

## **ELIZABETH HOUSE, NEW PLYMOUTH**

### **POLICY MANUAL**

All current, original documents are kept in the master folder in the Manager's Office.

Photocopies of these documents are distributed according to the list below:

1. Policy Folder – Day Office
2. All Hostel Management Board
3. Manager
4. Mission College New Plymouth Trust Board - Secretary
5. Mission College New Plymouth Trust Board – Chairperson
6. College Principal

All policy folders remain the property of the Hostel Management Board and must be returned upon relinquishing any of the above positions held.

# **ELIZABETH HOUSE, NEW PLYMOUTH**

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## **GUIDELINES ON THE FORMULATION OF POLICIES**

### **Rationale**

The formulation of policy is best effected by having clear pathways to follow.

### **Purpose**

1. To enable the Hostel Management Board to proceed smoothly in the formulation of policies.
2. The Hostel Management Board, Hostel Staff and The Proprietor acknowledge that within these policies they will receive guidance on best practice, but at no stage will these Policies override Statutory Law and legal obligations.

### **Guidelines**

1. The Hostel Management Board is required to formulate policies in order to meet its obligations under the Hostel Constitution and to the Mission College New Plymouth Trust Board (The Proprietor).  
Deleted old 2. as repeated what was already in Policy and didn't make sense.
2. The Hostel Management Board will consult with appropriate staff/Hostel/College Community when preparing policies. (A member of the Hostel community is defined as a Boarder, parent/caregiver, staff or Board member who is or may be affected by the implementation of a Policy.)
3. The Hostel Management Board will in turn present these Policies to the Trust Board for final approval.
4. The Policies will be subjected to regular review and signed off by Mission College New Plymouth Trust Board Chairperson.
5. The Manager will report to the Hostel Management Board from time to time on any difficulties in implementing policies.

### **Conclusion**

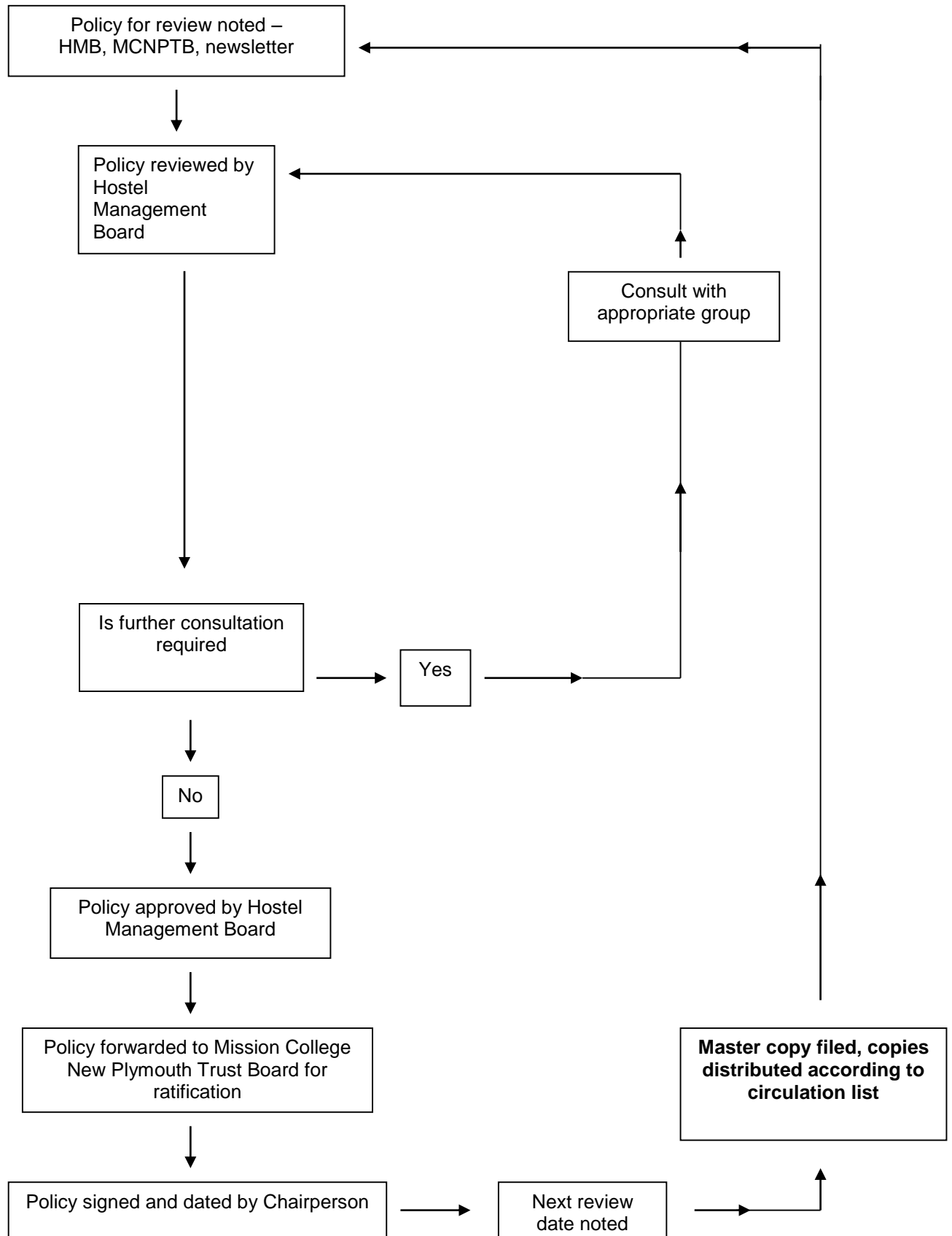
The Hostel Management Board recognises the need for an efficient and appropriate procedure to formulate policies that will enable the Hostel to operate according to guidelines in the Trust Deed.

Reviewed 8 May 2016

Next Review Date: May 2018

### **Approved**

## REVIEW STRUCTURE





**POLICY ON SPECIAL CHARACTER****Rationale**

The Hostel Management Board is committed to preserving and enhancing the Special Character of the Sacred Heart Girls' College community by providing a Catholic family environment for young women attending the Hostel.

**Purpose**

1. To provide an extension of the family home in a Roman Catholic community.
2. To provide a caring environment guided by Christian ethics.
3. To foster learning in a Roman Catholic community.
4. To promote personal growth in an awareness of the values of Jesus Christ.
5. To ensure Hostel staff supports the Special Character.
6. To recognize the right of the Proprietor to supervise the preservation of the Special Character.

**Guidelines**

1. The Hostel Management Board will provide a report to the Proprietor about the Special Character of the Hostel on an annual basis.
2. The Hostel Manager and Staff will make known and actively promote the Special Character of the Hostel.
3. The Hostel Management Board will ensure there is a pastoral care programme for staff and boarders.
4. The Manager will organise and supervise arrangements for religious observances, encouraging student leadership wherever possible.
5. Daily prayer will be an integral part of Hostel life.
6. The Hostel Management Board will ensure staff members are aware of the Special Character and the obligations inherent in upholding the Special Character of the Hostel and College community through ongoing personal development.
7. The Manager will direct all non-supervisory staff to be supportive of the Special Character of the Hostel community.
8. The Hostel Management Board will begin each meeting in Prayer.

**Conclusion**

This Policy is intended to implement the right of the Hostel Management Board and the Hostel community to actively practise the Roman Catholic Faith, observing its religious instructions and living the values of Jesus Christ.

Reviewed: 8 May 2016

Next Review Date: June 2018

**Approved**





**POLICY ON HOSTEL – COLLEGE RELATIONSHIPS**

**Rationale**

The Hostel Management Board wishes to maintain and foster continuing goodwill between the Hostel and College in keeping the Special Character in the community.

**Purpose**

1. To ensure good rapport, communications and relationships between the College and Hostel.

**Guidelines**

1. The Manager and the Principal will work together in the spirit of the community's Special Character and actively promote the College and Hostel in the wider community.
2. The Hostel Management Board, Hostel Manager and College will together in a spirit of co-operation to ensure the policies of the College and Hostel are complimentary and carried out.
3. The Hostel Manager and staff will actively welcome all College staff into the Hostel whether it is for assistance with Pastoral Care or to enjoy the hospitality of the Hostel environment.

