr>
<tr>
<td>BOYS CARGO PANTS</td>
<td>$40.00</td>
<td>Plain Navy cargo style pants</td>
</tr>
<tr>
<td>GIRLS PANTS *</td>
<td>$30.00</td>
<td>Plain Navy</td>
</tr>
<tr>
<td>RAIN JACKETS</td>
<td>$45.00</td>
<td>Navy water resistant polar fleece lined</td>
</tr>
<tr>
<td>KNITTED JUMPER</td>
<td>$60.00</td>
<td>Navy - V-necked</td>
</tr>
<tr>
<td>STRIPED WINTER TOP *</td>
<td>$50.00</td>
<td>Navy Zip Opening</td>
</tr>
<tr>
<td>1/4 ZIP JUMPER</td>
<td>$65.00</td>
<td>Navy with gold stripes on wrist and waist</td>
</tr>
<tr>
<td>FULL ZIP JACKET</td>
<td>$75.00</td>
<td>Navy with gold stripes on wrist and waist</td>
</tr>
<tr>
<td>* No Logo</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Acceptable Items

SHOES
Black closed shoes are recommended for 2016 (WHS requirements for workshop areas, Home Economics, Design & Technology etc students must wear shoes that are fully enclosed)

WINTER RAIN JACKET
On school grounds students can wear a PLAIN navy blue rain jacket if the weather is inclement

SCARVES
Can be worn. Must be either plain: navy, yellow or white in colour

OTHER
Plain navy or plain black tights/panti-hose may be worn with uniform dresses or skirts

SCHOOL TOPS
All school tops that have been designed and sold as uniform e.g. Seniors /Year 12 Tops
Plain Navy tops/long sleeved may be worn under the college polo top/shirt

VET DRESS CODE
Workplace appropriate clothing [neat / casual] as described by pathway trainers

Unacceptable College Uniform

- No clothing with slogans; logos; contrasting stitching; non-uniform T-shirts; plain navy polo tops
- No short shorts; denim; stone wash jeans
- No sandals; thongs; ugg boots; soft shoes that do not conform to WHS requirements eg ballet shoes
- No patterned tights or socks; fish net tights; bandanas; beanies; hoods
- No black clothing
5.

ANTI-HARASSMENT & GRIEVANCE PROCEDURES

What Is Harassment?

<table>
<thead>
<tr>
<th>Verbal Harassment</th>
<th>Physical Harassment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Put downs, threats, teasing, name calling</td>
<td>Hitting, punching, pushing, kicking, spitting, offensive gesturing</td>
</tr>
</tbody>
</table>

Different Forms Of Harassment

<table>
<thead>
<tr>
<th>Racial Harassment</th>
<th>Sexual Harassment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Picking on people because of their race, religion, colour or customs</td>
<td>Behaviour of a sexual nature that is unwanted and repeated (which you find offensive)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Harassment...</th>
<th>Harassment...</th>
</tr>
</thead>
<tbody>
<tr>
<td>of people who are different</td>
<td>of people who try hard at school</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Harassment...</th>
<th>Harassment...</th>
</tr>
</thead>
<tbody>
<tr>
<td>of people who have difficulty doing things</td>
<td>about the way people look</td>
</tr>
</tbody>
</table>

How Can I Stop It?

• **STEP ONE - Students**
  If you are being harassed, tell the person to stop. State what it is you don’t like and that if it continues you will report it to a staff member.

• **STEP TWO - Written Report**
  If you are still being harassed, report it to a trusted staff member. They will talk to you about the harassment and what can be done. This will be written down, and in discussion with you, action may be taken. You may also fill in a harassment form available from Student Services.

• **STEP THREE - Formal Warning**
  If the harassment continues report it again. You will be helped to make a formal complaint. The harasser will be disciplined and/or counselled.

