



Department of  
Education

**Shaping the future**

Geraldton Residential College

---

# Parent Student Handbook

## 2025





**Geraldton Residential College and its staff respectfully acknowledge the Southern Yamatji peoples who are the Traditional Owners and First People of the land on which our students live.**

***The Nanhagardi, Wilunyu, Amangu. We would like to pay our respect to the Elders past, present and future for they hold the memories, the traditions, the culture and hopes of the Southern Yamatji Peoples.***

## CONTENTS

<b>Contact Details .....</b>	<b>4</b>
<b>Welcome to Geraldton Residential College .....</b>	<b>5</b>
<b>Costs and Charges.....</b>	<b>9</b>
<b>Learning Support .....</b>	<b>10</b>
<b>Leave arrangements .....</b>	<b>15</b>
<b>Student transport .....</b>	<b>17</b>
<b>Health and safety.....</b>	<b>24</b>
<b>Parent concerns and complaints.....</b>	<b>26</b>
<b>Safety and welfare – for students.....</b>	<b>27</b>
<b>Appendix: Residential College Code of Conduct .....</b>	<b>29</b>

# Contact Details

**Geraldton Residential College**  
**27 Holland Street**  
**GERALDTON WA 6530**

## Supervisors

Telephone: 08 9923 5250  
Mobile: 0457 536 144 (Dellahale)  
0457 536 145 (Frewer)  
E-Mail: [Geraldton.ResCol@education.wa.edu.au](mailto:Geraldton.ResCol@education.wa.edu.au)

## Administration and Finance

Business Hours: Monday – Friday 08:00am – 4:00pm  
Telephone: 08 9923 5250  
E-mail: [Geraldton.ResCol@education.wa.edu.au](mailto:Geraldton.ResCol@education.wa.edu.au)  
Website: [www.education.wa.edu.au/web/geraldtonresidentialcollege](http://www.education.wa.edu.au/web/geraldtonresidentialcollege)  
Facebook: [www.facebook.com/GeraldtonResidentialCollege](http://www.facebook.com/GeraldtonResidentialCollege)  
Instagram: [www.instagram.com/geraldtonresidentialcollege](http://www.instagram.com/geraldtonresidentialcollege)

Mail: Geraldton Residential College  
Locked Bag 80  
Geraldton WA 6531

## Department of Education

151 Royal Street  
East Perth WA 6004  
T: 9264 4111  
W: [www.education.wa.edu.au](http://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: 08 9923 5250.

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 not permitted to use their mobile phones after lights out. In case of emergency, please call the college supervisors on 0457 536 144 (Dellahale) or 0457 536 145 (Frewer).

A supervisor will then contact your child with minimum disruption to other students.

# Welcome to Geraldton Residential College

Thank you for choosing Geraldton 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

The college is located within a 10-minute walk from the Geraldton City Centre and is adjacent to the Geraldton Senior High School campus. Geraldton Residential College has modern facilities providing high quality, air-conditioned, single room accommodation, top security and outstanding study and recreational facilities for up to 117 residents. The college provides students with the opportunity to achieve their education, training, and career goals in a supportive social environment.



We provide accommodation for students attending Geraldton Senior High School, Champion Bay Senior High School, Geraldton Grammar School, Nagle Catholic College, Leaning Tree Steiner School, and Geraldton Christian College.



Geraldton Residential College has an established identity within the Geraldton community and throughout WA. Our credibility is reflected in the confidence shown by families who send successive generations to us. Over the years the college has expanded, relocated, and changed names.

Our history dates back to 1921 with the opening of the Geraldton Protestant Children's Home, and Forrest Lodge in 1939. We then saw the construction of Dellahale House to replace Proddy Home in 1964. The male students from Forrest Lodge transferred to John Frewer House in 1969, where they continued to operate as a separate entity from Dellahale until 1981. That year, the Manager of Frewer House was appointed the Manager of the combined college. The name Geraldton Residential College was adopted in 1997, and in 2002 the two houses were amalgamated on the Dellahale site where it remains today.

