



The vital link between
school and family

COUNTRY HIGH SCHOOL HOSTELS AUTHORITY



CUSTOMER SERVICE CHARTER

MISSION

The Authority's mission is to provide an opportunity for students in remote areas to attend primary and secondary schools and TAFE colleges by providing affordable, good quality, supervised student accommodation, care and services in strategic locations.

Families needing and using our boarding facilities are important to us. It is for them that we seek to provide quality accommodation, care and associated services. It is to meet their needs that our boarding facilities are located adjacent to senior high schools and primary schools in major country centres and are managed by their own College Boards of Management. Each College Board consists of local people who are nominated and appointed on the basis of their capacity to attend to the needs of young students boarding away from home and their capacity to manage a student residential college. Moreover, school principals and elected parent representatives also sit on each College Board and ensure that the services at each residential college are of a high quality and meet parents' and students' needs.

We believe in:

- *listening and responding to the needs of **our customers***
- *recognising that students and their parents have the right to expect and receive **quality service at all times**.*
- *doing our utmost to ensure that students, parents, teachers and the general community place **a high value** on our care and services.*

Our commitment to parents and students is to provide:

- *Parents and students with priority over other college business*
- *A high standard of accommodation, pastoral care and student services*
- *Recognition of each student's needs*
- *A positive social environment which supports growth in self-esteem*
- *A boarders' code of conduct ratified by parents*
- *Daily study periods and resources to assist students with their studies*
- *Confidential liaison with a student's school on parents' behalf*
- *Recreational resources and a student activities programme*
- *Responsible health and safety standards and procedures*
- *Prompt contact with parents regarding students' needs, health and conduct*
- *Comprehensive information for parents and students about our services*
- *A prompt, courteous and helpful response to queries*
- *Meetings for parents and open access for parents to the college*
- *Help for families in obtaining boarding allowances, travel subsidies and other financial assistance.*

When and Where

The Authority's residential colleges provide student accommodation **seven days a week throughout the school year**. Parents are welcome at all times. Our boarding facilities are closed during school holidays and on some long weekends when students return home to be with their families. To find out more about our services contact any of the following residential colleges, preferably between 8.00 am and 6.00 pm any day of the week.

Albany Residential College, Thomas Street, Albany 6330	Tel: (08) 9842 1007
Esperance Residential College, Doug Murray Dr, Esperance 6450	Tel: (08) 9071 1433
Geraldton Residential College, Shenton Street, Geraldton 6530	Tel: (08) 9921 2193
Great Southern Residential College, Round Drive, Katanning 6317	Tel: (08) 9821 1691
Merredin Residential College, Caw Street, Merredin 6415	Tel: (08) 9041 1727
Narrogin Residential College, Gray Street, Narrogin 6312	Tel: (08) 9881 2481
Northam Residential College, Inkpen Street, Northam 6401	Tel: (08) 9622 1383
St James Residential College, Edgar Lewis Place, Moora 6510	Tel: (08) 9651 1240

With Your Help We Can Do Better

We are genuinely interested in what you think of our services and survey families using our facilities every two years. We listen to your views, accept compliments as an indication that we are meeting your needs, and welcome suggestions about how we can do better.

If you have a complaint we guarantee to respond to you with courtesy and resolve it to our mutual satisfaction wherever possible and as quickly as we can. Where possible immediate action will be taken unless your concerns need to be referred to the College Board which meets monthly.

Administration

Office of Country High School Hostels Authority
Department of Education Services
3rd Floor, London House
216 St George's Terrace
PERTH WA 6000
Tel: Freecall 1800 645 212 Fax: (08) 9322 6627

7.30 am - 5.30 pm Monday to Friday (except public holidays)

Copies of all Authority publications are also available in Braille, on audio tape and on computer disk on application to the Office of Country High School Hostels Authority.

CUSTOMER FOCUS
Western Australia