• **STEP FOUR - Suspension**
  If the student continues with the harassment they will be suspended and on re-entry the harasser will be given a formal warning that legal action may be taken if the harassment continues.
5. WINDSOR GARDENS SECONDARY COLLEGE

ANTI-HARASSMENT & GRIEVANCE PROCEDURES

Expectations of the College

- Everyone in the College community has a right to feel safe at all times
- Harassment is against the law and will not be tolerated
- Formal complaints will be acted upon and kept confidential
- There will be action taken to resolve harassment issues and complaints
- The Anti-Harassment Policy and Grievance Procedures will be displayed in classrooms to promote awareness

Steps for Success

Remember:
- Aim to have harassment stopped as quickly as possible
- Trust your feelings
- Speak up
- Be supportive to others who may be harassed
- Follow the appropriate process of reporting a harassment complaint
- Talk to a counsellor at any time about how to be assertive
- Ask for the policy to be reviewed at any time

You Can:
- Tell the person who is harassing you to STOP
- Remove yourself to a safe place
- Ask for help and advice from someone you feel comfortable with
- Speak to a trusted staff member
- Make a formal report

Parents Can:
- Contact the College to seek advice/intervention
- Contact the Regional Office on 8256 8111

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Steps for Success for parents and students:

- Phone the College prior to a known absence
  Tel: 8261 2733
- Leave a message for the Care Group Teacher
- On return to the College bring a diary or medical note to show the teachers
- Discuss the work that you missed with the subject teachers
- For SACE Stage 1 & 2 students
  - If necessary ask for an extension to deadlines
- For SACE Stage 1 & 2 students
  - If necessary ask for an extension to deadlines

Developing Student Attendance

- Parents are asked to support the Attendance Policy and what it aims to achieve
- Parents of students are strongly encouraged to make contact by phone, email, or diary to explain absences as soon as possible and when possible prior to the absence
- Independent students are encouraged to ring the College regarding any absences
- Information will be passed onto the Care Group Teachers contacting parents and caregivers
- Care Group teachers will advise the Year Level Manager if a pattern of unexplained absences occurs
- The College will advise Centrelink regularly of students’ attendance for those receiving Youth Allowance
- If a student is absent from a lesson without parent/caregiver permission parents will be contacted. The student will be given detention and expected to complete the missed work
- If a student is absent and a phone call has not been received to explain the absence/lateness, an SMS will be sent to the parent
- Parents can respond to this SMS to explain the student absence

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July 2015
6. WINDSOR GARDENS SECONDARY COLLEGE

ATTENDANCE

Expectations of the College
- Students arrive punctually each day for Care Group
- Students who arrive after Care Group time are to report to the Student Services Area to sign in and will receive a sign in receipt
- Students maximise their opportunities by attending all lessons
- Students take responsibility for providing absence notes from parents and caregivers in their diaries and showing these to their Care Group Teacher
- Students make arrangements to complete work missed after absences
- Students must sign out if they have permission to leave the grounds during college hours

Aims of the Attendance Policy
- To ensure students achieve success in education by attending all classes
- To encourage and maintain close contact between the student’s Care Group Teachers and the parents/caregivers
- To encourage all students to take responsibility for their attendance
- To encourage and support Middle School students to use their diaries to share communication between the College and home

College Process to Follow up on Attendance
Parent and teacher action should continually refer back to the Care Group teacher.

Care Group Teacher
- Check student’s reason for non-attendance
- Care Group teacher contacts home when a student has an unexplained absence for 3 or more days
- Return Absence Slip to subject teacher with the appropriate information
- Monitor your Care Group’s attendance and record unexplained absences as ‘U’. If the student is found to have been absent without parent consent, mark the absence as ‘N’
- Discuss with the student/parent/caregiver/Year Level Manager if there is an ongoing issue
- If the student has a case manager pass on the information to that person
- Establish a consequence for time missed or persistent lateness

Subject Teacher
- Check rolls and give Absence Slips to Care Group Teacher
- Provide the student with the work to complete
- If the student was absent without permission - give a detention as soon as possible to make up the work missed

Case Manager or Year Level Manager
- In the event of persistent non attendance, follow up with the student and parent/caregiver and if the student is under 17, refer on to the Attendance Officer

Remember it pays to attend - success is strongly linked to attendance
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7.