**Reviewed: 8 May 2016**

**Next review date: June 2018**

**Approved**



## **COMPLAINTS POLICY**

### **Rationale**

The Hostel Management Board wishes to ensure that all complaints are treated in a fair and timely manner.

### **Purpose**

To have in place procedures for Staff and Management when dealing with complaints.

### **Guidelines**

Within 5 working days:

1. The Hostel Manager representing the Hostel owner will
  - a. Send an acknowledgement letter of receipt to the complainant
  - b. Inform the complainant of any relevant internal complaint procedures
  - c. Send a copy of all information held by the Hostel that is or may be relevant to the complaint
  - d. Decide whether the complaint is justified in accordance with regulation 69 of the Education (Hostels) Regulations 2005.
2. Within 10 working days after acknowledging receipt of the complaint the Hostel Manager representing the Hostel owner will:
  - Decide if the complaint is or is not justified or
  - Ensure sufficient time is allowed to fully investigate the complaint. The complainant to be fully informed of progress.
  - Bring any unresolved complaints to the Hostel Management Board for further consideration.
3. After making a decision:

The Hostel Manager representing the Hostel owner must inform the complainant of:

  - The reasons for the decision.
  - Any remedial actions proposed.
  - The role of any external agency that may be available to assist the complainant or to investigate the complaint if it is not resolved to the complainants satisfaction.
4. If matters remain unresolved, the Chairperson may refer the matter to the Mission College New Plymouth Trust Board.

### **Conclusion**

To be read in conjunction with Policy on Complaints Against Boarders 3.6 and Policy on Complaints Against Staff 4.7.

**Reviewed:** 28 August 2014

**Next Review date:**

**Approved**



## **POLICY ON PRIVACY**

### **Rationale**

The Hostel Management Board is responsible for ensuring the requirements of the Privacy Act (1993) (the Act) are upheld.

### **Purpose**

1. To fulfill the requirements of the Act, safeguarding personal information.

### **Guidelines**

#### **Boarders**

1. The Hostel Management Board will under the terms of the Act :
  - i) collect information only where necessary to carry out its lawful function and activities, namely, the care and protection of the Boarders
  - ii) gather information direct from parents/caregivers/students as deemed appropriate by the Hostel Management Board
  - iii) give reason for collecting the information
  - iv) gather information in a fair and lawful manner
  - v) store the information to safeguard against misuse or loss
  - vi) ensure information is recorded factually and update or correct upon request
  - vii) ensure the information is only used for its intended purpose
  - viii) not disclose information outside the Hostel Management Board/staff unless there are reasonable grounds to believe the information is necessary to maintain law and order or protect the Boarder
  - ix) destroy personal information after the required statutory period

#### **Parents/caregivers**

2. The Hostel Management Board in accordance with the provisions of the Act will:
  - i) ensure the same rights and obligations apply to the parents/caregivers as Boarders
  - ii) collect necessary information only from parents/caregivers.

#### **Staff**

3. The Hostel Management Board will in accordance with the provisions of the Act:
  - i) have the same rights and obligations as Boarders and parents/caregivers
  - ii) collect information direct from members of staff.
  - iii) Seek appropriate information from other sources in regard to employment applications/appointments.

### **Conclusion**

In accordance with the Act requirements, it is deemed that the Hostel Manager be appointed the Privacy Officer to ensure all records are kept securely and accessed in accordance with the Privacy Act guidelines.

Reviewed: 8 May 2016

Next review date: June 2018

**Approved**

**POLICY ON HOSTEL USE BY OUTSIDE GROUPS**

**Rationale**

The Hostel Management Board wishes to encourage the use of Hostel facilities by outside groups.

**Purpose**

1. To increase financial income.
2. To foster relationships with the wider community.
3. To provide affordable accommodation alternatives to community groups.

**Guidelines**

1. The Hostel Manager has the delegated authority to arrange for the Hostel facilities to be hired out during vacation times, and shall actively look for opportunities in this regard.
2. The Hostel Manager will ensure that all individuals or groups hiring the Hostel pay a bond and sign a hireage contract.
3. The welfare and privacy of our Boarders possessions is paramount. Every effort will be made to ensure Boarders are aware of arrangements of usage of their rooms / wings / floors.

Reviewed: 8 May 2016

Next review: June 2018

**Approved**

**POLICY ON VEHICLE USAGE****Rationale**

The Hostel Management Board vehicles may be used to transport Boarders to sporting venues, tutoring, transport terminals and other extra curricular activities as deemed necessary and for which public transport is not available.

**Purpose:**

1. To ensure any Hostel Management vehicle is used solely for Hostel business, or as contractually agreed within the Hostel Managers Contract of Employment.
2. To ensure the vehicles are maintained in a roadworthy state as required by the NZ Transport Agency.
3. To ensure staff understand the conditions under which any vehicle may be used.
4. To ensure the health and safety of staff and Boarders who occupy the vehicle.

**Guidelines**

1. Hostel or College staff are permitted to drive the vehicle.
2. The driver of the vehicle will undertake a basic safety check to ensure that the vehicle is roadworthy before departure.
3. Any defects noted by the driver of the vehicle will be reported to the Hostel Manager immediately for action.
4. The Manager will ensure the vehicle displays a current warrant of fitness and registration.
5. The Manager will ensure the vehicle displays valid road mileage if applicable.
6. The Hostel Management Board will ensure the vehicle is insured.
7. The vehicle will have a First Aid kit and fire extinguisher on board at all times
8. The maximum number of passengers will not exceed available seating.
9. Passengers in the vehicle are to behave in a responsible manner.
10. The vehicle may be hired to the College for extra curricular travel.
11. Monies received for hireage will cover vehicular expenses and the surplus dedicated to vehicle replacement.

12. The Hostel Management Board will budget for a replacement vehicle in the Maintenance Programme.
13. Drivers of Hostel vehicles are bound by the New Zealand Road Code and must hold a full license and correct Class of License for the vehicle being driven. Any infringement or fine incurred while operating the vehicle will be the responsibility of the driver at that particular time.

Reviewed: 8 May 2016  
Next review: June 2018

**Approved**



**POLICY ON ADMISSION TO THE HOSTEL**

**Rationale**

The Special Character of the Hostel together with acceptance of enrolment at the College forms the basis for admission.

**Purpose**

1. To provide a home in a Roman Catholic environment for young women enrolled at Sacred Heart Girls' College.
2. To honour the clauses on the Elizabeth House Constitution on admission to the Hostel.

**Guidelines**

1. The Hostel Management Board has responsibility for an admission policy and may reasonably delegate its implementation to the Hostel Manager.
2. The Manager will interview all prospective young women who wish to board at Elizabeth House in the company of their parents or caregivers. If required the Manager may co-opt the services of the Hostel Management Board Chairperson or College Principal as part of this process.
3. The Hostel will have in place an enrolment form, and in order to be considered for enrolment, parents/caregivers must agree to:
  - i) support the Hostel programme and policies
  - ii) payment of boarding fees and personal expenses incurred by their daughter(s)/charges
  - iii) provide all relevant information necessary for the welfare of their daughter(s)/charges to the Manager
  - iv) support the Special Character of the Hostel.
4. The Hostel Management Board in accordance with approved Policies has the right to require a parent/caregiver to remove a boarder from the Hostel.
5. The Hostel Management Board has the right to create a waiting list should the need arise.
6. Should the maximum roll be reached, the Hostel Management Board will notify the Proprietor in writing.

Reviewed: 24 June 2009

Next review date: June 2012

**Approved**



**POLICY ON OVERSEAS STUDENTS**

**Rationale**

To assist Students new to New Zealand to assimilate into the Hostel Community.