## Our partner schools.

	<b>Geraldton Senior High School</b> 08 9965 8400 geraldtonshs.wa.edu.au Carson Tce, PMB 10100 Geraldton		<b>Champion Bay Senior High School</b> 08 9965 8300 championbayshs.wa.edu.au 90 Highbury Street, Geraldton
	<b>Nagle Catholic College</b> (08) 9920 0500 ncc.wa.edu.au 101-103 Sandford Road Geraldton		<b>Geraldton Christian College</b> 08 9965 8400 geraldtonshs.wa.edu.au Carson Tce, PMB 10100 Geraldton
	<b>Geraldton Grammar School</b> 08 9965 7800 geraldtongrammarschool.wa.edu.au 134 George Road Geraldton		<b>Leaning Tree Steiner School</b> 08 9964 6555 info@leaningtree.wa.edu.au 74 Macedonia Drive, Glenfield

## Our staff

Residential college staffing consists of both a supervisory team and a support team, both of which report to the College Manager. The College Manager reports to the Manager Residential Colleges who is based in the Perth office of the Department of Education.

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

Geraldton 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](http://www.det.wa.edu.au/policies).

## LINC Committee

Supporting Geraldton Residential College is our Local Input Networking and Communications (LINC) committee. Membership is comprised of parent, community member and staff representatives.

The functions of the LINC committee are set through legislation and include the provision of advice 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

Head students and their deputies are selected late in Term 3 to take up the role for the following year. Students are selected by our 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 program which supports the implementation of the Department of Education's Student Behaviour in Public Schools Policy and Procedures. The College Positive Behaviours are Respect, Responsibility and Care.

The (PBS) Program rewards positive behaviour at the College. The objective is to reward often and advise the student of the behaviour being recognised. The philosophy behind the PBS Program is that when students are rewarded for positive behaviour, any negative behaviour will be reduced.



# 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 for the latest information on costs and charges:

<https://www.education.wa.edu.au/web/geraldtonresidentialcollege/applying-and-fees>

## 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

 <b>in Person</b> <b>cash, cheque, EFTPOS</b> Geraldton Residential College 27 Holland Street GERALDTON WA 6530	 <b>by Phone</b> <b>credit card</b> (08) 9923 5250 8 am - 4 pm Monday to Friday	 <b>by Mail</b> <b>cheque, money order</b> Geraldton Residential College 27 Holland Street GERALDTON WA 6530	 <b>via EFT</b> <b>electronic bank transfer</b> BSB: 086 643 A/C: 5083 21585 Please use student name as the reference
---	---	---	---

## 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 Geraldton Residential College we support students to achieve their academic goals.

Please note that residential college staff are not authorised to sign school documentation on behalf of a parent. Should a student receive a school form or permission slip from school, you will need to sign and return it to the school, although we will assist where possible.



## Homework and study

Students are invited to practise sound study habits and are required to be respectful of other students' needs for a distraction free environment.

We often have tutors who attend the college to assist students with their study. The college's supervised study times, when tutors are likely to be in attendance are:

Monday to Thursday 6:15 pm – 7:15 pm

A number of our partner schools require their students to complete a set amount of study/homework each day. Please contact your child's school if you require more information about this.

Students attending the supervised study are expected to work constructively and may need to dedicate extra effort outside of these times to complete all academic requirements.

## Term 3 school holidays ATAR exams

Some ATAR exams take place during the Term 3 school holiday period. With sufficient advance notice, we may be able to arrange to remain open during this time to facilitate those students requiring accommodation in order to attend exams. Please request this service by the first day of Term 3 at the latest should you require it.

We may then be able to provide a modified boarding service with fewer staff than normal, with the expectation that Year 12 students will demonstrate high levels of responsibility and self-management.

## 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 where possible in finding a suitable place for private tutoring to occur.

All students may ask for help from the college facilitated tutor when they are in attendance during study.



## Computers and internet access

College internet is set up for students to be able to study and research their required schoolwork, with Wi-Fi points distributed throughout the college.

There is also scope for students to use the network service for some personal use. Students are not to use the service in ways that may slow user speeds for others, such as gaming and/or streaming.

To access the college internet, your child will need to sign a document that outlines requirements around Department of Education provided online services.

## Extended school absences

We provide a boarding service so that students can attend school. If your child is expected to be absent from school for an extended period, 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
- They have a long-term illness/injury.

If you are unable to collect your child, you may alternatively arrange for their travel home by other means or to stay with a local contact or guardian.

Students absent from school for short periods of time due to illness will be confined to the College's Sick Bay.



