



Department of
Education

Shaping the future

Narrogin Residential College

PARENT/CARER AND STUDENT HANDBOOK



Narrogin Residential College and its staff respectfully acknowledge the Wiilman people who are the traditional custodians of the Noongar land on which our students live and are educated.

We pay respect to Elders past, present and those who are emerging.



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CONTACT DETAILS

Narrogin Residential College
43 Gray Street
NARROGIN WA 6312

Supervisors

Telephone: 08 9882 1101 & 08 9882 1102

Mobile: 0417 078 989

E-mail: narrogin.rc.parentcommunication@education.wa.edu.au

Administration and finance

Telephone: 08 9882 1100

E-mail: narrogin.rescol@education.wa.edu.au

Website: <https://www.education.wa.edu.au/web/narroginresidentialcollege>

Mail: Narrogin Residential College

c/- Private Mail Bag

Post Office

Narrogin WA 6312

Business hours: Mon-Fri 8:30am – 4:00pm



Follow Narrogin Residential College on Facebook and Instagram

Department of Education

151 Royal Street

East Perth WA 6004

Telephone: 9264 4111

Website: www.education.wa.edu.au

Inward telephone

If your child does not have a mobile phone, you can contact them at the college on the following number:

Telephone: 08 9882 1101 or 08 9882 1102

Students are asked to remind family and friends that they are unavailable to receive incoming calls during mealtimes, study time or after lights out.

Inward mail

You can send mail to your child at the College's postal address above.

Emergency contact

Students are discouraged from using their mobile phones after lights out. In case of emergency, please call the college supervisors on 08 9882 1102 or 0417 078 989. A supervisor will then contact your child with minimum disruption to other students.



WELCOME TO NARROGIN RESIDENTIAL COLLEGE

Thank you for choosing Narrogin Residential College for your child.

We look forward to working with you as we raise our boarders together and watch them grow over the years to come. All college staff are committed to providing a safe and caring environment to support your child in their education and personal development.

We aim to provide a high-quality boarding service which is valued by you and your children. Your suggestions on how we can improve our service are always welcome.

About us

Narrogin Residential College, founded in 1963, is located 190kms south-east of Perth. Narrogin is a key regional centre for the central south wheat belt agricultural region. With a good selection of cafes, accommodation, farm stays, heritage buildings, art gallery and walking trails, Narrogin is a commercial centre with modern facilities including a heated indoor swimming pool and a regional hospital.

The Residential College provides a Boarding component to Narrogin Senior High School (NSHS). We work hand in hand to provide an excellent "Boarding School" service for the region, traveling together, visiting our feeder schools and attending local Field Days. Staff maintain open communication channels and support and inform each other on matters pertaining to academic, pastoral and discipline matters. The College has regular and ongoing access to school teaching staff and support staff.

Our staff

Residential college staff comprise of a supervisory team and a support team, both of which report to the College Manager. The College Manager reports to the Manager Residential Colleges in the Department of Education in Perth.

Supervisory staff hold various qualifications including:

- Certificate IV in Community Services – Student Residential Care
- First Aid Certificate (including CPR)
- Surf Rescue Certificate
- Aquatic Rescue for Group 3 Pool Award
- LR Class Driver's Licence with passenger transport driver (PTD) authorisation.

College governance

Narrogin Residential College is governed by the *School Education Act 1999* and is administered by the Western Australian Department of Education. The College Manager works with staff to develop local processes in line with Department of Education policies and procedures.

All Department of Education policies can be viewed at www.det.wa.edu.au/policies.

LINC Committee

Supporting Narrogin Residential College is our Local Input Networking and Communications (LINC) committee.

The purpose of the LINC committee is to enable parents and members of the community to provide input to the college manager regarding the operation and management of the college. Please speak with us if you would like to join this important advisory group.

Student Leaders

Our student leaders are selected late in the year to take up the role for the following year. Students are selected by the Supervisors and College Manager.

They are students that demonstrate positive behaviour as role models for their peers and accept the responsibility of presenting and advocating ideas on their behalf.

Our code of conduct

The Residential College Code of Conduct (the Code), reproduced in the Appendix, sets out some simple expectations for students:

- In respect to self
- In respect to other students
- In respect to staff
- In respect to property.

