



Department of
Education

Shaping the future

Northam Residential College

PARENT/CARER & STUDENT HANDBOOK

Northam Residential College and its staff respectfully acknowledge the Noongar people who are the traditional custodians of the Noongar Ballardong 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

Northam Residential College

15 Inkpen Street

Northam WA 6401

Supervisors

Telephone: (08) 9621 6372

Mobile: 0427 366 261

Email: Northam.SRC.Supervisors@education.wa.edu.au

Administration and finance

Telephone: (08) 9621 6377

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

Website: education.wa.edu.au/web/northamresidentialcollege

Mail: *Northam Residential College*

PO Box 98

Northam WA 6401

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 at the college on the following number: (08) 9621 6377

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 (08) 9621 6372 or 0427 366 261. A supervisor will then contact your child with minimum disruption to other students.

WELCOME TO NORTHAM RESIDENTIAL COLLEGE

Thank you for choosing Northam 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

Northam Residential College has been providing boarding for regional and remote families since 1938. We provide a positive, nurturing and inclusive environment for up to 50 secondary students attending either St Josephs or Northam Senior High School.

We are located on the northern side of the Avon River, directly behind Northam Senior High School. Conveniently only a 10-minute walk to the centre of Northam where our students and community residents enjoy an impressive list of shopping and entertainment options!

With amazing facilities such as a huge, air-conditioned gym, basketball court, swimming pool, entertainment rooms throughout the college and dorms, Wi-Fi and private rooms for all students with air conditioning and heating, Northam Residential College is the popular choice for those families wanting to keep their children closer to home, and not sacrifice their child's educational options.

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

Northam 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 Northam 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.

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/northamresidentialcollegef> or 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> Northam Residential College 15 Inkpen Street Northam WA 6401	 by Phone <i>credit card</i> (08) 9621 6371 8 am -4 pm Monday to Friday	 by Mail <i>cheque, money order</i> Northam Residential College PO Box 98 Northam WA 6401	 via EFT <i>electronic bank transfer</i> BSB: 066-524 A/C: 00800225 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 Northam 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:

Sunday evening– Thursday evening 6:30PM – 7:30PM

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

If your student is studying music or they would like to start lessons, we have a dedicated space for them to enjoy this hobby. They will also be able to do their practise during agreed study periods.

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.

Computers and internet access



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

- Clothes and shoes for all seasons
- School uniforms and shoes
- Bathers and towel
- Study and school requirements
- Bedding requirements (Doona, fitted sheet and flat sheet, pillowcase)
- Toiletries and miscellaneous (includes bathroom towel)

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.

Northam Residential College also has a policy where all electric devices such as tablets, mobile phones, iPod etc. are handed in just before bedtime Sunday – Thursday.

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 but accepts no responsibility for any items that are damaged or lost.

Each room is equipped with a personal safe for the students use and can be re-coded for each individual student.

Bicycles, scooters and skateboards

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

All students must always use the appropriate protective equipment. The college has a secure bike shed where students may store their personal bikes during term time.

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. This is an opportunity for the students to go and purchase any items that they may need for school or personal use.

Year 12 students may have town leave on any weekday, and Saturday mornings.

All other years are Thursday 2:45pm-5:00pm and Saturday 9:00am-12:00pm. All students except year 12 are only permitted to go on town leave if they are in groups of at least 2. This is for their own safety and wellbeing.

Students are encouraged to enjoy going out with other students from the college, however they must remain within boundaries for safety reasons.

Some examples of frequented locations are;

- Skate park
- McDonalds
- Northam Boulevard (which has Subway, cafes, Woolworths, various banks, Sportspower and more)

Weather permitting, students are encouraged to walk to town and must be at least in pairs. The college bus is not always available, but can be made available in extreme weather conditions.

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.

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.

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

Northam 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.

Leave requests

Leave requests are fully automated in REACH.

Advanced notice of leave plans is required. *All weekend leave is to be submitted by Wednesday 5PM.* If you will be taking your child out of the college for any purpose. This helps us avoid any over or under catering.

'Overnight leave'

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

Where possible all students are required to be returned by 5PM Sunday evening.

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

Northam 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 endeavours to meet student transport requirements in and around town where practical. This can be for medical appointments, unplanned shopping for immediate items, sports training and games.

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

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 Agreement form and 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).