# What your child needs to bring

## The Essentials

We ask parents to limit the number of personal items brought to college however, it is important for students to feel their room is comfortable and homelike. Some popular options are photographs and small trinkets. Parents must ensure that all clothing is labelled. The college provides a mattress protector for students.

Some essentials to bring are:

- Clothes and shoes for all seasons
- School uniforms and shoes
- Bathers, rash shirt, hat and towel
- Study, school, and sporting requirements
- Bedding (king single sheets, pillow, doona, blankets)
- Bath towel and toiletries (roll-on deodorant only, **no aerosol cans**)
- Laundry basket and laundry bag
- Coat hangers
- Small bin
- 1x box or liquid Paracetamol – must be handed to a supervisor on arrival.
- 1x box or liquid Ibuprofen – must be handed to a supervisor on arrival.
- 1x box antihistamine – must be handed to a supervisor on arrival.

## Banned Items

The college does not allow any items which could potentially cause danger to students, staff and/or property. This includes, but is not limited to, candles; matches/lighters; diffusers; weapons; aerosol cans; electric blankets; heaters; fridges; electric ovens; and televisions.

## Mobile phones and personal devices

Computer access has become an integral part of schooling, and a personal device (including but not limited to mobile phones, laptops, headphones and other connectable technology) can be very useful when used appropriately.

Personal devices should primarily be used for study purposes or appropriate communication with others and are not to be used after lights out.

Personal devices are not to be used at mealtimes or after lights out and in addition:

- Students in Years 7, 8, 9 and 10 are required to hand in all personal devices by 8:00 pm on weekdays and 9:30 pm on weekends.
- While students in Years 11 and 12 are not usually required to hand in their personal devices, they are not to be used after lights out.

Personal devices are kept in a locked cupboard or room overnight when handed in. Students may be provided access to their devices after breakfast each morning.

Students are not permitted to have more than one mobile phone in the college and are to provide their mobile phone number and details of that mobile phone to staff when requested. Students are also required to have the college contact numbers in their mobile phones.

## 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 takes precautions to care for your child's personal belongings and assist where possible with lost, damaged or stolen items, however, we are unable to accept responsibility for these items.

All student rooms have a secure, key locked door. Students are responsible for their own room key and are encouraged to keep bedroom doors closed when they are away from it.

### Bicycles

Parents' permission is required to use a college bicycle. Students must always use the appropriate protective equipment. The college has a bike shed where students may store their personal bikes during term time.

### Inappropriate items

Students are not to bring offensive material into the 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.

### Student room searches

To ensure the health and safety of students, college staff may search student rooms if they have sufficient reason to do so. Room searches may occur for many reasons, including when staff believe:

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

Confiscated items will generally 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 may contact you if your child receives mail/delivery 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 we may choose to provide the unopened package to you, but we will not open it.

## Leave arrangements

A record of students' whereabouts is maintained through the Reach boarding software. When leaving and returning to the college, students must '**sign out**' and '**sign in**' through the Reach system. Leave requests must be entered into and approved through.

### 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. Supervisors may revoke approval at any point, including for disciplinary reasons.



#### Town leave

With your permission, students may be provided leave in groups of 2 or more to visit the town centre on set days each week.

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

#### Casual employment leave

After consultation between parents, the student and the college manager, your child may be provided an opportunity to undertake a limited amount of casual employment. While the college may be able to assist with transportation on occasions, this may not always be possible, and parents should ensure alternative transport options are available.

## Leave under another's care

Students are provided with 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. 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.

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

Geraldton Residential College uses the Reach boarding school software.

Parents are required to use Reach for leave requests/approvals and is designed to make this process easy for you to use at any time.

If you have any issues or queries about Reach, please contact college staff or the Reach support team at <https://reach.cloud/boarding-schools/>.

## 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. It is recommended for ease of use to pre-load Reach with as many 'hosts' as possible to eliminate the need to enter all the details each time a leave request is submitted.

## Leave requests.

Leave requests are fully automated in Reach. Once a leave request has been submitted, a sequence of permissions is required from parents and college staff for leave to be approved. A minimum of 24 hours notice of your child's leave plans are required unless there are exceptional circumstances, as this allows us to better plan for and cater to all students at the college.

## Day leave

Students may go on day leave but must return to the College by 7:30 pm Sunday to Thursday and by 9:00 pm on Friday and Saturday.

