



Department of
Education

Shaping the future

Narrogin Residential College

Parent/Carer and Student Handbook



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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.

CONTACT DETAILS

Narrogin Residential College

43 Gray Street

NARROGIN WA 6312

Supervisors

Telephone: 98821102 / 21101

Mobile: 0417 078 989

E-mail: Narrogin.RC.Parentcommunication@education.wa.edu.au

Administration and finance

Telephone: 98821100

E-mail: Narrogin.ResCol@education.wa.edu.au

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

<https://www.facebook.com/NarroginResidential/>

Mail: Narrogin Residential College

c/- Private Mail Bag

Post Office

NARROGIN WA 6312

Department of Education

151 Royal Street

East Perth WA 6004

T: 9264 4111

W: www.education.wa.edu.au

Inward telephone

If your child does not have a mobile phone, you can contact them on the college numbers and they will then be transferred to the respective student phones.

Students are asked to remind family and friends that they are unavailable to receive incoming calls during meal times, 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 the numbers as posted on the board in each dormitory. 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 personal development and education.

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 was founded in 1963.

Narrogin Residential College 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)
- 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.

Head students

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 program 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 cash, cheque, EFTPOS Narrogin Residential College 43 Gray Street NARROGIN WA 6312	 by Phone credit card (08) 98821100 8:30am - 4 pm Monday to Friday excluding Wednesday	 by Mail cheque, money order Narrogin Residential College Private Mail Bag c/o Post Office NARROGIN WA 6312	 via EFT electronic bank transfer BSB: 036167 A/C: 680786 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 colleges 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



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

All students at the college 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 revision tasks, recreational reading or writing activities of their choice.

Music practice

Students have access to a piano and organ and are able to 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, but college staff will assist in finding a suitable place for private tutoring to occur. The college attempts at all times to obtain the services of a tutor at the cost to the college.

Computers and internet access

The college has a Junior and a Senior computer room for student use. There are 15 computers in each room and can be accessed at any time during the day but need to be booked in advance for study time in the evening.

There is Wi-Fi in the student dorm areas.

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

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.



WHAT YOUR CHILD NEEDS TO BRING

The essentials.

- 1 mug, 1 water bottle (both of these articles are compulsory)
- Clothes and shoes to suit the seasons
- School uniforms and shoes
- Bathers and towel
- Study and school requirements
- Bedding requirements
- Toiletries and miscellaneous
- A NEW power-pack electrical board with individual switches
- Laundry basket/bag, pegs and laundry
- Small waste rubbish bin for cubicle
- Small lockable security box for their personal possessions

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.

Mobile phones

Mobile phones are not to be used at meal times, during study or after lights out.

Depending on what school year the student is in, there will be restrictions on overnight use. Seniors are able to keep their phones overnight whereas juniors are to have them put away overnight.

Love them or hate them they're here to stay. Students may have **1 (ONE)** phone only at the college but by all means **do not** have to have one at all. They are restricted to the times they can be used and will be confiscated for a set period if their use is abused. Pre-paid deals are best so that they do not clock up a huge surprise bill. Mobiles have their benefits for that instant communication but can also be over relied upon (electronic apron strings). Your child may end up on the phone for every little issue they have that tends to circumnavigate staff being able to deal with an issue or incident effectively.

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

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 where possible, 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. This can be arranged with college staff.

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 a reasonable suspicion 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.
- Or any other reason where the college manager has sufficient reason to do so.

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.

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.

Year 11 and 12 students will be allowed to take town leave at a designated time or times throughout the week (Tuesday & Thursday). This leave is unsupervised and requires students to sign out and walk to the town centre. Year 7 – 10 students will also need to sign in/out before going on town leave (Wednesday). The college bus will arrange to pick up the students at a designated place and time for their return to the college. Obviously, certain conditions apply and students have a responsibility to conduct themselves in an appropriate manner when in town.

- Students are provided with set days that they can go to town dependent upon their year group. All leave concludes at 5.00pm weekdays.
- Additional Town leave during the week is not encouraged. However, where students consider they have a valid reason, permission is to be sought from a senior supervisor.
- Students can only take town leave in twos or more.
- **After approval** is given, departing students must book themselves out with the supervisor/REACH at the front desk and on return, book back in with the supervisor/REACH on the front desk.
- As a **privilege** year 11's and 12's are given greater flexibility with more leave allowances.
- Initial parental consent will be required as part of their application.