When signing the Boarding Agreement for your child, you are undertaking that your child will comply with the Code.

When your child signs the Boarding Agreement, they agree they have read, understood, and will follow the Code; and understand that there may be consequences for breaches.

Positive Behaviour Support (PBS)

We are committed to the PBS framework which supports the implementation of the Department of Education's *Student Behaviour in Public Schools Policy and Procedures*. Our goal is to create a safe, positive environment where students are engaged and successful.



COSTS AND CHARGES

Annual boarding fee

The boarding fee covers a student's bed, meals, facilities, and pastoral care. It applies to all Department of Education Residential Colleges and is the same for all year levels.

Refer to our website <https://www.education.wa.edu.au/web/narroginresidentialcollege> for the latest information on costs and charges.

Bond

A \$300 bond is required as part of the boarding agreement. The bond is security for the performance of your obligations under the agreement. It may be used to compensate the residential college for any outstanding costs or for repairing damage a student may cause to college property. At the completion of the boarding agreement the balance of the \$300 will be returned to you.

Other costs – individual services





The residential college recovers the cost of providing individual services to students such as the purchase of required medications and participation in optional organised activities.

Payment

By accepting a place at the college and signing the Boarding Agreement you agree to:

- Pay the invoiced amount for accommodation and individual services each year.
- Complete required payments prior to the first day of term unless a prior arrangement or payment plan has been approved by the College Manager.
- Pay any outstanding amounts if the Boarding Agreement is terminated.

Payment options

 in Person <i>cash, cheque, EFTPOS</i> <i>Narrogin Residential College 43 Gray Street Narrogin WA 6312</i>	 by Phone <i>credit card</i> <i>(08) 9882 1100 8.30 am -3.30 pm Monday to Friday</i>	 by Mail <i>cheque, money order</i> <i>Narrogin Residential College 43 Gray Street Narrogin WA 6312</i>	 via EFT <i>electronic bank transfer</i> <i>BSB: 036-167 A/C: 680786</i> Please use student name as the reference
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Financial assistance and allowances

It is a condition of the Boarding Agreement that you assign to the residential college any subsidies or payments received to offset the charge for accommodation each year.

Please refer to the residential college's website <https://www.education.wa.edu.au/residential-colleges> for the latest information on fees and allowances.

LEARNING SUPPORT

The main reason a student boards with us is their desire to access a quality education. At Narrogin Residential College we provide a number of supports to assist students to achieve their academic goals.

Please note that residential college staff are not authorised to sign school documentation on parents' behalf.

Homework and study

All students are expected to practise sound study habits and be respectful of other students' needs for a distraction free environment. The college study times are:

Monday – Thursday 7.30pm – 8.30pm

Sunday 7.00pm – 8.00pm

Students are expected to work constructively during these study times and may need to dedicate extra effort outside of these times to complete all academic requirements. Students without set homework on any given day are required to remain focused during study time on other tasks such as revision, recreational reading, writing, or other supervisor approved recreational activity of their choice.



Term 3 school holidays ATAR exams

Some ATAR exams take place during the Term 3 school holiday period. With sufficient advanced notice, we can remain open during this time to facilitate those students' requiring accommodation in order to attend exams.

A modified boarding service is offered with fewer staff than normal, with the expectation that Year 12 students will demonstrate high levels of responsibility and self-management.

Please let our staff know as soon as possible should your child require this service.

Music practice

Students have access to a piano and organ and can play/practise in their free time. The college will transport a student to their music practise if having private lessons.



Tutoring

If students require additional help with their schooling, they should always avail themselves of the school programs on offer. If students are unable to attend these, or if what is offered by the school and college is not sufficient, you may consider engaging a private tutor. Private tutoring costs are not covered by student boarding fees, college staff will assist in finding a suitable place for private tutoring to occur. Tutors that come to the college must have a current Working with Children Card.

Where possible the college will provide tutors for group study.



Computers and internet access

College internet is set up for students to be able to study and research their required schoolwork.

The college has Junior and Senior computer rooms for student use. There is Wi-Fi in the student dorm areas.

There is also scope for students to use the network for reasonable personal use. Students are discouraged from using the college network for online gaming and/or streaming which may slow user speeds for others.