## 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

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

The college may provide transport for students in and around town where practicable, however, this service may not always be available. When it is, all transport requests must be accompanied by approved leave requests in Reach and also be confirmed by the student before 8:00 pm the night before the requested transport.

Any requests received on the same day, will only be approved if the College Manager/Senior Supervisor considers it to be an exceptional/emergency situation.

## Private motor vehicles

Your child is not permitted to travel in a private vehicle unless signed out with an approved host through Reach.

Your child will not travel in the personal private vehicle of a residential college staff member unless this is determined to be the best course of action in an exceptional circumstance.

## Student motor vehicles

Students are only permitted to use their own vehicle for transport between the college and home.

Students must:

- Complete a Student Vehicle Application form and Application to Drive a Passenger (if applicable) receive permission from the College Manager and Parents.
- Provide a copy of driver's license to be kept on file.
- Understand that vehicles are parked at the college at the car owners' risk.
- Surrender car keys to staff when onsite.
- Only use vehicle for travel to and from home (as per agreement)
- Not carry passengers at any time (as per agreement, exceptions for siblings only).

Having a vehicle at the college is a privilege and not a requirement and hence this privilege may be revoked at any time.

## Public transport

All students should have their own SmartRider card so they can make use of the public transport available in Geraldton.

Students and parents are responsible for managing SmartRider cards and they can be applied for through each school's front office.

It would also be helpful for parents if students check their SmartRider balance regularly.

## Bedrooms

Students are provided with their own bedroom and this is primarily a room for sleeping, storing belongings and as personal space should a student wish to spend some time away from others. Students are responsible for keeping their bedrooms clean and tidy and staff may inspect rooms regularly to ensure this is the case.

Bedrooms are not for socialising in. The college provides multiple common areas for students to socialise, and bedrooms are not to be used for this purpose.

It is a requirement of students that they do not enter another student's bedroom – a rare exception being that a student may invite 1 other student into their bedroom briefly, while keeping their door wide open, when there is a good reason for them to do so. This exception does not apply after lights out when all students are required to be in their own bedrooms.

## Dress code

Students should be mindful that CCTV is situated throughout the college, and that a supervisor of a different gender may need to access their dormitory at any time. Other than while utilising the showers/bathrooms, students are to be fully and appropriately dressed while outside of their bedrooms and this includes at breakfast time, when it may sometimes be tempting to instead wear pyjamas which are not allowed.

## Meals

Geraldton 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.

We aim to ensure all students enjoy three healthy meals every day, so attendance at mealtimes is encouraged.



### **Meal requirements outside of regular mealtimes**

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

Students should 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 should be able to arrange these meals, but students should order these well 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, caffeinated 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.

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.

Students will need to meet the cost of any membership fees, personal equipment, and uniforms.

## **Camps and outings**

The college may organise 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 required to look after the equipment and observe the user requirements.

Our recreation room is a great central meeting point for all students. Everyone can enjoy the projector set up. The common room also contains a pool table and an air-hockey table.

Gaming Room – we have a dedicated gaming room at the college, with a TV, Nintendo Switch and two retro gaming machines.

Outdoors, the college has an extensive grassed area with access to soccer nets and balls. Students can also make use of the basketball/netball half court.

College bikes are available to be borrowed and used after school and on weekends.

Our qualified supervisory staff regularly open the college pool for students to enjoy. All students must wear a rashie or a t-shirt while using the pool between 10:00 am and 5:00 pm. Outside of this period girls can wear a Speedo one piece with no rashie, and the boys do not have to wear a rashie.

Additionally, each dormitory area contains a common room with its own TV, couches, and kitchenette.



### **Movies and gaming**

Gaming consoles are provided for student use in communal areas of the College. Students are not permitted to bring their own gaming consoles to the college.

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

The College requires media (television, movies, computer games, DVDs, magazines etc.) accessed by your child whilst residing at Geraldton Residential College to 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 Geraldton Residential College and is banned.

### **Visitors**

To ensure the safety of students, all visitors must enter and leave through the reception area and register on the Passtab iPad at the front desk.

Visitors are not permitted to enter student dormitories other than on approved dates and times – usually at the start and end of each term. We appreciate parent support in helping students settle into their rooms at the start of the year. We remind all parents that other than at these times, access past reception area is not permitted unless accompanied by a staff member.