**Purpose**

1. To ensure their families are aware of the terms and conditions under which their daughters are accepted.

**Guidelines**

1. Before enrolment is accepted into the Hostel, all girls are required to have a legal guardian in New Zealand (preferably Taranaki), who will accept responsibility for the Boarder.
2. Overseas students will be welcomed into the Hostel community with special care given to cultural differences. Parents/caregivers/guardians can help us in this regard by bringing any special requirements to the notice of the Manager.
3. The Code of Practise for International Students will be followed.
4. The Manager will liaise with College staff regarding the educational needs of overseas students.

**Conclusion**

In keeping with the Special Character of the Hostel, and the multi cultural society in which we now live, Elizabeth House welcomes the enrolment of overseas students.

Reviewed 24 June 2009

Next Review: June 2012

**Approved**



**POLICY ON ROLE MODELS**

**Rationale**

The Elizabeth House Hostel Management Board recognises that some of life's most powerful lessons are learnt from those we frequently contact, or the lives of those we hold up as role models.

**Purpose**

1. To encourage all those entering the Hostel to act as positive role models.
2. To challenge all Boarders to reach their potential by identifying with appropriate role models.
3. To encourage senior girls to act as positive role models.

**Guidelines**

1. Staff, contractors, and parents/caregivers should set a good example in their behaviour at all times.
2. Staff should take pride in their appearance in the workplace so as to set appropriate standards.
3. Boarders who try to live up to the values of our Special Character will be promoted as positive role models. The Hostel Management Board and staff will be mindful of the example that they set and the effect that this example has on the lives of others in the Hostel.
4. The Hostel staff will make every effort to promote positive role models.
5. The Hostel Management Board will be mindful of the principle of equity as it relates to gender, race and status in its promotion of positive role models.
6. The Hostel will provide opportunities for Boarders to hold positions of responsibility which promotes leadership and the personal development of all students.

Reviewed: 24 June 2009

Next review: June 2012

**Approved**



**POLICY ON BOARDERS' DISCIPLINE****Rationale**

The Elizabeth House Hostel Management Board has a responsibility to maintain an environment which is conducive to the welfare of its residents and which encourages the development of self discipline.

**Purposes**

1. To establish procedures for dealing with breaches of discipline within the Hostel community should they occur.
2. To maintain an orderly, safe environment for personal development, spiritual growth and academic achievement.

**Guidelines**

1. The daily discipline of the Boarders at the Hostel is the professional responsibility of the Manager and supervisory staff.
2. Elizabeth House abides by Articles 12 and 28 of the United Nations Convention on the Rights of the Child (ratified by New Zealand in 1993). As per Appendix
3. Corporal punishment or physical contact as a solution to conflict or as a punishment is not permitted.
4. The Hostel Manager and College Management will meet when required to develop agreed procedures on disciplinary matters which affect them mutually. Such procedures will be presented to Mission College New Plymouth Trust Board if altered
5. Upon ratification the agreed procedures will be appended to this policy. The Manager will produce a Disciplinary Procedures booklet which will be presented to and discussed with all boarders and issued to all parents at the time of enrolment or upon ammendment.
6. Staff are required to follow procedures in disciplinary matters which include incident reporting, record keeping and advisory/counseling meetings. The Manager is responsible for formulating, publishing and communicating these procedures to staff.
7. In establishing Hostel disciplinary procedures, care has been taken to ensure the Christian values upheld in our Special Character are considered.
8. Boarders may be asked to sign behaviour contracts setting out the acceptable limits within the Hostel community. These contracts will be signed by the Boarder and her parents/caregiver.

9. For serious offences or instances of continued misbehaviour, the Hostel Manager can suspend the boarder until the Disciplinary sub-committee of the Hostel Management Board convene to determine a course of action.
10. Disciplinary matters will be dealt with promptly and handled fairly. The following principles will be followed:-
  - I. the Boarder will be involved in discussing the consequences of her actions and resultant disciplinary measures.
  - II. Support (including the provision of counselling) will be given to negate any repetition of the behaviour
  - III. parents/caregivers will be notified, in writing, if the severity of the incident so warrants or the problem is on-going
  - IV. where the severity of the incident is likely to result in serious consequences, parents/caregivers are notified and asked to attend proceedings with the Boarder.
  - V. where the Police are involved, parents/caregivers will be advised at the first opportunity. They will be asked to attend any interview with the Boarder. If they are unable or decline to attend, the Manager may, if asked, accompany the Boarder or the parents/caregivers or police may nominate another party.

Incidents of serious misbehaviour which may result in expulsion from the Hostel are handled by the disciplinary sub-committee of the Hostel Management Board.

11. Serious misbehaviour is regarded as:-
  - I. bullying and/or intimidation
  - II. endangering self or others
  - III. use and/or abuse of drugs, alcohol, or dangerous substances
  - IV. theft, dishonesty or vandalism
  - V. gross disobedience or disrespect
  - VI. unauthorised change of destination when given leave
  - VII. unauthorised use of a motor vehicle
  - VIII. unauthorised leave
  - IX. unauthorised visitors entering the Hostel upon a Boarder's request
  - X. failing to adhere to stated deadlines or curfews
  - XI. Inappropriate use of cellphones.
12. Having regard to the Special Character of the Hostel, the predetermined disciplinary measure may not always be adopted because of special circumstances, and in all instances, each case will be dealt with individually. If this clause is applied the Disciplinary sub-committee must be contacted in the first instance.
13. Due consideration will be given to our multi cultural community in implementing any aspects of this Policy.
14. Disciplinary issues will be recorded.

Reviewed: 24 June 2009  
Next review: June 2012

**Approved**



**POLICY ON LEAVE FOR BOARDERS****Rationale**

Frequent leave can be seen as detrimental to a settled and well adjusted Hostel life. Boarders should be encouraged to participate fully in Hostel and College activities.

**Purpose**

1. To provide opportunities for Boarders to visit their family (and friends) as these visits are seen as supportive and necessary for the Boarders' welfare.

**Guidelines**

1. On each occasion that a Boarder wishes to leave the Hostel or Hostel environs such requests must be made to the Duty Supervisor or Manager. Requests other than for approved leave to town, for sports practices, doctors appointments, etc, must be in writing and signed by a parent, caregiver (or delegated authority).
2. Leave is available for Boarders on any weekend, however, if a Boarder has given a commitment to a sporting team or other Hostel or College activity then due consideration should be given to this prior commitment.
3. The Boarder's parents/caregiver must provide the Manager with a signed list of places and people (valid for one year only) their daughter may visit/overnight. The list may be added to or subtracted from at any time by writing to the Manager. In preparing this list:
  - i) Parents/caregivers should consider this list carefully, and not simply sign a list their daughter might compose.
  - ii) Parents/caregivers may leave the final decision to the discretion of the Manager. She has the right to refuse leave when deemed appropriate (i.e. when a Boarder's health and safety is of concern).
4. Saturday night leave may be available at the discretion of the Manager, and with parental/caregiver approval. This leave is a privilege extended to Boarders who can be trusted and co-operate with staff in complying with the accepted practices within the Hostel.
5. Before leave is approved, an invitation must be forthcoming from the host family, in writing (facsimile messages acceptable). Weekend leave unless it is needed for an emergency must be arranged before Thursday so that weekend meals can be supplied appropriately.

6. All travel should be arranged in accordance with Hostel policies.
7. Where applicable the Manager will determine the time of return.
8. Boarders must individually check in with the Duty Supervisor at or before the stipulated return time.
9. The Duty Supervisor will verify approvals for leave before the Boarder exits the Hostel.

### **Conclusion**

The welfare of Boarders is paramount. The Hostel Management Board wishes to work with parents/caregivers to ensure their daughters' welfare within appropriate safeguards.

Reviewed: 24 June 2009

Next review: June 2012

### **Approved**

**POLICY ON GRANTING BOARDERS LEAVE OF ABSENCE**

**RATIONALE**

Exposure to a range of environments and situations is beneficial for the development of the young woman who board in the hostel. While there is an expectation on staff for the welfare of boarders while “in residence”, boarders must accept that they share responsibility for their own safety and wellbeing when they are on leave from the Hostel.