WINDSOR GARDENS SECONDARY COLLEGE

DRUGS AND ALCOHOL

Medications:
• The College needs to be notified where prescription medication is being taken
• Instructions should be left with Student Services staff eg. Medication supplied with prescription label attached

Analgesics:
• No paracetamol will be administered by the College (DECD Directive)

Other Substances:
• The College follows DECD guidelines and the law by forbidding the sale, supply, exchange and possession or negotiation of:
  - Prohibited substances (including solvents, chemical agents, alcohol and tobacco)
  - Prescription medication
  - Drug related objects (syringes, bongs, pipes, matches and lighters)

Cigarettes
• Smoking on College property is illegal and students who are found either smoking or in possession of cigarettes will be given a detention. If incidents of smoking persist the student faces suspension

NOTE:
If a student has been asked to put out a cigarette and refuses or blatantly smokes in front of a teacher, she/he will be suspended.

Steps to be taken in the event of a Drug Related Incident

STEP ONE: Report
• Teacher or student reports incident to the Assistant Principal or member of the Administration Team
• Students who reoffend may face exclusion
• Students who sell illegal substances on site will face automatic exclusion and Police investigation

STEP TWO: Record
• Names, times and details of the incident will be recorded for the College records and to hand onto the Police

STEP THREE: Call the Police
• In the event of illegal activity the Police are automatically contacted irrespective of the action taken by the College
Expectations of the College

- Respect yourself and the College environment by not possessing or using drugs on the premises
- All members of the College community have a responsibility to the care, health and welfare of others
- Take steps to maintain safety and welfare of yourself and others
- Report any incidents of concern to the College administration

College action to prevent the use of drugs:

- Promotion of positive health and lifestyle behaviours throughout the curriculum
- We will arrange meetings between parents, College administration, students, outside agencies, Behaviour Support and Police, if needed
- Staff will have access to up-to-date information concerning the use and abuse of drugs in the community

Parents - What can you do?

- Look for signs eg: mood swings, trouble at school, friends are concerned, unexplained need for money, changes of friendship group
- Don’t jump to conclusions as all of these signs could be normal behaviour during the teenage years
- Don’t give up if things don’t work out the first time
- Think prevention
- Feel positive about showing your care and always believe that you can have a positive influence
- Talk to a doctor or professional about the issue
- Work with the College to find a solution

Remember: That smoking on government property is against government regulations.

*Keep the College Healthy*
Work, Health and Safety is everyone’s concern.

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8. WINDSOR GARDENS SECONDARY COLLEGE

PARENT GUIDE TO RAISING A CONCERN OR COMPLAINT AT WGSC

CLASSROOM CONCERN

- Ring the subject teacher to make a time to discuss with the teacher your concern
- Allow 5 working days for the teacher to make a time to discuss the issue
- This may be face to face or by phone
- Identify and discuss with the teacher possible courses of action that could be taken to resolve your complaint/concern and the time frame within which this will occur

Contact Subject Coordinator, Deputy Principal or Principal
- Discuss the nature of the complaint to seek a positive outcome
- Allow 5 days for a resolution of your concern/complaint

SCHOOL WIDE CONCERN

- Ring the college to arrange a time to discuss concern/complaint with any of the Leadership Team
- The Leadership Team comprises Principal, Deputy Principal, Assistant Principal, Business Manager

Contact the Northern Area Regional Office
You may choose to contact the Assistant Regional Director
- The Regional Office will review your concern/complaint
- The Regional Office will aim to resolve your concern or complaint within 20 working days

DECD PARENT COMPLAINT UNIT

- To provide advice and support to parents about their concern or complaint
- To objectively review complaints that have not been resolved at the school or regional level

ADVICE AND SUPPORT
You can contact the Unit’s hotline (1800 677 435) at any time to discuss your concern or complaint or to seek advice about solving school problems

PHONE NUMBERS
W.G.S.C. 8261 2733
Northern Area Office 8256 8111
Parent Complaint Unit 1800 677 435

Create Inspire Excel July 2015
Your Rights and Responsibilities

Windsor Gardens Secondary College respects the rights of any parent or caregiver to be able to raise a concern or complaint and have it dealt with fairly and within a suitable time frame. The college also wants to ensure the positive relationships between parents, college staff and students is maintained.