To access college internet, you and your child will sign an online services acceptable use agreement setting out rules surrounding Department of Education-provided online services.

Extended school absences

We provide a boarding service so that students can attend school. If your child will be absent from school for an extended period of time, they will be required to return home until they are able to resume their schooling.

Reasons that students may be absent from school and required to return home include:

- They have been suspended from school
- They have an infectious disease such as flu or COVID-19
- Long-term illness/injury

If you are unable to collect your child, we encourage you to have a local contact or guardian available to do so.

Students absent from school for short periods of time due to illness will be confined to bed *[in the sick bay]*.

WHAT YOUR CHILD NEEDS TO BRING

Some essentials are:

- 1 mug, 1 water bottle.
- Clothes and shoes to suit the seasons
- School uniforms and shoes
- Bathers, hat and towel
 - Coat hangers.
- Study, school and sporting requirements.
- Bedding requirements (mattress protector, sheets, pillow, doona, blankets)
- Towel and toiletries. **(no aerosol cans)**
- Laundry basket / bag, pegs and laundry detergent.
- Small waste rubbish bin for cubicle
- Small lockable security box for their personal possessions

Banned Items

Please be advised that the college does not allow candles, matches/lighters, diffusers, electric blankets, heaters, fridges, or televisions in student rooms.

Personal computers

Computer access has become an integral part of schooling and a personal device is a great idea. Please check with your child's school to see what type of device they recommend.

If your child brings their personal device to the residential college please ensure all appropriate cabling, any required adaptors and USB devices are included.

Personal devices are primarily for study purposes and are not to be used after lights out where necessary they will be collected and secured overnight.

Mobile phones

Mobile phones are not to be used at mealtimes, during study or after lights out. Continued misuse of mobile phones may result in phones being confiscated.

Students are to provide their mobile phone number to staff and enter the college phone number into their contacts list.

Students can have one (1) mobile phone at the Residential College. Inappropriate use of a mobile phone such as harassing calls, text, explicit images, filming of students or staff, etc. will result in the phone being confiscated or being sent home permanently. Phones will need to be handed in at lights out each night. Senior students are given the privilege of keeping their phones overnight, however if they are found to be using their phone inappropriately that privilege will be revoked.

Student property

Insurance

The Department of Education does not have insurance cover for student property that is lost, stolen or damaged.

Security

Please ensure your child's personal property including clothing and bedding is clearly and permanently labelled or marked for easy identification.

The college will take all practical precautions to care for your child's personal belongings and retrieve lost or stolen items but accepts no responsibility for any items that are damaged or lost.

Money, keys, and other items of value are best kept on one's person or securely locked in their room. Students have secure lock boxes for their personal use in the staff office.

Bicycles, scooters and skateboards

All personal equipment including sports equipment is to be stored in the allocated locked store/sports room and NOT in the dormitories.

Parents' written permission is required to have a bicycle, scooter or skateboard at the college. Staff will advise when and where they may be used on college grounds.

Inappropriate items

Students are not to bring offensive material into the residential college. Neither are they to display inappropriate material in their room. If in doubt, students can check with college staff who will indicate if it is acceptable. College staff may confiscate items deemed offensive, inappropriate or in poor taste, and students will be asked to take the item home.

Student room searches

To ensure the health and safety of students, residential college staff may search student rooms if they have sufficient reason to do so. Room searches normally take place when staff have formed a reasonable belief that:

- A student is at risk of self-harm.
- Dangerous or banned items or illegal substances may have been brought into the residential college.
- A student may be in possession of stolen property.

Any items confiscated will be given to you or returned to your child to take home unless it has been delivered into the custody of the Police.

Student mail

We will contact you if your child receives a package that we believe looks suspicious or may contain contraband. We may ask your child to open the package in front of a staff member or give the unopened package to you. We will never open student mail.

LEAVE ARRANGEMENTS

A record of students' whereabouts is maintained at all times. When leaving the college, all students must **'sign out'** in the appropriate way and **'sign in'** on returning.

Leave while under college care

Different leave arrangements enable students to participate in a range of sporting, cultural and social activities held outside school hours and away from the residential college.

Leaving residential college grounds

Except when leaving to attend school, students must receive permission from a supervisor before leaving the residential college grounds.

The college manager may revoke approval to leave the college grounds for disciplinary reasons.