**PURPOSE**

To know the whereabouts of boarders while in the care of Hostel Management.

**GUIDELINES**

To ensure that there is a clear procedure for all boarders to apply for a leave of absence from the hostel as set out in Student/Parent Handbook.

To establish there are clear procedures for hostel staff to approve/decline boarder’s applications for leave.

To outline the conditions that may apply for leave, including, when the permission of a parent is required and the arrangements necessary to enable contact between the boarder and the hostel during periods of leave.

Suitable checks of the places where, and people with whom, each period of leave is to be spent.

To outline the steps to be taken if a boarder is identified as missing or absent without approved leave.

Reviewed: 24 June 2009

Next review date: June 2012

Approved



**POLICY ON PRIVATE VEHICLES AND TRAVEL**

**Rationale**

The Hostel Management Board will, to the best of its ability, ensure the safety of young women in its care who travel in private vehicles.

**Purpose**

1. To ensure adequate safeguards for students travelling by car.

**Guidelines**

1. Boarders travelling in private vehicles between Hostel and home must have prior written consent from parents/caregivers. Casual travel must be authorised before each journey.
2. All car keys are to be handed in to the Duty Supervisor immediately upon return to the Hostel and locked in the cupboard in office.
3. Vehicles used other than for travel between home and the Hostel and return are to be authorised by parents in writing and held on student file. (Leave policy applies to alternate vehicle use).
4. Year 12 and Year 13 Boarders only are permitted the use of private vehicles in accordance with 1. 2. & 3. above.
5. Boarders must hold Driver's Licences in accordance with the NZ Transport Agency
6. Travel with another Boarder/student will only be permitted if all the following conditions are met: -
  - i) if the driver is legally permitted to carry passengers
  - ii) if consent is received from both sets of parents/caregivers prior to travel
  - iii) if prior consent is given by the Manager
  - iv) if no practical travel alternative is available.
7. Boarders caught driving a vehicle without permission will upon a first offence:-
  - i) not be allowed a vehicle at the Hostel for a full ten week period
  - ii) lose the privilege of leaving the Hostel other than for College attendance for a period of two weeks.

8. Boarders caught driving a vehicle without permission a second time will receive:-
  - i) cancellation of her vehicular permit at the Hostel until further notice.
1. Boarders caught travelling without permission in a vehicle will upon a first offence lose the privilege of leaving the Hostel other than for College attendance for a period of two weeks.
10. Boarders caught travelling without permission in a vehicle a second time will be disciplined.
11. Failure to hand vehicular keys to the Duty Supervisor immediately will result in the parents/caregivers being given written notification of a breach of rules.
12. A second offence of failure to hand in keys for safekeeping will result in the Boarder losing the privilege of having a vehicle at the Hostel for a full ten week period.

### **Conclusion**

In regard to the use of private vehicles the Hostel Manager/Hostel Management Board will do everything in its power to safeguard the young women in its care.

Reviewed: 24 June 2009

Next review: June 2012

**Approved**

**POLICY ON COMPLAINTS AGAINST BOARDERS****Rationale**

The Hostel Management Board of Elizabeth House has an open and honest relationship with parents/caregivers, boarders, staff and the local community.

**Purpose**

1. To provide ready and effective access to the Manager/Hostel Management Board when expressing concern about matters relating to student welfare.
2. To provide an accessible procedure to the Hostel and wider community for a fair and prompt resolution of any concerns involving boarders.
3. To increase community understanding and knowledge of Hostel Policies and Procedures.

**Guidelines**

1. Any and all complaints should be made in writing and directed to the Hostel Manager.
2. The Hostel Manager will contact the parents/caregivers and advise them of the complaint.
3. In the case of a complaint against a Boarder, the Boarder concerned has the right to be heard and the right to representation prior to any formal disciplinary procedures being adopted.
4. The Disciplinary Subcommittee of the Hostel Management Board will be asked to meet to hear the complaint if the matter so warrants.
5. Every effort will be made to reconcile the boarder(s) with the complainant.
6. Where a complaint is unsubstantiated, no record involving the name of the boarder(s) will be kept, but the incident will be recorded.
7. Should a complaint be proven, and be of a serious nature as to warrant disciplinary action, the procedures outlined in the Policy on Boarders' Discipline will be implemented.
8. The complainant will be informed by the Chairperson or their nominee as to the outcome of the inquiry.
9. Any further discussion will be dealt with firstly by the Chairperson or their nominee.
10. If matters remain unresolved, the Chairperson may refer the matter to the Mission College New Plymouth Trust Board.

Reviewed: 24 June 2009

Next Review: June 2012

Approved





**POLICY ON RELATIONSHIPS AND PROTECTION FROM ILL TREATMENT**

**RATIONALE**

All boarders within the Hostel and all hostel staff have a right, at all times, to:

Enjoy a safe environment, free from any anxiety over ill treatment; and experience positive relationships with other boarders and hostel staff that reinforce the values of the Gospel, as practiced by the Roman Catholic Church.

Boarders and staff share the responsibility of ensuring that these rights are upheld at all times.

**PURPOSE**

To ensure a safe environment is provided for boarders.

**GUIDELINES**

The Board instructs hostel management to implement procedures to ensure at all times:

1. Every boarder and hostel staff member is treated with dignity and respect;
2. Every boarder and hostel staff member is given positive guidance promoting appropriate behaviour, having regard to the boarder's stage of development.
3. Every boarder and Hostel staff member is given positive guidance by the use of praise and encouragement and the avoidance of blame, harsh language, belittling or degrading responses;
4. Boarders and hostel staff be given direction and guidance and are not subjected to any form of discrimination.

Reviewed: 24 June 2009

Next Review date: June 2012

**Approved**



**POLICY ON RECRUITMENT AND APPOINTMENT OF STAFF**

**Rationale**

The Hostel Management Board will provide equal opportunity, consideration and encouragement in recruitment, selection and conditions of employment for staff, while ensuring the selected staff will maintain a safe environment and enhance the Special Character and spirit of the Hostel.

**Purpose**

1. To ensure the needs of the Boarders are paramount.
2. To maintain optimum staffing levels.
3. To ensure impartial selection of suitably qualified personnel.
4. To ensure through the selection process that the Special Character of the Hostel focusing on Christian values is maintained.
5. To appoint the best person available to the position.
6. To comply with the relevant legislation dealing with appointment procedure - eg
  - i) State Sector Act 1988
  - ii) Human Rights Act 1993
  - iii) Employment Relations Act 2000
  - iv) Privacy Act 1993 Private Schools Conditional Integration Act 1975
7. To support the recruitment process, this Policy should be read in conjunction with the Hostel's Equal Employment Opportunity Policy 4.4 and Staff Performance Appraisal Policy 7.2.

**Guidelines**

1. The recruitment procedure is delegated to the Manager except in the situation where the position advertised is that of the Manager or in the case of an additional (new) position that has been created other than a vacancy.
2. When a vacancy occurs the Manager will
  - i) Establish criteria relevant to the position.
  - ii) Compile a job description.
  - iii) Establish a suitable time frame to advertise, select and appoint a suitably qualified person.
  - iv) The Manager will conduct the interview and subsequent selection process.

3. Recruitment and the selection process for the position of Manager is the responsibility of the Mission College New Plymouth Trust Board.
4. Through the selection process the staffing goals and objectives with regard to the Special Character of the Hostel should be met.
5. All applicants for a position at the Hostel must supply the names and contact details of at least two referees.
6. All applicants for a position at the Hostel must hold a "Full" Driver's Licence.
7. Applicants must give written consent for Hostel Management Board to obtain relevant police check.

### **Conclusion**

The appointment of suitable staff is vital to uphold the Special Character of the Hostel.

Reviewed 20 July 2009

Next review: July 2012

**Approved**

**POLICY ON STAFF EMPLOYMENT AGREEMENTS****Rationale**

The Hostel Management Board recognises the importance of maintaining good relationships with its employees. The Board as a good employer, is responsible for ensuring that staff have fair and equitable treatment in all aspects of their employment.