Weather permitting, students are encouraged to walk to town, however the college bus will pick the students up after town leave at a designated place to return to the college.

There is no direct supervision during this leave and students are expected to be an ambassador of the residential college and behave in line with the Code of Conduct.

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.

Unfortunately boarding life and students taking on outside jobs are not always compatible, however, arrangements can be made with the Managers approval for students in year 10 or above and ensuring students who have outside jobs do not clash with study times, leave rules or cause issues with transport.

The college allows casual employment after school up to 7:00pm Monday – Thursday, 9:30pm Friday & Saturday and 7:00pm Sunday. The college is aware that students must also access their study time.

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.

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.

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

Students cannot be picked up by a 'P' plated driver unless related. ID will be required.

If your child is unable to return on schedule, please contact college staff to let them know when they will be returning.

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 people ('hosts') into REACH that your child may go on leave with. Permission from the parent/carer is always required before a student can go on Leave.

Students cannot be picked up by a 'P' plated driver unless related. ID will be required.

'Leave requests'

Advanced notice of leave plans is required as this helps with the catering leading up to the weekend.

Other Leave Conditions

- **Return from leave** – Please do not return from leave during study time as this can be disruptive, so we ask parents to avoid these times. Students may return before school on Monday morning.
- **Returning from School** - Students are not permitted to return to the College during school hours unless with a school/college **LEAVE PASS** or staff are advised by the school.
- **During school hours** – When students depart for school it is presumed that they will arrive and remain there until dismissed. Any truancy on the part of College students will also be treated as a breach of College discipline and dealt with accordingly.
- **Year 11 and 12 end of year departure** - Upon completion of their schooling, year 11 & 12 students must leave immediately after their final exam. Rooms must be cleaned and each student must be cleared by staff to leave.
- **Year 11 and 12s visiting the College** – Students are not permitted to return to the College once leaving after their exams. Year 12's who have graduated are welcome to visit in the following year i.e. after the New Year.

'Day leave'

Students can go on day leave on the weekend and at various times during the week. Weekday Leave must return by 7:30pm in time for STUDY Monday – Thursday. No overnight Leave will be granted unless going with a parent. ALL LEAVE is to be done through REACH.

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

Students cannot be picked up by a 'P' plated driver unless related. ID will be required.

'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 by the parent/carer.

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

Year 12 students are permitted to use their own vehicle only for transport to and from home and the college. Students must:

- receive prior written approval from the college manager to have a vehicle at the college.
- students are to only use their vehicle for travelling to and from the college and home for weekend leave, end and start of term and during exam periods in line with regular leave rules. (as per agreement)
- there can be no expectation that the car can be utilised for any reason such as; sporting commitments, town leave, casual job, attend appointments etc. The college will provide the usual transport for these and similar needs.
- 'P' plated students are not permitted to transport other college students home from the college unless they are a sibling.
- car keys will be immediately surrendered to staff and secured on return to the college.

COLLEGE LIFE

Daily routine



SAMPLE DAILY ROUTINE

7:00 Wake up call (Weekend 8:00am and can sleep in)

7:15 Out of Bed – (shower, dressed in uniform)

7:30 – 8:00 Breakfast weekdays and make own lunch for school

8:00 Return to their rooms (brush teeth, tidy their room, do their weekly duties)

8:30 Room inspected and off to school

At School

1:30 Lunch at school - everyday

3:00 Return from school (change out of uniform and have afternoon tea – free time)

5:30 & 6:00pm Dinner time (and then free time)

7:20 Prepare for study

7:30 Study (no study on Fridays or Saturdays)

8:30 Study ends

8:30 Supper

9:00 Return to dorms (getting ready for bed/phones handed in etc)

9:30 Lights Out (weekends 10pm)

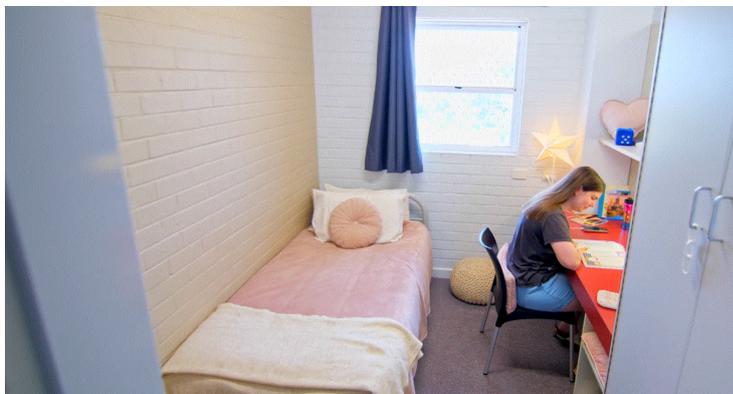


Students enjoy gardening after school and weekends and seeing the fruits of their labour

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 to be dressed for school as directed by the school policy.