'Town leave'

With your permission, students will be given leave on set days each week. There is no direct supervision during this leave and students are expected to be responsible and act and behave in line with the Code of Conduct.

Students have town leave after school throughout the week. Years 11 and 12 Tuesday & Thursday. Year 7 – 10 students have town leave on Wednesday. All students have town leave on Saturday. All students need to sign out when they leave the college and sign in on return.

Students with sporting or other organised commitments on their assigned day will be allowed to go on another day. All leave concludes at 5.00pm weekdays.

- Students can only take town leave in pairs or more, and for safety reasons are to have a mobile phone with them.

Casual Employment Leave

After consultation between parents, the student and the college manager, your child may be given leave to undertake casual employment. College staff will endeavour to assist with transportation needs, but as this may not always be possible students are encouraged to organise their own transportation to and from their workplace.

Leave under another's care

Students are entitled to seven-day care throughout the school term. However, we do support and encourage students to spend time with family and friends wherever possible. If your child is unable to return on schedule, please contact college staff to let them know when they will be returning.

College staff have a duty of care to protect students from risk of harm. In consultation with you, we may refuse a leave request, or refuse to release a student where leave has previously been approved, if we consider the host may pose a risk to your child.

All students on leave with a host should return by 7pm on Sun – Thurs, 9:00pm on Friday and Saturday.

REACH boarding school system

Narrogin Residential College uses REACH boarding school software.

REACH is designed to make leave requests and other residential college procedures accurate, easy to use and always available.

At the beginning of your child's residency at the college they will be assigned a profile on REACH and shown how to use the system. Parents also will be assigned a profile which will allow you to log into the portal and arrange for and approve your child's leave. You may choose to download the REACH app which provides similar functionality.

If you have any issues or queries about REACH, please don't hesitate to contact college staff or the REACH support team at www.reachboarding.com.

Sign out ('host') list

You can add any number of trusted adults ('hosts') into REACH that you can approve your child to go on leave with. These requests still require parental approval.

Leave requests

Leave requests are fully automated in REACH and can be generated by students, or parents.

For weekend leave, all requests must be in by Thursday morning, this helps with catering and planning.

'Day leave'

Students can go on day leave on the weekend and at various times during the week.

Permission from the parent/carer is always required before a student can go on Leave.

Students can only be signed out by hosts over the age of 18. Hosts must be entered into REACH and may have to provide photo ID.

'Overnight leave'

Students are permitted weekend overnight leave to return home or spend the weekend away from the college.

Overnight leave on a school night is discouraged and generally will only be granted for school purposes or to stay with parents or immediate family.



STUDENT TRANSPORT

Residential college vehicles

Narrogin Residential College maintains vehicles which supervisors use to transport students. Staff transporting students have appropriate driving licences and passenger transport driver (PTD) authorisations.

College vehicles are for the use for students for medical, sporting and other necessary appointments and not as a taxi service. Haircuts, beauty appointments are to be made on the students Town Leave day.

The College endeavours to meet student transport requirements in and around town where practical.

Students are expected to be responsible passengers at all times.

Private motor vehicles

Your child is not permitted to travel in a private vehicle unless the driver is an approved host entered in REACH.

Your child will not travel in the personal private vehicle of a residential college staff member unless this is the best course of action in a medical emergency situation.

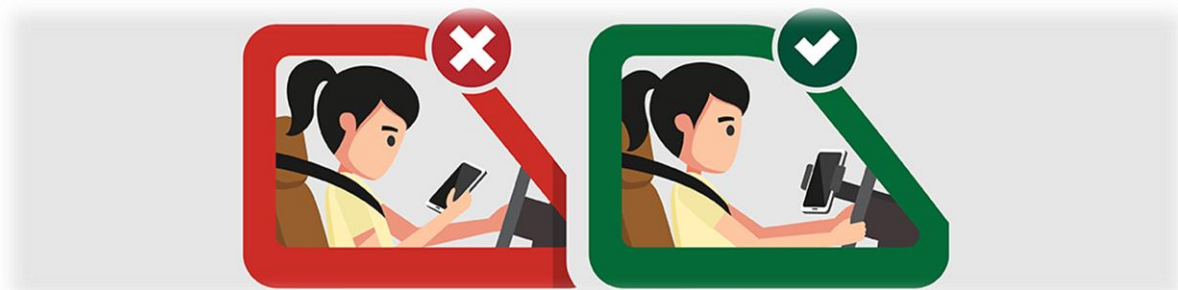
Student motor vehicles

Parents must apply to the Residential College Manager to have a car at the Residential College.