**Purpose**

1. To comply with the Employment Relations Act 2000.
2. To ensure the Hostel Management Board maintains good and fair relationships with its employees.
3. To allow both parties to be aware of their obligations to each other.
4. To ensure clear lines of communication.
5. To ensure the relationship between the Hostel Management Board and staff is in keeping with the Special Character of the Hostel.

**Guidelines**

1. All employees will have an Employment Agreement formulated by the Hostel Management Board that includes a job description.
2. The Hostel Management Board will follow the remuneration guidelines set out in the Employment Agreement.
3. The Hostel Management Board will have in place a Systems Appraisal that will include a process by which staff will be appraised on an annual basis.
4. All employees will be advised of:
  - i) Their conditions of employment.
  - ii) Their job description
  - iii) Hostel Policy Manual
  - iv) Staff Handbook
5. The employer can reasonably expect:
  - i) The employee to abide by the Policies and Procedures set out in the Policy Manual and Staff Handbook
  - ii) The employee to follow instructions
  - iii) The employee to complete their duties conscientiously
  - iv) The employee to work their contracted hours
  - v) The employee to attend work at their rostered times.
6. Any disputes which arise from a breach of the Employment Agreement will be handled in accordance with the Personal Grievance procedures detailed in the Employment Relations Act 2000 and in Schedule B of the IEA.
7. In cases of dispute, MCNPTB will be advised.

Reviewed  
Next review:

20 July 2009  
July 2012

**Approved**

## POLICY ON EQUAL EMPLOYMENT OPPORTUNITIES

### Rationale

In accordance with legislation, the Hostel Management Board is required to uphold the principles of Equal Employment Opportunities (EEO) within the Hostel.

### Purposes

1. To ensure that all policies and procedures, provide for equal access to employment opportunities.
2. To promote equal opportunities in the areas of:
  - i) recruitment
  - ii) selection
  - iii) staff training/development
  - iv) conditions of service
3. To provide a fair and just climate in the workplace.

### Guidelines

1. All Policies, procedures and structures will be consistent with EEO legislation.
2. EEO legislation provides that no candidate for employment can be considered ineligible on the grounds of:

gender	race
marital status	religion
responsibilities	family
orientation	sexual
physical disabilities	intellectual and/or
any other conditions covered by the Human Rights Act 1993 and any amendments.	age
3. The composition of committees and/or working parties set up under the auspices of the Hostel Management Board will reflect the requirements of EEO.
4. All complaints and inquiries regarding EEO should be directed to the Chairperson of the Hostel Management Board in the first instance.

Reviewed 20 July 2009

Next review: July 2012

### Approved





**POLICY ON STAFF PERSONNEL RECORDS**

**Rationale**

The Hostel Management Board is responsible for the maintenance of a system of individual employee records, general personnel records and other documentation as legally required.

**Purpose**

1. To comply with the Employment Relations Act 2000
2. To maintain documentation as required by the Equal Employment Opportunity Policy.
3. To provide accurate information for payroll, leave and sick leave entitlements.
4. To ensure safe keeping of personal information.
5. To protect the rights of the employee.
6. To keep copies of Staff Employment Agreements.

**Guidelines**

1. It will be the Manager's delegated responsibility to ensure accurate and complete personnel records are held in regard to:
  - i) the selection process (including verification of information, job offer, letters of appointment, employment agreements)
  - ii) qualifications/certifications/skills
  - iii) payroll records
  - iv) holidays and leaveents
  - v) documented files on disciplinary proceedings
  - vi) private addresses/contact telephone numbers/ next of kin
2. The Hostel Management Board/Manager is legally required to maintain:
  - i) time and wage records
  - ii) a record of work related accidents
3. All personnel records must be kept on file for a period of seven years.

Reviewed 20 July 2009

Next review: July 2012

**Approved**



**POLICY ON STAFF CONDUCT AND DISCIPLINE**

**Rationale**

The Hostel Management Board expects staff to behave in a professional manner at all times. Staff members are expected to carry out their duties in accordance with the Special Character of a Catholic Boarding Hostel and in accordance with their Employment Agreements.

**Purposes**

1. To ensure staff act in a manner consistent with Hostel procedures and Hostel Management Board Policies.
2. To comply with all relevant legislation relating to employment matters eg:  
Employment Relations Act 2000  
Health & Safety in Employment Act  
Human Rights Act 1993  
Privacy Act 1993  
Private Schools Conditional Integration Act 1975  
State Sector Act 1988

**Guidelines**

1. On appointment, all new staff members will undertake an induction programme conducted by the Hostel Manager which will include orientation to the Hostel and information regarding the Hostel's Special Character.
2. All members are expected to carry out their duties according to the staff handbook, their written Job Description and their Employment Agreement.
3. Where there are any concerns about staff conduct or performance, the matter will be referred to the Hostel Manager immediately
4. This Policy should be read in conjunction with Section 6 (Misconduct) of the Staff Handbook.

Reviewed                      20 July 2009

Next review:                July 2012

**Approved:**

**POLICY ON COMPLAINTS AGAINST STAFF**

**Rationale**

The Hostel Management Board values its staff and will work co-operatively with staff members as they carry out their duties.

**Purpose**

1. To provide an accessible procedure for all staff, parents/caregivers and boarders that leads to a fair and prompt resolution of any concern.
2. To increase community understanding and knowledge of Hostel Policies and Procedures.

**Guidelines**

1. Any and all complaints should be made in writing and directed to the Chairperson, Hostel Management Board, or his/her delegated authority.
2. The Board will acknowledge receipt of the complaint and undertake an initial investigation, if appropriate, to ascertain the nature and/or validity of the complaint. This may involve interviewing the complainant or other witnesses. A record will be kept of all interviews and information gathered.
3. Complaints are to be determined by the Hostel Management Board.
4. The Board will notify the staff member of the complaint and arrange to meet with the staff member, advising the staff member of his or her right to seek support and/or representation and giving them a reasonable opportunity to be heard in response to the concerns. After which one of the following may occur:
  - i) Complaint dismissed: If the Board is satisfied after hearing the response from the staff member and/or from other enquiries that the complaint is frivolous, vexatious or without any foundation, the process will not continue. The Board will keep a record of the incident, without naming the staff member, and notify the complainant and those concerned of the outcome. Where a complaint is resultant from a boarder's intention to be frivolous or malicious, the boarder may be held to account.
  - ii) Complaint resolved: Where facts are clear and acknowledged and an agreed outcome, considered appropriate by the Board, is reached between the Board, the complainant, and the staff member, then this will be recorded in writing.
  - iii) Formal disciplinary procedure: If the Board is not satisfied that the complaint can be dismissed or resolved then formal disciplinary procedures will be initiated.

5. Nothing in the above guidelines prevents the Board from deciding that given the nature of the complaint that formal disciplinary procedures are initiated immediately.
6. The Chairperson of the Hostel Management Board and the Chairperson of the MCNPTB, or their delegated authority, will carry out any investigation required.
7. Any further discussion will be dealt with by the MCNPTB
8. The MCNPB is to be kept informed of all matters relating to complaints against staff.
9. This Policy should be read in conjunction with the Policy on Staff Conduct and Discipline and the Staff Handbook

### **Conclusion**

The Hostel Management Board will deal fairly and promptly with all matters relating to the performance of staff.

Reviewed                      20 July 2009

Next Review:                July 2012

### **Approved**



**POLICY ON HEALTH AND SAFETY**

**Rationale**

The Hostel Management Board is required to ensure that all hazards and potential hazards are identified and that the Hostel environment is a healthy and safe one.

**Purposes**

1. To ensure the Hostel is a safe environment for Boarders staff and visitors.
2. To maintain materials and equipment to ensure they are safe and properly handled.
3. To establish safe working practices.
4. To provide supervision and training.
5. To encourage a healthy lifestyle within the community.

