



# Leichhardt House

STUDENT RESIDENCE

***Governed By:***

***Chinchilla Student Accommodation Association Inc***

# STUDENT HANDBOOK

**Version 1 – July 2025**

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## **GENERAL INFORMATION**

### **INTRODUCTION**

Leichhardt House Student Residence was established in 1995 with a clear purpose: To make high school education more accessible for families in rural and remote communities across the Western Downs. A second home during the school week, Leichhardt House is a trusted student residence located in Chinchilla. We provide weekday boarding for high school students from regional and rural areas, offering a safe, supportive, and friendly environment. Students in Years 7–12 are encouraged to focus on their learning, build independence, and enjoy a range of social and recreational activities — while returning home to their families on weekends. Hours of operation are 8am Monday to 3pm Friday.

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### **WHY FAMILIES CHOOSE LEICHHARDT HOUSE**

At Leichhardt House, we understand what matters most to rural families: safety, support, and a strong sense of belonging. Families choose us because we offer:

- Weekday accommodation close to both Chinchilla high schools
  - A balanced focus on study, wellbeing, and life skills
  - Purpose-built facilities for learning, sport, and recreation
  - A long-standing reputation for supporting rural students and their families
  - Access to Assistance for Isolated Children (AIC) for eligible families
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### **PARTNER SCHOOLS IN CHINCHILLA**

We partner with both of Chinchilla's excellent high schools to ensure a seamless and supported educational experience:

**Chinchilla State High School** - A well-established public high school offering a broad curriculum, strong support programs, and a wide range of extracurricular activities. Students can pursue both academic and vocational pathways.

**Chinchilla Christian College** - An independent Christian school offering a values-based education from Prep to Year 12. The college is known for its pastoral care, focus on academic excellence, faith-based learning, and personal development.

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### **VISION & MISSION**

To create a supportive and inclusive living environment where students feel a strong sense of belonging and are empowered to achieve personal and educational growth.

Leichhardt House provides a safe, nurturing, and community-focused environment that supports students in their education, personal development, and social engagement.

Through strong communication, quality facilities, and meaningful connections, we foster independence, resilience, and lifelong learning — ensuring sustainability for future generations.

## **AIMS**

- To support the educational success and wellbeing of rural and regional students
  - To provide a home-like environment that promotes personal growth and life skills
  - To encourage active participation in community and extracurricular activities
  - To maintain high standards of safety, care, and operational excellence
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## **MANAGEMENT**

Houseparents are employed or contracted for day to day running of Leichhardt House, including supervision of students throughout the week.

In addition, Leichhardt House is governed by a volunteer Management Committee - Chinchilla Student Accommodation Association Inc. This includes parents, school representatives and community members. The Committee plays a vital role in overseeing the operation, financial sustainability, and future direction of the residence. This collaborative structure ensures Leichhardt House remains a responsive, community-driven service that genuinely meets the needs of the families we serve.

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## **COMMUNITY & FACILITIES**

### **Location**

Leichhardt House is located at 23 Leichhardt Street, Chinchilla, within walking distance of Chinchilla State High School. Students attending Chinchilla Christian College are transported daily via the Leichhardt House mini bus.

### **Accommodation**

The residence accommodates up to 28 students in a mix of single and shared rooms (age-dependent). There are two buildings used to separate boys and girls dorms. Each room includes:

- Single bed with storage drawers
- Large wardrobe/storage
- Bedside table and rubbish bin
- Senior rooms include a desk and chair for private study
- Air-conditioning in all rooms

*Note: Students provide their own towels, bed linen and blankets/doonas.*

### **Shared Spaces and Amenities**

- A communal living/dining area with lounge chairs, TV, DVD player, and air-conditioning
- A study room with internet-connected computers, printers, and scanners
- Laundry service provided for school uniforms during the week.
- A large backyard with a trampoline, basketball hoop, and cricket practice net
- A recreation room with a home cinema set up, pool table and other fun activities

### **Activities and Transport**

Students are encouraged to join local community and sporting clubs. Leichhardt House provides transport to extracurricular activities such as, netball, music, football, squash, cricket and dance.

# **STANDARD OPERATING PRACTICES**

## 1. AGREEMENTS & FORMS

All agreements / forms listed below must be completed, signed, and returned as part of the enrolment process to ensure the safety, wellbeing, and care of your child during their stay at Leichhardt House.

Required Forms:

- Student Enrolment Application Form and Agreement
- Paying Fees Agreement Form
- Student & Parent/Guardian Code of Conduct Agreement Form
- Student Medical Information & Consent Form
- Mobile Phone Policy Agreement Form
- Electronic Devices & Internet Usage Agreement Form
- Media Consent Form
- Approved Visitors & Student Collection Permission Form
- Student Recreation Permission Form
- Daily Routine Acknowledgement Form

## 2. BEHAVIOUR MANAGEMENT

At Leichhardt House Student Residence, we are committed to providing a safe, respectful, and inclusive environment for all students. Positive behaviour and mutual respect are key to creating a supportive boarding community where everyone can thrive.