Students are only permitted to use their vehicle for transport to and from the college.

Students must:

- Complete a Student Vehicle Agreement form
- Understand that vehicles are parked at the college at the car owners' risk.
- Provide a copy of drivers licence to be kept on file.
- Students are to only use their vehicle for travelling to and from the college and home.
- Keys will be immediately surrendered to staff and secured upon arrival.



COLLEGE LIFE

Daily routine

Sample Routine	
7.00am	Wake up call (Weekend can sleep in)
7.15am	Out of Bed – shower, dress in uniform
7.30-8.00am	Breakfast weekdays and make own lunch for school
8.00am	Return to their room – brush teeth, tidy room, do their daily duties
8.30am	Room inspected and off to school
At School	
1.30pm	Lunch at school -everyday
3.00pm	Return from school – change out of uniform and have afternoon tea – free time
5.30pm	Dinner Time – then free time
7.20pm	Prepare for study
7.30pm	Study (no study on Fridays or Saturdays)
8.30pm	Study finishes
8.30pm	Supper
9.00pm	Return to dorms – getting read for bed, phones handed in etc
9.30pm	Lights out (weekends 10pm)

Bedrooms

Students have single rooms with shared communal bathrooms in each dormitory.

Students are expected to keep their room neat and tidy. College staff check rooms daily to monitor this.

Dress code

Students are expected to be appropriately dressed at all times throughout the college. Students should be mindful of the CCTV and note that in some instances a supervisor of a different gender may need to access their dormitory. No pyjamas are to be worn in the dining room and enclosed shoes must be worn in the kitchen and when doing chores.

Meals

Narrogin Residential College supports healthy eating. 'FreshSNAP' is the healthy eating program at all Department of Education Residential Colleges. It is in line with the Department's *Healthy Food and Drink in Public Schools Policy*.

The college supports and will cater for any medically required or religious dietary requirements. The kitchen staff can also prepare vegetarian and gluten free options where required, so please advise us of any special dietary needs. Students can speak with college staff and the chef to suggest additions to the menu.

Meal requirements outside of regular mealtimes

Fruit, water, and hot drinks are available at any time.

Students can order a late, packed or early meal if they will not be present at a mealtime (e.g. for sports training or medical appointments). In most instances staff will be able to arrange these meals, but students should plan ahead and notify staff if they need one.

Personal food and snacks

Food snacks can be purchased or sent from home but for hygiene reasons are best kept in sealed containers. Energy drinks and chewing gum are banned from the college.

Recreation and Social

We aim to provide a range of activities while also allowing for individual needs. Here are some of our facilities and activities on offer to our students.

- A large fully equipped gym
- Swimming pool
- Basketball/Netball indoor/outdoor courts
- Indoor recreation room with pool table, table tennis, air hockey
- A drop-down projector screen for movie nights
- In winter, an outside fire pit

We plan regular activities which are on offer to our students. These are either in-house activities, local area excursions or a trip to the metro area where we will keep the students entertained at places that are best suited to the age group.

Please note that charges may apply to some activities. We do not seek to profit from these events and your child's participation in any activity requiring payment is at your discretion.



Sport and hobbies

Students are encouraged to participate in a range of individual and team sports and hobbies according to their interests. We do this to promote fitness, fun and social interaction.

- The college organises a wide variety of fun activities throughout the year.
- Details of local sporting clubs and associations can be supplied by college staff if required.
- Students will need to meet the cost of any membership fees, personal equipment and uniforms.

The college welcomes suggestions for activities from students and parents, and we will endeavour to accommodate all reasonable requests.

Camps and outings

The college organises camps and outings throughout the year. These activities are voluntary and there is no obligation for your child to participate. You will be asked to provide written permission for your child to attend.



Swimming pool, recreation room and gym facilities

Students are encouraged to make good use of college facilities. Students are expected to look after the equipment and observe the user requirements on display.