**Guidelines**

1. Health and safety procedures for all boarders, staff and visitors will be displayed in the Hostel.
2. The Manager will ensure that Staff and Boarders will be made aware of the safety regulations and accepted practices under which the Hostel must operate.
3. The Manager will maintain a Hazard Register and identify hazards within the Hostel.
4. The Manager will ensure that Staff and Boarders are made aware of emergency procedures for fire, storm, earthquake, volcanic eruption, gas leak, explosion etc.
5. The Manager will ensure that regular safety drills are carried out for all boarders and staff and that these drills are documented and evaluated.
6. The Manager will maintain an Accident/Incident Register whereby all potential hazards can be identified, and correction undertaken where necessary.
7. The Manager will arrange for the appropriate training by suitably qualified agencies or individuals.

8. The Manager will ensure that boarders and staff are educated in identifying hazards and instructed to raise issues concerning health and safety should they occur.
9. The Hostel will have a comprehensive First Aid Kit.
10. The Manager will monitor all aspects of health and safety in and around the Hostel, paying particular attention to:
  - i) the behaviour of pedestrian and vehicular traffic around the Hostel and its environs
  - ii) the behaviour of Boarders when moving about the Hostel
  - iii) the efficiency of Evacuation procedures
  - iv) the need to maintain Civil Defence Kits sufficient for the Boarders in event of emergency.
  - v) security
  - vi) Unauthorised visitors

## **Conclusion**

The Hostel Management Board and Staff have a responsibility to recognize and monitor hazards which affect the Health and Safety of the Elizabeth House community.

Reviewed 20 July 2009

Next review: July 2012

**Approved**



**POLICY ON DISASTER MANAGEMENT**

**Rationale**

The Hostel Management Board is committed to the safety and welfare of all in the Hostel Community.

**Purpose**

1. To have in place a clear procedure for dealing with environmental disasters and accidents (including fire, earthquakes, chemical spill, flooding, volcanic eruption).
2. To ensure safety standards are met.

**Guidelines**

1. To operate in accordance with the New Zealand Fire Service
2. To have in place a clearly identifiable evacuation procedure.
3. To educate the Hostel Community about the procedure and to practise the procedure at least one a term.
4. The Manager will ensure that all evacuation drills are evaluated and documented in writing
5. To operate a post-disaster rescue and relief programme, in consultation with the New Zealand Civil Defence organisation.

Reviewed 20 July 2009

Next review: July 2012

**Approved**



**POLICY ON CRISIS MANAGEMENT****Rationale**

The Hostel Management Board will have in place a system to enable all members of the Hostel Community to cope effectively and sensitively in a crisis.

**Purpose**

1. To provide avenues for support and the grieving process in the event of death of one of the Hostel Community.
2. To have in place systems to support students, staff members and their families in the event of a crisis.
3. To have in place procedures which delegate a line of responsibility for dealing with sudden death, traumatic accident, suicide or sexual assault.

**Guidelines**

1. In the event of a crisis situation occurring, Hostel staff will follow College Staff Procedures for Crisis Management and the College Principal will be informed immediately.
2. In the event of a crisis situation occurring all information will remain strictly confidential to the Hostel Manager and/or College Principal.
3. Any person receiving information about a crisis (or the potential for a crisis to occur) is to contact the Hostel Manager. The Hostel Manager will verify the information and inform the Chairperson of the Hostel Management Board.
4. The Hostel Manager, in consultation with the Chairperson of the Hostel Management Board will decide on what method (if appropriate) of informing other Hostel boarders. In doing so, the Hostel Manager should pay due respect to any family or individuals and their right to privacy. Any official contact with parents in a crisis situation should be made by the Hostel Manager and/or College Principal.
5. Only the Chairperson of the Hostel Management Board, or Chairperson of the Mission College Trust Board are authorised to speak to the media if any publicity is generated in a crisis situation.
6. In a crisis situation the Hostel Manager will alert the appropriate support systems for the boarders (e.g. Counselling services, College Guidance Counsellor, College Chaplain, Parish Priest, etc).
7. The Manager will arrange for any ongoing support as required.

8. A written confidential report detailing the incident and action taken will be prepared by the Hostel Manager and an evaluation made by those involved, to answer any subsequent inquiries. The Hostel Manager will ensure such a report is completed and placed in a confidential file for future reference if required.
9. In the event of evacuation procedures being adopted, the Hostel Manager will inform the College and local emergency services immediately.
10. The Hostel Manager will liaise with College staff in arranging alternative accommodation for the boarders if required after an evacuation.

### **Conclusion**

The Hostel management will ensure support is provided for all members of the Hostel community in times of crisis.

Reviewed 20 July 2009

Next review: July 2012

**Approved**

## SUNSAFE POLICY

### Rationale

The Hostel wants to ensure the awareness of the Hostel Community to the dangers of exposure to the sun.

### Purpose

1. To encourage Boarders and staff to be proactive in their healthcare regime against skin cancer.

### Guidelines

1. Staff will encourage Boarders to adopt the Sunsafe programme of
  - i) **slip** on a shirt
  - ii) **slop** on SPF15+ sunscreen
  - iii) **slap** on a hat which protects the neck and ears
  - iv) **wrap** around a pair of sunglasses
2. The Hostel will keep in the Day Office SPF 15+ sunscreen for Boarders and encourage them to apply it.
3. The staff will provide positive role modeling in this regard.
4. The Hostel will ensure the outdoor seating is protected by umbrellas through the summer season.

### Conclusion

The Hostel is aware that prolonged exposure to the sun can have a detrimental effect to a person's health and will take reasonable steps to protect the Boarders from such dangers.

Reviewed 20 July 2009

Next review: July 2012

### Approved



**POLICY ON SMOKE FREE ENVIRONMENT**

**Rationale**

To fulfil the requirements of the Smoke-Free Environment Act 1990, Elizabeth House shall be a Smoke Free Zone. Non smokers have a right to protection from tobacco smoke.

**Purpose**

1. To promote a healthy environment in which to live and work.

**Guidelines**

1. The confines of the Hostel (any interior and exterior space) shall be smoke free.
2. Visitors to the Hostel are expected to comply with these provisions.
3. Outside agencies hiring the Hostel are expected to abide by these provisions as a condition of hireage.
4. These provisions apply to staff at all times.
5. Boarders are not permitted to smoke any form of tobacco while in Hostel care. If caught smoking actions as per Disciplinary Policy will apply.

Reviewed 20 July 2009

Next review date: July 2012

Approved





**POLICY ON HARASSMENT****Rationale**

Harassment is a form of discrimination or intimidation and contrary to the Special Character of the Hostel. It has a detrimental effect on the well being and personal development of the individuals in the Hostel Community. The Hostel should be free from any form of harassment.

**Purpose**

1. To provide a safe environment for all in the Hostel.
2. To provide staff with guidelines to help identify signs of harassment.
3. To provide guidelines to safeguard against harassment.
4. To provide support and procedures for complaints.

**Guidelines**

1. Harassment means any form of discriminatory behaviour, including sexual harassment, which may result in the loss or limitation of equal opportunities, personal dignity or privacy.
2. Unwelcome or anti social behaviour in one context may be harassment if the result is that:-
  - i) a person feels that the behaviour is personally offensive or demeaning
  - ii) the behaviour is detrimental to a person's career opportunities or academic progress
  - iii) it involves the misuse of power or position within the Hostel.
3. The Hostel will educate boarders and other members of the Hostel Community to recognise the value of individuals and their contribution to the community.
4. The Hostel will educate boarders and other members of the Hostel Community to realise the potential and worth of every person.
5. The Hostel will reinforce the positive values on human relationships as professed in the Gospel.

## **Procedure**

1. If a person feels she is being harassed (teased, abused, bullied, lied about) she should ask the offender to cease.
2. If the harassment persists the matter will be reported to the Duty Supervisor who will advise the Hostel Manager as soon as is practicable.
3. The Manager will
  - i) handle the matter promptly
  - ii) handle the matter informally if possible and ensure that the accused has a right to be heard and be represented if requested
  - iii) ensure those involved are protected from victimisation and unfair accusation
  - iv) if the matter is unresolved, seek confirmation of the complaint in writing
  - v) deal with the complaint by mediation.
  - vi) determine a course of action which may include notifying the Chairperson of the Hostel Management Board or the Chairperson of the Mission College New Plymouth Trust Board, or College Principal
  - vii) notify the accused in writing of the outcome of any investigation.

