

1.1. WORKPLACE ETHOS

The Authority recognises that the quality and success of its operations depend in large part on the attitudes, skills and efforts of all the people, paid and unpaid, who work to provide for the students who enrol at its residential colleges. The Authority's work ethic consists of doing a good job, having unity of purpose, sharing the load fairly, being pleasant and just, looking out for the well-being of others, exchanging ideas with reason and goodwill and taking pride in what is achieved.

Customer Focus

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 Government 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 irrespective of the degree of sensory, physical or intellectual disability;
- 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 program;
- 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.