Movies and gaming

With permission, students may attend the cinema at Wagin on weekends at their own cost to see approved films. Students can also select films that they would like to have shown in-house.

Gaming Consoles will only be available for use on weekends and will be locked away Monday to Friday.

All media (television, movies, computer games, DVDs, magazines etc.) accessed by your child whilst residing at Narrogin Residential College will be consistent with Australian Government classification ratings for films and computer games.

The college permits content rated G, PG and M. All content remains at the discretion of college staff and will be removed or confiscated if it is deemed inappropriate. Material rated MA15+ will not be displayed in the college.

Visitors

To ensure the safety of all students, we ask that you enter and leave through reception and to register in Passtab. Visitors are not permitted to enter student dorms/bedrooms/common rooms other than on approved dates and times – usually at the start and end of each term.

Students are welcome to invite their school friends to visit the college. Friends are also required to register in Passtab (at reception). Friends are not permitted in dorms/bedrooms and are required to follow staff instructions whilst on college grounds. Visiting hours for friends are after school until 5:00pm and from 10:00am - 5:00pm on weekends.

Chores

Students will be required to work as a team to assist around the college with simple duties such as:

- tidying common rooms or other sections of the college
- loading the dishwashers after meals
- simple gardening.

Assisting the cleaning, kitchen and grounds staff replicates what students may be expected to do at home. It encourages cooperation and provides some practical domestic skills for when they leave home.

Laundry

Boys and girls wing have their own laundry areas.

They are equipped with washing machines, dryers and clotheslines for students to do their own laundry. Irons and ironing boards are also available. Token coins are available free of charge for the dryers. If a student wishes to use the dryers on a sunny summer day, they may operate the dryer at their own cost of a gold coin.

Religious freedom

Under the *School Education Act 1999* the curriculum and teaching in government schools is not to promote any particular religious practice, denomination, or sect. We also adhere to this principle at Narrogin Residential College.

The college supports students who wish to practise their beliefs. Staff will assist where possible for your child to attend any religious services and cultural events they choose.

HEALTH AND SAFETY

Student health

Our staff care for your child's health and wellbeing and all supervisors have a First Aid Certificate. When we offer a place at the college, we ask that you complete a 'Student Health Care Summary' form so that college staff have the knowledge to support the management of your child's health care needs.

Unwell students

Students who are too sick to go to school will be confined to bed in the sick bay. College staff will contact you and your child's school to notify them of the absence. If a doctor's appointment is necessary, we can organise this for you.

For the protection of all students and staff, any child with symptoms of an infectious disease (e.g. COVID-19, influenza, chicken pox, measles) must return home until they are no longer contagious. If your child is not able to attend school because they are unwell, then they will be required to return home.

Medical appointments

We work with all our families to help maintain the health of students. Please advise us if your child requires a medical appointment and we can make one for you. If you wish to make the appointment yourself, you can 'google' online for our local medical services.

All medical expenses, including the cost of an ambulance in an emergency, remain the responsibility of parents. You may choose to take out insurance, including ambulance cover, for your child's health needs

Cancellation of ambulance call-out by parents

We have a duty of care for our students. If we call an ambulance for a student at risk, but when parents are contacted they request cancellation, we will not do so until parents arrive and the student is handed into their care.

Medication

If your child requires medication as a short or long-term measure, please tell the college staff prior to your child starting their boarding journey.

The administration of medication carries inherent risk so to help make this practice as safe as possible we ask that all medications be provided to the college in a webster pack. Your chemist will be able to do this.

'All medications' include any prescribed drug or medication, but also those that are available over the counter. Some examples are Ritalin or other drugs used to treat ADD/ADHD, anti-anxiety medications, melatonin, antibiotics, birth control, herbal remedies, iron tablets and hay fever/allergy relief.

Students are not permitted to keep any medications in their rooms, and/or self-administer any medications except an asthma inhaler. You may provide the college with pain relief such as Panadol or Nurofen for your child if you wish and our staff will safely store this for them to provide as needed.

Please contact the college if you have any questions about medications.

Mental Health

Our supervisors keep a close watch on all our students' mental health, and we will speak with you if we have any reason to feel concerned about your child. We also have regular organised access to a school psychologist who works with students and staff to improve student wellbeing.