## **Conclusion**

The Hostel Management Board sees any form of harassment as unacceptable and will take any steps necessary to maintain a secure environment for the Hostel Community.

Reviewed                      20 July 2009

Next review:                 July 2012

## **Approved**

**POLICY ON SEXUAL HARASSMENT**

**Rationale**

Sexual harassment is illegal. Boarders and staff should be free from any form of sexual harassment within the Hostel community.

**Definition**

Sexual harassment is unwelcome, unsolicited behaviour of a sexual nature which may be physical, verbal or visual, which is significant or of a repeated nature.

**Purpose**

1. To have a clear Policy and procedure to follow to safeguard the well being, physical and emotional, of the Hostel community, including laying and handling complaints.
2. To ensure all complaints of sexual harassment are taken seriously, investigated quickly, privately and fairly.

**Guidelines**

1. Sexual harassment includes:-
  - i) requests for sexual favours implying promise of preferential treatment or threatening malice
  - ii) sex oriented jokes, cartoons, posters, pin-ups or cut outs
  - iii) offensive questions, comments, abuse
  - iv) unwanted, unnecessary deliberate physical contact, touching or gestures.
2. Sexual harassment may occur:-
  - i) among workers, students
  - ii) among staff, students
  - iii) among visitors, staff and/or students
3. The Hostel Management Board will ensure that all employees are aware of the implications of sexual harassment and the procedures in place to deal with any issues that arise. The New Zealand Boarding Association is developing an ongoing programme for the education of staff in this area.
4. Any instances of suspected sexual harassment should be dealt with as follows:-

- i) the staff member or student (victim) should make it clear to the instigator (offender) that the behaviour is offensive and unacceptable and it should stop
- ii) if the behaviour is repeated or continues then the victim should advise a Supervisor who will inform the Manager immediately.
- iii) the Manager will take immediate action which may include contacting the Chairperson of the Hostel Management Board
- iv) victims of any alleged sexual harassment have a right to privacy as does the accused until the matter has been fully investigated
- v) if the allegation is proven, the Hostel Management Board will meet to determine a course of action.

5. The Manager will provide information on appropriate support personnel and agencies.

Reviewed 20 July 2009

Next review: July 2012

**Approved**

**POLICY ON SEXUAL AND PHYSICAL ABUSE**

**Rationale**

The Hostel Management Board will ensure that all Hostel residents and staff live in an environment which respects their dignity, rights and individuality.

**Purpose**

1. To ensure the safety of Boarders and staff
2. To promote an environment where staff may express concerns at any sign of abuse or neglect.
3. To provide procedures for dealing with cases of abuse or neglect.

**Guidelines**

1. The Hostel Management Board will encourage staff to be aware of signs of sexual or physical abuse.
2. The Hostel Management Board will encourage staff to be aware of behaviour that may be a result of abuse.
3. Parents/caregivers and staff will be made aware of the procedures the Hostel Management Board will take to protect Boarders from any kind of abuse.
4. Staff with concerns about a Boarder, visitor, or another staff member should inform the Manager immediately.
5. The Manager will take action which is appropriate to ensure the welfare of the Boarder.
6. The Manager will take steps to inform the parents/caregivers except where the Boarder's welfare is likely to be threatened. In such cases, the Manager will inform the Chairperson of the Hostel Management Board.
7. The Manager has the delegated authority to contact support agencies in the community if necessary.
8. Any complaints received by the Hostel Management Board alleging staff involvement in abuse will invoke action under the Employment Contracts Act and other relevant legislation.

**Conclusion**

The Hostel Management Board will take any steps necessary to protect those within the Hostel Community from abuse and neglect and to provide support for those who have been abused; to maintain a healthy and safe environment.

Reviewed 20 July 2009

Next review: July 2012

**Approved**



**POLICY OF DRUGS ALCOHOL AND SUBSTANCE ABUSE****Rationale**

The Staff and Hostel Management Board of Elizabeth House seek to promote a healthy lifestyle for all Boarders and recognize the hazards that misuse and abuse of drugs, alcohol and toxic substances are to the health and welfare of the young women residing in the Hostel.

**Purpose**

1. To promote a healthy lifestyle for all.
2. To provide an avenue for drug education and awareness of the relevant legislation dealing with the unauthorised and/or excessive use of drugs and alcohol.
3. To ensure appropriate role models are provided in the staff and students leaders for the Hostel community.

**Guidelines**

1. The Manager will ensure that drug and alcohol education forms part of the Hostel's ongoing formation of the young women at the Hostel.
2. Boarders/staff are not permitted to bring onto or consume alcohol on Sacred Heart Girls' College or Hostel property.
3. Boarders are not permitted to purchase alcoholic beverages from licensed premises or retail liquor outlets while resident at the Hostel or to have any other person make said purchase on their behalf. This includes boarders who are 18 year of age, or turn 18 years of ages, while in residence at the Hostel.
4. Using, possessing, supplying or attempting to obtain any illegal substance on Hostel property or while engaged in Hostel activities away from the property is considered a serious offence. Any boarder/s alleged to have committed such offence will be immediately suspended, for a period of not less than five working days. The Chairperson of the Hostel Management Board, Manager and respective boarder/s will meet during this time to determine the facts of the matter and decide what action is required.
5. The Manager will ensure that appropriate advice and counselling is available with parental consent.
6. In cases where a student's conduct warrants a meeting of the Hostel Management Board the College will also be informed.
7. No boarder is to return to the Hostel having consumed alcohol or drugs.
8. Staff found intoxicated or under the influence of illegal substances will be summarily dismissed.

9. Staff found supplying alcohol or illegal substances to any Hostel resident will be summarily dismissed and further action may follow.
10. The Hostel Management Board will seek to eliminate any misuse, possession, trading or use of such substances by boarders while belonging to the Hostel community.

Reviewed 20 July 2009

Next review: July 2012

**Approved**



**POLICY ON PROPERTY MANAGEMENT**

**Rationale**

The Hostel Management Board will maintain the Hostel grounds, building and facilities in a clean safe, tidy and hygienic condition so that a pleasant welcoming environment exists for Boarders, their families, visitors and staff.

**Purpose**

To ensure that Hostel facilities are maintained to a high standard.

**Guidelines**

1. The Hostel Manager will report to the Hostel Management Board at each monthly meeting on matters relating to property and maintenance.
2. One Hostel Management Board member will be responsible for inspecting the Hostel and grounds twice yearly reporting back to the Board.
3. The Hostel Management Board will maintain an asset register.
4. The Hostel Management Board will have a programme for planned replacement of all equipment.
5. The Hostel Management Board will assess capital works and keep prepared a programme of implementation, in accordance with the specifications for maintenance in the Lease Document.
6. The Hostel Management Board will develop a ten year maintenance programme as specified in the Lease Document.
7. The Hostel Management Board will develop a regular maintenance programme as specified in the Lease Document.
8. The Hostel Management Board will comply with Occupational Safety and Health codes of practice in regard to building maintenance.
9. The Hostel Management Board is responsible for the day to day maintenance of the Hostel and grounds.
10. The Hostel Management Board will ensure as part of the maintenance programme that the Hostel will be adequately secured.

Reviewed 24 August 2009

Next review: August 2012

**Approved**



**POLICY ON FINANCE**

**Rationale**

The Sacred Heart Hostel Management Board is responsible for maximising the Proprietors objectives by utilising the Hostel's financial resources wisely.

**Purposes**

1. To maintain the Hostel as a viable entity.
2. To allocate funds in a way that reflects the Hostel Management Board budgetary priorities.
3. To ensure Hostel assets are maintained and safeguarded.
4. To ensure financial controls are in place.
5. To have accountability procedures to ensure the proper use of Hostel funds.