Students must understand that having a vehicle at the college is a privilege and not a requirement and hence may have this privilege revoked at any time

COLLEGE LIFE

Daily routine

Day	Time	Activity
Monday to Friday AM	7:00am	Radio is put on college wide
	7:15am	Wakeup call
	7:30am	Students are expected to arrive in dining room dressed and clean, ready for school.
		Continental breakfast is served each morning except Tuesday and Sunday which will be a cooked breakfast.
	8:00am	Medications are given
	8:05am	Students have returned to their rooms for final preparations and room inspection.
		Laundry taken down
	8:20am	College bus departs for transport of St Joseph's students. NSHS students leave to school
Monday to Thursday PM	3:00- 3:30pm	Students return from school (except Thursday which is early close 2:30pm)
	3:30- 4:00pm	Afternoon tea
	4:00-5:30pm	Free time
	5:30- 6:00pm	Dinner
	6:00-6:30pm	Clean up and prep for study
	6:30-7:30pm	Study
	7:30-8:45pm	Free time including with supper Mon, Wed, Fri.
	8:00pm	Devices handed in.
	9:00pm	Lights out

Friday PM	3:00- 3:30pm	Students return from school
	3:30- 4:00pm	Afternoon tea
	4:00-5:30pm	Free time
	5:30- 6:00pm	Dinner
	6:00- 10:45pm	Clean up then free time - games and activities
	11:00pm	Lights out
Saturday	8:00am	Cooked breakfast
	9:00- 12:00pm	Town Leave
	12:00- 1:00pm	Lunch and clean up
	1:00-5:30pm	Free time, excursion or activities and afternoon tea.
	5:30-6:00pm	Dinner
	6:00- 10:40pm	Free time/activities
	11:00pm	Lights out
Sunday	8:00	Breakfast
	9:00-12:00pm	Free time, excursions or activities
	12:00-1:00pm	Lunch and clean up
	1:00-5:30pm	Free time, excursion or activities and afternoon tea.
	5:30-6:00pm	Dinner
	6:00-6:30pm	Clean up & study prep
	6:30-7:30pm	Study
	7:30-8:45pm	Physical activity/quiet time
	8:00pm	Devices handed in
	9:00pm	Lights out

Bedrooms

Students are expected to keep their room neat and tidy. College staff have a dorm inspection each weekday before school to monitor this.

Dress code

Students are expected to be dressed appropriately at all times, and this includes the student's hair/hairstyles. If any male student has hair that is longer than their shirt collar, it must be tied up neatly within the dining room. We strive to maintain a positive standard amongst our community that is projected by our appearance and behaviours.

Meals

Northam 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.

Meal requirements outside of regular meal times

Fruit, water and hot drinks are available throughout the day/evening until students are getting ready for bed.

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 and chewing gum are banned from the college and will be confiscated if found.**

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 court, gaming and entertainment rooms, pool table and table tennis. We also plan regular activities which are on offer to our students. These can either be local outings to the new skate park, recreation centre, riverside parks etc, or a short drive to the metro area where we will keep you entertained at places such as Bounce, Latitude, Wet 'n' Wild, Laser tag, bowling, movies, roller/ice skating and many more.

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.

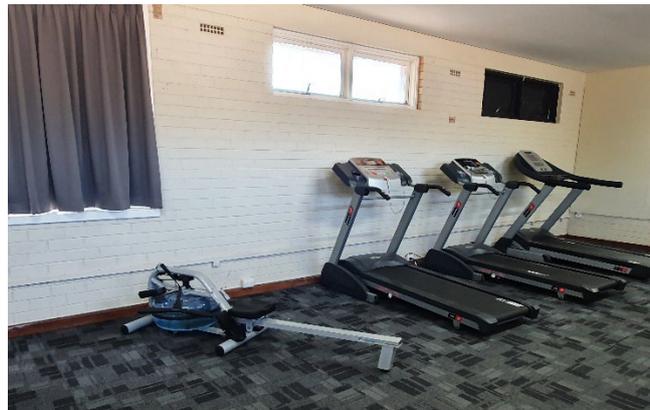
The college welcomes suggestions for activities from students and parents, and we will endeavour to accommodate all reasonable requests.

Camps and outings

The college organises 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.

The college camp is an annual event and compulsory for all students to attend. We believe it is a great opportunity for all students to build relationships with each other, with the staff and enjoy all the exciting activities that we put a lot of thought into. Please support the college by ensuring your child attends this event.

Swimming pool and recreation room



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

Gaming consoles are permitted at the college for students to use within their own dorm entertainment area. 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.

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

Visitors

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

Visitors are not permitted to enter student bedrooms/common rooms/units 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 bedrooms /common rooms/units and are required to follow staff instructions whilst on college grounds.

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.
- raising/lowering of the flags.
- putting out or collecting the bins on rubbish day.
- vehicle cleaning and maintenance.

By assisting the cleaning, kitchen and grounds staff, it 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 a laundry service for all students. We also have washing machines and clotheslines for students to do their own laundry if preferred. Irons and ironing boards are also available.

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 Northam 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 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 for this and notify you at the earliest convenience.

If your child contracts an infectious disease (e.g. Covid-19, 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 required.

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

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 medication. You can authorise this on the *Administration of Medication* form.

All medication given to students is recorded. Prescription medications that students self-administer are also recorded in the event that information is required by a health practitioner. Please ensure that all medications are provided to the college in a webster pack. We have local pharmacies that will put all medications into a webster pack for a small fee.

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.

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

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

Northam Residential College is committed to providing a high quality boarding service. We are always considering how to improve our service 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 contact the Manager Residential Colleges on 9264 4425 or residential.colleges@education.wa.edu.au.

Child protection concerns

Northam 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 Northam 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 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



Northam 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 the college manager, or 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.