Care is taken by staff to ensure that the college is a safe and comfortable place for students. We have zero tolerance to bullying and any instances will be dealt with in line with the College code of conduct.



OTHER HELPFUL NUMBERS

Kids Helpline – 1800 55 1800

Beyond Blue - 1300 22 4636

Department of Education Child Protection Reporting (Student Line) 1800 011 114

Police general assistance - 131 444 non-emergency number, you will be asked to choose an option

Being homesick

It is possible that students may become homesick when living away from home. Staff have a great deal of experience in assisting students and parents when students show signs of missing home. Homesickness can affect each student in different ways so there are several methods used by staff to support and care for students. Staff work with you to help your child with coping skills and to build resilience in living in a boarding community.

Emergencies and accidents

The college maintains an Emergency Incident Management Plan to guide all aspects of prevention, preparedness, response, and recovery. We regularly practise evacuation and lockdown drills.

Fire Safety

Narrogin Residential College is listed on the Department of Fire and Emergency Services Bushfire Zone Register. Accordingly, we have a separate and stand-alone bushfire plan and practise further evacuation drills during bushfire season.

The college has fire alarms, smoke detectors, fire extinguishers, and emergency evacuation plans. Students are trained in emergency evacuation procedures and practise evacuation drills regularly.

The Department of Fire and Emergency Services may charge a fee to attend premises in response to an alarm where there is no fire. Where it can be established a student has deliberately caused a false fire alarm, they may be asked to contribute to the costs of the callout.

PARENT CONCERNS AND COMPLAINTS

Residential college concerns and complaints

Narrogin Residential College is committed to providing a high-quality boarding service. We are always considering how to improve, and we value your feedback.

If you have any concerns about our service or facilities, we want to know. The college manager is happy to speak with you at any time to hear your concerns or discuss a complaint. You can also talk about it with any member of staff. We also welcome positive feedback.

Queries, concerns, and complaints are best managed at the college, in line with the Department of Education's *Disputes and Complaints* policy. If a satisfactory resolution has not been found after providing the College Manager with sufficient time and opportunity to address the matter, you may choose to make contact with the Manager Residential Colleges on 9264 4425 or residential.colleges@education.wa.edu.au.

Child protection concerns

Narrogin Residential College is committed to the care, safety, and protection of all students. We provide protective behaviours awareness training to our students and our supervisors have undertaken training in child protection and are **mandatory reporters** of suspected child abuse.

Reporting a child protection incident or concern

There are a number of avenues for communicating incidents or concerns:

- Inform the College Manager and/or the Manager Residential Colleges.
- Contact the Department of Education's Standards and Integrity Directorate on 9264 4740 or email complaints@education.wa.edu.au.

SAFETY AND WELFARE – FOR STUDENTS

The following sections are for students.

At Narrogin Residential College our supervisors are always on hand. You can talk with us about anything. We will listen and give you advice and support. If we think a matter needs to be discussed with others, we might refer you to someone more qualified to provide specialised support. This might be the College Manager or school psychologist.

Your safety and the safety of others

Firstly, you have the RIGHT to be safe and to feel safe at all times. If you have concerns or a complaint about what might be happening at the college, there are people who are able to help you.

Safety concerns may include things like:

- inappropriate social approaches by a person to make friends with you or start a close relationship with you
- inappropriate touching by a person which makes you feel uncomfortable
- sexual talk, personal emails or personal contact via mobile phones or social media
- inappropriate physical handling (hitting, pushing, hugging)

You might also be concerned about similar behaviour towards someone else at the college. It's OK for you to make a complaint on behalf of another student and we encourage you to do so.

Residential college student complaints

T: 1800 011 114 (Monday to Friday 8am to 5pm)

E: residentialstudentcomplaints@education.wa.edu.au

W: www.education.wa.edu.au/residential-college-student-complaints

When you call you will speak to someone trained in protective behaviours. They care and understand that you may feel a range of emotions about contacting them including anxiety, shame, or relief. You can talk with them about yourself or someone else you are concerned about. You can remain anonymous but if you would like someone to get back to you, you will need to provide some contact details.

If your complaint is urgent or is an emergency please call the Police, Crisis Care or Kids Helpline.