All students are expected to conduct themselves in line with the **Leichhardt House Code of Conduct for Students, Parents & Guardians**. When a student requires additional behavioural support, our Houseparents will work closely with families to provide consistent and fair guidance.

Together with parents/guardians, we will:

- Set clear and age-appropriate behavioural expectations
- Develop personalised **Behaviour Management Plans** where needed
- Use **positive reinforcement** to encourage appropriate choices
- Monitor, record, and review behavioural patterns when necessary
- Put in place suitable levels of supervision and support
- Students displaying ongoing or serious behaviour concerns will be referred to our **Disciplinary Code**, and appropriate consequences will apply.
- All new students enter a **one-term probationary period**, during which time their behaviour, participation, and suitability for communal living are reviewed. At the end of the term, a decision is made in consultation with families about their continued placement.

### Anti-Social Behaviour

We take all forms of anti-social behaviour seriously. This includes (but is not limited to):

- Bullying, harassment, or threats of violence
- Physical violence or aggressive conduct
- Vandalism or theft
- Offensive, discriminatory, or abusive language
- Use or possession of alcohol, tobacco, or other drugs
- Deliberate self-harm or unsafe behaviour
- If a student demonstrates behaviour that poses a risk to themselves or others, they will be identified — where possible — by our staff, their school, or their parents/guardians. In these cases, families are expected to play an active role in ensuring their child receives appropriate support (e.g. counselling, medical care, behavioural intervention).

- Each incident will be reviewed **case-by-case** against the Disciplinary Code, with outcomes determined by the severity and frequency of the behaviour.
- Leichhardt House strives to approach all behavioural matters with fairness, empathy, and open communication between staff, students, and families.

### 3. CARE AND SUPERVISION OF STUDENTS

At **Leichhardt House Student Residence**, the care, wellbeing, and safety of our students is our highest priority. We provide 24/7 supervision during the school week (9am Monday to 3pm Friday – excluding public holidays, and student free days), with **Houseparents available at all times** to support, guide, and assist students as they navigate the challenges of school and shared living. Our approach to supervision balances safety with opportunities for students to develop **independence and life skills** in a structured and supportive environment.

Houseparents are responsible for:

- Providing continuous care and appropriate supervision
- Ensuring students enjoy nutritious, balanced meals each day
- Maintaining a clean, tidy, and comfortable living environment
- Creating a home-like atmosphere that supports emotional and social wellbeing

Through consistent care, high standards, and meaningful routines, we help students feel at home — while preparing them for life beyond school.

### 4. CENSORSHIP AND MEDIA VIEWING

At Leichhardt House Student Residence, we are mindful of the material students are exposed to during their time in our care. We aim to create a safe and respectful environment, and this includes ensuring that all media — whether viewed individually or in shared spaces — is appropriate for the age and maturity of the students present.

#### Media Classification Guidelines

All television programs, movies, and other media will be selected with consideration for the following classifications:

- G – General viewing
- PG – Parental guidance recommended for viewers under 15 years
- M / MA – Suitable for viewers aged 15 and over

Students under 15 years of age will not be permitted to view M or MA-rated content unless written parental permission is provided and the content is deemed appropriate by Houseparents. Parents/guardians will always have the opportunity to raise concerns or opt their child out of viewing particular films or programs.

#### Media Access and Restrictions

To maintain a consistent and respectful standard across the residence:

- No DVDs, computer games, or personal video content may be brought in or played without Houseparent review and approval.
- Students are not permitted to install movie streaming services (e.g. Netflix, Disney+, Stan) on their personal devices unless appropriate parental controls are in place and the content is rated in line with our guidelines.

- Houseparents reserve the right to deny access to any media they determine to be inappropriate, obscene, or offensive, based on the age and wellbeing of all students present.

All shared media viewing will be supervised, and Houseparents will use discretion to ensure that content is suitable, inclusive, and in line with the values of Leichhardt House.

## 5. CODE OF CONDUCT FOR STUDENTS, PARENTS & GUARDIANS

At **Leichhardt House Student Residence**, we believe that respect, responsibility, and cooperation are essential to creating a safe and inclusive living environment. This **Code of Conduct** outlines the standards of behaviour expected from all students, parents and guardians, and we ask that both students and their families read and support these expectations. A Code of Conduct Agreement is required to be signed by all parties upon enrolment. By enrolling at Leichhardt House, students and parents/guardians agree to the following:

### Respect for Staff and Rules

- Students must follow the instructions of Houseparents and staff at all times.
- Daily routines and timetables set by Houseparents must be followed.