Students are welcome to invite their school friends to visit the college. Friends are also required to register on Passtab iPad and are not allowed beyond the front reception area and are forbidden from entering the kitchen or common areas. Students' friends are required to follow staff instructions whilst on college grounds.

All visitors are required to leave the premises by 5:00 pm.

## 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

The college offers an optional laundry service for students. We also have washing machines and clotheslines for students to do their own laundry if they wish. Irons and ironing boards also are available.

Parents are asked to provide a wash basket, wash bag and to have the students name clearly labelled on all items.

## Religious freedom

Under the *School Education Act 1999* the curriculum and teaching in government schools is not to promote any religious practice, denomination, or sect. We also adhere to this principle at Geraldton 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 require you to complete a 'Student Health Care Summary' form so that staff have the knowledge to support the management of your child's health care needs.

### 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 may be able to assist you. Please advise the college on the [Student Health Care Summary Form](#) if you have any preferred local medical practice.

Below are some practices local to the college: ***Please ensure that you complete a new patient registration form with your preferred GP in Geraldton.***

Practice	Address	Contact Number
Panaceum Medical Centre	233 Lester Avenue	08 9920 8111
Victoria District Medical Centre	151 Durlacher Street	08 9921 6099
Fitzgerald Dental Care	139 Fitzgerald Street	08 9921 4795
Cathedral Dental Centre	129 Cathedral Avenue	08 9964 5488
Chemist Warehouse	134 Marine Terrace	08 9921 4151
Pharmacy 194	194 Durlacher Street	08 9921 6138
Chapman Physiotherapy	165 Durlacher Street	08 9965 0123
Geraldton Physiotherapy	84 Sanford Street	08 9964 3364

All medical expenses 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, it is essential you inform the staff. The administration of medication carries inherent risk so to help make this practice as safe as possible we require all medications be provided to the college in a webster pack. Your chemist will be able to do this for you.

'All medications' includes both prescribed and over the counter drugs or medications, including those that may be considered supplements. Some examples include Ritalin or other drugs used to treat ADD/ADHD, anti-anxiety medications, melatonin, antibiotics, birth control, herbal remedies, iron tablets, vitamins and hay fever/allergy relief.

Students are not permitted to keep any medications in their bedrooms, and/or self-administer any medications except an asthma inhaler.

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

### **Head lice**

Should head lice be found, students may be treated accordingly. The cost of a head lice treatment may be added to a parent's account.

### **Mental health**

Our supervisors keep a close watch on the mental health of students, and we will speak with you if we have concerns about your child. We also have support from a school psychologist who works with students and staff to improve student wellbeing. Students can make an appointment with the School Psychologist through the supervisory team. Parents are also able to access this service on behalf of their children by discussing any concerns with the supervisory team.

Our partner schools have mental health professionals on their staff and are also able to support mental health and social wellbeing.

### **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 Incident Management Plan to guide aspects of prevention, preparedness, response, and recovery. We regularly practise evacuation and lockdown drills.

### **Fire safety**

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

Geraldton 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. You can talk about it with any member of staff.

Should they be unable to assist you, then please request an appointment with the College Manager to discuss your concern or complaint.

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](mailto:residential.colleges@education.wa.edu.au).

## Child protection concerns

Geraldton 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](mailto:complaints@education.wa.edu.au).



# Safety and welfare – for students

The following sections are for students.

At Geraldton 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: [complaints@education.wa.edu.au](mailto:complaints@education.wa.edu.au)

W: [www.education.wa.edu.au/residential-college-student-complaints](http://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.

## 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.

## Police

24 hours a day, seven days a week

T: 131 444 (000 for emergencies)

W: [www.police.wa.gov.au](http://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.

## Kids Helpline

24 hours a day, seven days a week

T: 1800 55 1800

W: [www.kidshelpline.com.au](http://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.

## Other support options you may like to consider

- eHeadspace 1800 650 890 or [www.eheadspace.org.au](http://www.eheadspace.org.au)
- Rurallink 1800 552 002
- 13 YARN 13 92 76 or <https://www.13yarn.org.au/about-us>
- Your local or family General Practitioner or mental health provider.

## Bullying

We are committed to providing students with a safe and caring environment – should students have concerns about feeling unsafe or threatened, we encourage them to speak to staff about their concerns.

# 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 breach 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.