Students are expected to be dressed appropriately at all other times, and this includes the student's hair/hairstyles. We strive to maintain a positive standard amongst our community that is projected by our appearance and behaviours.

We reserve the right to draw the students' attention to any inappropriate outfit.

Meals

Narrogin Residential College supports healthy eating. 'Eat Learn Thrive' is the health and wellbeing program at all Department of Education Residential Colleges. It is based on the Department's *Healthy Food and Drink in Public Schools Policy* and the 'traffic light' system of menu planning.

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.

The college has 2 seating timeslots 5:30pm and 6:00pm for the evening meal.

Meal requirements outside of regular meal times

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

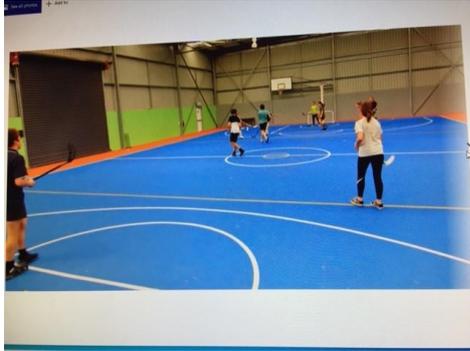
Students can order a late, packed or early meal if they will not be present at a meal time (e.g. for sports training or medical appointments). In most instances staff will be able to arrange these meals, but students should plan ahead and notify staff if they need one.

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, large quantities of soft 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. Some of our facilities include, a large fully equipped gym, swimming pool, basketball/netball indoor/outdoor courts, indoor recreation room with pool table, table tennis table, air hockey machine and a drop down projector and screen for movie nights. In winter our outside fire pit is a big hit.



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.



In-house treasure hunt



Betty Theatre - Wagin

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 where possible. 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 and recreation room

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



Movies and gaming

Gaming consoles are permitted at the college with junior students having them put away in the evenings as per their mobile phones.

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.

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+ does not reflect the values of Narrogin Residential College and is banned.

Visitors

To ensure the safety of all students, we ask that you enter and leave through reception and to register in the visitors' book.

Visitors are permitted in our dining room and outside seating areas only.

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 also are not permitted in dorms/bedrooms /common rooms and are required to follow staff instructions whilst on college grounds.

Visitors/friends are welcome at the college at any time but must depart before the evening meal (5:30pm).

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
- 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 summers 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) and will be excused from normal activities until they are well. College staff will contact you and your child's school to notify them of the absence. If a doctor's appointment is necessary, we will organise (with your permission) for this and notify you at the earliest convenience.

If your child contracts an infectious disease (e.g. chicken pox, measles) they may be required to return home until they are no longer contagious.

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 remain the responsibility of parents. You may choose to take out insurance, including ambulance cover, for your child's health needs.

Medication

Students prescribed medication is secured in their own lock box in the supervisors' office and can only be accessed by the supervisory staff.

Students who require epi-pens should have one at the school and one at the college secured in their lock box.

A defibrillator is located undercover on the outside wall near the aircon unit as you approach the main entrance into the college.

Defibrillator



Short/Long Term Medication

With your written permission, college staff can administer medication to your child. We will give you a *Short/Long Term Medication* form upon accepting a place at the college seeking your approval.

Please inform the college of any medication being taken by your child. If your child requires short term medication, such as antibiotics or some other prescription, we will ask you to complete and sign an *Administration of Medication* form with the appropriate details. All medications brought into the college must be disclosed and given to college staff to be dispensed as required. They should be in the original packaging and clearly labelled with the student's name.

With your written permission, senior students may self-administer their own 'over the counter' medication. You can authorise this on the *Administration of Medication* form.

All medication given to students is recorded. Students may keep their asthma inhaler with them in their room.

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. The college has access to a school psychologist who visits the college once a week and will make appointments for students to see her at the college in consultation with the parent.



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

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.

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 and Critical 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 a 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
- being coaxed into doing something you feel isn't right
- 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 here.

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.

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 with 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.