Police

24 hours a day, seven days a week

T: 131 444 (000 for emergencies)

W: www.police.wa.gov.au

When you call you will be asked to:

Press '1' for immediate police attendance

Press '2' for general information, or to report an incident that does not need immediate police attendance

Remember, if it's an emergency, immediately hang up and call 000.

Crisis Care

24 hours a day, seven days a week

T: 9223 1111

T: 1800 199 008 (country free call)

T: 9325 1232 (TTY)

W: www.dcp.wa.gov.au/crisisandemergency

Crisis Care is a crisis information and counselling service of the Department of Communities Child Protection and Family Support for people needing urgent help.

Crisis Care can help when:

- you need immediate help with a serious problem
- you are concerned about your wellbeing or that of another person
- you are alone or afraid and urgently need to talk with someone
- you need counselling, information, or other support.

Kids Helpline

24 hours a day, seven days a week

T: 1800 55 1800

W: www.kidshelpline.com.au

Kids Helpline is Australia's only free, private, and confidential telephone and online counselling service specifically for young people aged between five and 25.

- If you need to talk with someone immediately, the fastest way is to call and speak with a counsellor.
- If you're not sure about talking with someone on the phone, or you can't get to a phone, use the web, or email service.
- Calls from mobile phones, landlines and payphones are free if you are calling from within Australia.

You can talk with Kids Helpline about anything including:

- relationships with your family, boyfriend, or girlfriend
- a friend who needs help
- school or study worries
- how you are feeling, such as angry, sad, or confused.

Your health and wellbeing concerns

It's OK to have concerns about what might happen at school or where you are living during the school year. We understand there might be times when you want help so please use the helplines listed above.

School concerns

If you have concerns about school such as homework, school activities or other students you can talk with your parents or carers or with school staff such as:

- your teachers
- school psychologist
- school nurse
- school chaplain
- any other staff member.
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Residential college concerns

Raise any concerns about the Residential College – e.g. facilities; meals; leave arrangements – with college staff. Discuss your concerns with other students to see what they think.

You can take your concerns to:

- any member of staff including the College Manager
- your parents/carers
- the Residential college student complaints line.

Residential college student complaints

T:1800 011 114 (Monday to Friday 8am to 5pm)

E: residentialstudentcomplaints@education.wa.edu.au

W: www.education.wa.edu.au/residential-college-student-complaints

Anti-bullying policy

Narrogin Residential College does not tolerate bullying in any form. We are committed to providing you with a safe and caring environment where you feel happy and safe. Whenever you have concerns about feeling unsafe or threatened, we encourage you to speak to staff.



Suggestions

If there is anything we can do better, please let us know. You can raise your suggestions any member of staff at any time.

APPENDIX: RESIDENTIAL COLLEGE CODE OF CONDUCT

1 AUTHORITY

The Code of Conduct (the Code) is issued and published pursuant to section 213J of the *School Education Act 1999*.

2 PURPOSE

The Boarding Agreement provides that the student must obey the Code.

The purpose of the Code is to set out the required standard of conduct to be observed by a student while boarding at a residential college.

Students who breach the Code may be subject to disciplinary action. The college manager can suspend or terminate a boarding agreement for substantial breaches of the Code.

3 SCOPE

This Code applies to all students who board at a residential college.

4 CONDUCT IN RESPECT TO SELF

Students will:

- act with proper regard for their safety, education, welfare and health (mental and physical);
- conduct themselves in a respectful, responsible and lawful manner;
- behave in a way that upholds the values, integrity and reputation of the residential college; and
- accept responsibility for their actions.

5 CONDUCT IN RESPECT TO OTHER STUDENTS

Students will:

- treat other students with respect, dignity, courtesy, honesty and fairness and with proper regard for others' rights, safety and welfare;
- live in harmony with other students and respect others' views and opinions;
- respect the privacy of others; and
- report a breach of the Code to appropriate staff.

6 CONDUCT IN RESPECT TO STAFF

Students will:

- treat staff with respect, dignity, courtesy, honesty and fairness and with proper regard for their rights, safety and welfare;
- respect their property, views and opinions; and
- comply with any reasonable request of a staff member.

7 CONDUCT IN RESPECT TO PROPERTY

Students will:

- treat residential college property and facilities with respect; and
- treat staff and fellow students' property with respect.