**Guidelines**

1. The Manager will prepare a draft annual budget which will be presented to the Hostel Management Board at its monthly meeting in September. This draft budget (with any amendments) will then be presented to the Mission College Trust Board in October.
2. The Manager will monitor income and expenditure against the budget, and will report all material variances or anticipated budget deficits to the Hostel Management Board in writing.
3. All expenditure (with the exception of Utilities) must be approved by the Hostel Management Board or the delegated authority prior to the expenditure being incurred. The delegated authority is approved by the Hostel Management Board.
4. The delegated authority shall be two persons appointed by the Hostel Management Board, providing both are not employees of the Hostel Management Board.
5. The Hostel Management Board is responsible for ensuring all accounts are prepared in accordance with audit requirements and Policy procedures.
6. Signatories for Hostel expenditure are to be determined at the first Hostel Management Board meeting after the Annual General Meeting. There are to be at least three signatories with any two to sign.
7. Service contracts must be approved by the Hostel Management Board.

**Conclusion**

Sound financial management will ensure that the day to day running of the Hostel is carried out with the Hostel's long term vision in view.

Reviewed 24 August 2009

Next review: August 2012

Approved



**POLICY ON FINANCE – BOARDING FEES****Rationale**

Elizabeth House is to be self supporting.

**Purposes**

1. To ensure that boarding fees are set at a level needed to maintain an appropriate standard of care for all students.
2. Fee payment is set as an annual amount which covers the cost of running the Hostel for the whole year. There is no rebate or extra charge for those who do or do not stay on Friday nights during the winter sports season, usually terms 2 and 3. There is no concession for students away on school activities or on suspension/stand down for disciplinary matters.

**Guidelines**

1. In November of each year the Hostel Management Board will recommend to Mission College New Plymouth Trust Board an appropriate boarding fee, in accordance with the stated purpose above.
2. Once ratified by the Mission College New Plymouth Trust Board, boarding fees will be published in the College Prospectus, all Hostel publications and Newsletters and communicated to all parents/caregivers.
3. Boarding fees will be determined by the Hostel Management Board giving due consideration to
  - budget forecasts
  - staffing levels
  - capital works programming
  - long term maintenance schedule
  - occupancy rates
4. Boarding fees will be paid in accordance to the rate notified annually:-
  - Single sum paid at the start of the year
  - Beginning of each Term
  - Ten payments 20 Feb – 20 Nov
  - Bursary and Scholarships will be credited to the students' accounts upon receipt.
  - In special circumstances a payment schedule approved by the Hostel Management Board.
5. Boarders enter the Hostel under the following provisions:-

- One full school terms notice is required for the termination of the Boarding Hostel Agreement, if this is not forthcoming one terms fee will be charged in lieu of notice.
  - Sacred Heart College, NCEA students are ineligible for early departure in Term 4 and no exemption is given to any student after 1 November.
  - Students on suspension or stand-down will be charged at the normal rate. In the event of expulsion the termination fee will apply.
6. The Hostel Management Board will have in place procedures to recover any unpaid fees.

Reviewed : 10 November 2014

Next Review Date : .....

**Approved** \_\_\_\_\_

**Date** \_\_\_\_\_

**POLICY ON FUND RAISING**

**Rationale**

The Hostel Management Board will give due consideration to any fundraising proposal.

**Purpose**

1. To support Boarders/parents/caregivers/staff in their fundraising efforts.
2. To support the College, Parishes in the Taranaki Province, and/or the Sisters of Our Lady of the Missions where feasible or appropriate.

**Guidelines**

1. The Hostel will promote fundraising activities in the wider community via newsletters and at major Hostel events.
2. The Hostel Management Board will liaise with the wider Hostel community prior to the commencement of any fundraising appeal.
3. All monies received will be banked by the Manager/Deputy Manager into a designated account.
4. The Hostel Management Board is to approve any fund raising venture, and seek ratification from the Proprietor.
5. An accurate record as to source of funding etc will be maintained by the Manager.

Reviewed 24 August 2009

Next review: August 2012

**Approved**





**POLICY ON SYSTEMS APPRAISAL**

**Rationale**

As a good employer, the Hostel Management Board values its staff, and in providing the best possible standard of care for Boarders and staff, is committed to a regular process of appraisal and evaluation.

**Purpose**

1. To ensure the effective and efficient operation of the Hostel.
2. To maintain a safe living environment for all associated with the Hostel.
3. To enhance the caring atmosphere and Special Character within the Hostel.
4. To develop effective and efficient management systems.
5. To be familiar with and abide by relevant legislation and guidelines.

**Guidelines**

1. The Hostel Management Board is required to have in place a method of Systems Appraisal.
2. The Systems Appraisal is administered by the Hostel Manager.
3. Mission College New Plymouth Trust Board will evaluate all Hostel systems and procedures on annual basis.
4. All staff will be issued with a Handbook and have access to the Board Policies and Procedures and will be required to familiarise themselves with this information.
5. The Manager will prepare and update the Staff Handbook as a result of any appraisal or review and present the same to the Hostel Management Board for approval.
6. The Manager will prepare and update the Staff Handbook as necessary and present to the Hostel Management Board for approval.

Reviewed 24 August 2009

Next review: August 2012

**Approved**



**POLICY ON STAFF PERFORMANCE APPRAISAL**

**Rationale**

The Hostel Management Board recognises the need to have in place a system that annually appraises the performance of all staff members.

**Purpose**

1. To develop and document a programme of appraisal for staff. This programme is to form part of the Hostel's Systems Appraisal.
2. To help staff develop in their understanding of the Special Character of the Hostel.

**Guidelines**

1. The appraisal of staff is the responsibility of the Hostel Management Board.
2. This responsibility may be delegated to the Manager.
3. Every member of staff will have a job description, a copy of the Staff Handbook and access to the Policy Manual which will form the basis for the performance appraisal.
4. Performance is appraised against a set of criteria determined in consultation with the staff.
5. Staff needs are identified and recommendations regarding satisfactory or non satisfactory performance recorded.
6. Areas requiring staff training will be assessed and the necessary agencies engaged to provide the relevant services. Where staff performance remains non-satisfactory then the formal disciplinary process, as referred to in section 6 of the Staff Handbook, may be invoked.
7. All results of performance appraisal are confidential to the person being appraised and appraiser/s.

**Conclusion**

The Hostel Management Board recognises that a fair performance appraisal system will benefit the Hostel environment.

Reviewed 24 August 2009

Next review: August 2012

**Approved**



**MANAGER'S PERFORMANCE APPRAISAL**

**Rationale**

The Mission College New Plymouth Trust Board has the responsibility of implementing an appraisal system for the position of Hostel Manager.

**Purpose**

1. To ensure the key goals and objectives of the Hostel as identified by the Hostel Management Board and the Proprietor are being met.
2. To provide the basis for professional development of the Manager.
3. To ensure fair and proper treatment of all aspects of the Manager's employment.

**Guidelines**

1. The Hostel Management Board Chairperson and a representative of the MCNPTB and any other person they may second will appraise the Manager.
2. The Manager may have support and/or an advocate at any meetings concerning the appraisal process.
3. If necessary, a mediator will be appointed.
4. Objectives will be clearly identified and prioritised.
5. Agreed objectives will be linked to tasks required of the Manager as per the Manager's job description and within the terms of the Manager's Employment Agreement.
6. The appraisal format will be ratified by the Mission College New Plymouth Trust Board.
7. The approval of the Mission College New Plymouth Trust Board is required for any change in the Manager's remuneration package.
8. Appraisal will be undertaken annually.
9. As a result of this process the Hostel Management Board and/or the Mission College New Plymouth Trust Board may recommend the Manager undertake professional development .

**Conclusion**

The Manager's annual performance appraisal will ensure the Manager as the Chief Executive Officer, is operating within the Hostel Management Board's stated Policy Manual (as ratified by the Mission College New Plymouth Trust Board).

Reviewed 24 August 2009

Next review: August 2012

**Approved**