This procedural guide aims to support any parent or caregiver who would like to raise a concern or complaint in relation to the policies, procedures, or personnel of the College. These guidelines are designed to:

- Assist parents when raising a concern or complaint by providing clear instructions of the complaint management process
- Ensure that concerns/complaints are resolved in a consistent systematic, fair and timely manner
- Encourage the resolution of complaints at the college level
- Allow parents more than one pathway for resolution to occur

These procedures do not apply to matters where there are legislated requirements or existing policies

What is a concern or complaint? (taken from DECD Parent Complaint Unit)

A complaint may be made by a parent /caregiver if they feel that the college has, for example:

- Done something wrong
- Failed to do something it should have done
- Acted unfairly or impolitely

Your concern or complaint may be about:

- The type, level or quality of services
- The behaviour and decisions of staff
- A college policy, procedure or practice

Help with a concern or complaint

All staff at WGSC will help:

- You to agree on a plan of action and a time frame.
- Explain and guide you through the resolution process
- Gather information about policies and procedures and explain them to you
- Clarify the problem and help you with your concern or complaint
- Follow up on the progress or outcome of your concern or complaint

We all want the best outcome for you, your child and the College.

Create  Inspire  Excel
Mobile phones and other electronic devices are a feature of our community.
The College is aware that many parent / caregivers feel they are an essential part of their duty of care.
The College also understands that as technology advances the mobile phone can become an educational tool for many students.

Whilst students are in the College they come under our duty of care. Part of this duty of care is to ensure that mobile phones/devices are not used inappropriately and do not interfere with teaching and learning.

The following guidelines form the WGSC policy on mobile phones and other electronic devices:

- The College requests that parent/caregivers wishing to contact their children whilst they are at school phone the College (8261 2733) and not use their children’s mobile phones for contact
- The College recommends that mobile phones and other electronic devices be left at home
- Students are however, permitted to keep their mobile phone (switched off) in their school bag or locked in their locker during the day
- Students may use their mobile phones during recess and lunchtime only (unless specifically instructed by teachers as part of their course)
- Students are requested not to contact their parents/caregivers without first informing appropriate staff at WGSC (e.g. if they feel ill, Student Services staff will contact parents.) For non urgent matters students can use the phone at Student Services for a small cost, at recess and lunch
- In emergency situations, parents can contact the school and messages will be given to students. Similarly, students will be able to use a school phone in emergency situations for no cost
- If students are found to be using mobile phones, ipods (without permission) etc. during caregroup and lesson times, a Leader will be called and it will be confiscated and locked in Student Services. Details will be recorded. This equipment may be collected at the end of the day. If students frequently use their mobile phones etc inappropriately, the equipment will be confiscated and parent/caregivers will need to collect them
- The use of mobile phones text messages or photos to harass any person in the College is the same as any other type of harassment and may lead to suspension

Any student who is suspected to have committed an E-Crime will have their mobile phone confiscated and the matter referred to SAPOL.

**IPOD use**

- Safety is the first consideration especially in practical subjects. However, if it is safe, ipod use will be left to the discretion of the class teacher and the rules they have negotiated with their class. Students need to be considerate of teachers’ instruction time, other students’ learning, and be aware of the possible danger of excessive loud music on their hearing
- The College cannot take responsibility for the safety of mobile phones and other electrical devices and encourages students to leave these devices at home