### Respect for the Environment

- Hostel property and equipment must be used properly. Wilful or careless damage will be charged to the student's family.
- Bedrooms and shared spaces must be kept clean and tidy.
- No more than two students in a bedroom at any time. Permission is required from Houseparents for any exceptions.
- Room doors must remain open if visitors are present.

### Study and Quiet Times

- Study time is set from 5pm to 6pm on varying days (as set by Houseparents).
  - Years 7–10: Study in designated areas unless otherwise approved.
  - Years 11–12: May study in their rooms with doors pinned back.
- Phones must be handed in during study hours.

### Gender Boundaries

- Males are not permitted to enter female rooms or bathrooms, and vice versa.
- Respect for privacy and boundaries is expected at all times.

### Leave and Sign-Out

- Students must follow the **Leave, Visitors and Sign In/Out Policy** for day leave or overnight stays.
- All students must **sign in and out** and notify Houseparents of their location and return time.

### Visitors

- All visitors to the residence must be approved by Houseparents.
- Houseparents may refuse entry if a visitor is considered inappropriate or a risk to students.

### Physical Contact and Relationships

- Leichhardt House operates under a **“zero contact” policy**.
- Physical relationships or inappropriate behaviour will not be tolerated and may result in disciplinary action or dismissal.

### Clothing and Grooming

- Clothing must be appropriate for a shared, co-educational living environment.
- School uniform and footwear must meet school or TAFE guidelines.
- All clothing must be clearly labelled with the student's name.
- Hair must be kept neat, clean, and natural in colour.
- Boys are expected to be clean-shaven and have tidy hairstyles.



### Personal Devices and Entertainment

- Use of phones and entertainment devices is a privilege.
- Earphones must be used to avoid disturbing others.
- Speakerphone use is not allowed.
- Devices may be confiscated for misuse.

### Prohibited Items and Behaviour

The following are strictly prohibited and may result in disciplinary action, police involvement, or termination of residence:

- **Drugs, alcohol, tobacco, e-cigarettes/vape gear**, and any related materials
- **Weapons** of any kind (including replicas or toys)
- **Pornographic, explicit, or substance-related content**
- **Profanity**, whether spoken or in media
- **Bullying, harassment, violence**, including **cyberbullying**
- **Contact with police** due to any incident will result in immediate suspension pending review

**Note:** Leichhardt House is a **drug-free, alcohol-free, weapon-free, and smoke-free zone** at all times.

### Behaviour and Attitude

- Polite, respectful behaviour toward staff, peers, and visitors is expected.
- Inappropriate or aggressive behaviour from students or parents/guardians may result in intervention or reconsideration of the student's place at the residence.

### Transport and Safety

- **Bicycles** must be used safely; helmets are mandatory.
- **Student vehicles and P-plates** must follow residence policy.

### Technology Use

- Students must comply with the **Mobile Phone Policy Agreement** and the **Electronic Devices and Internet User Policy Agreement**.
- Breaches may result in suspension of access or confiscation of devices.

### Raising Concerns

- All students, parents, or guardians with concerns must follow the **Grievance Procedure** to ensure respectful and timely resolution.

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### Living by the Rules

Our Code of Conduct is in place to protect every student and maintain a positive, respectful, and safe living environment. All students are expected to support and uphold these standards as part of the Leichhardt House community.

## 6. CODE OF CONDUCT – COMMITTEE MEMBERS, MANAGERS, HOUSE PARENTS & STAFF

At **Leichhardt House**, we are committed to providing a safe, respectful, and supportive environment for students, families, and each other. This **Code of Conduct** outlines the standards of professional and ethical behaviour expected of all **Committee, Managers, Houseparents, and staff** involved in the operation and oversight of the residence.

By accepting a role within Leichhardt House, all committee members and staff agree to uphold the values of integrity, accountability, care, and community service. All members must hold a current **BLUE CARD**.

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### Duty of Care and Student Wellbeing

- Always act in the best interests of the students' safety, welfare, and educational development.
- Ensure supervision, accommodation, meals, transport, and recreational activities are delivered to a high standard.

- Treat all students with respect and dignity, supporting their emotional, social, and physical wellbeing.
  - Follow child protection, mandatory reporting, and duty of care guidelines as required by law.
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### **Professional Conduct**

- Behave respectfully and responsibly at all times — in person, in writing, and online.
  - Avoid behaviour or language that may be offensive, discriminatory, intimidating, or inappropriate.
  - Maintain professional boundaries with students at all times.
  - Be punctual, reliable, and consistent in your duties.
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### **Respect for Privacy and Confidentiality**

- Maintain the confidentiality of all student, family, and staff information.
  - Only share sensitive information on a need-to-know basis, in accordance with privacy policies and legal obligations.
  - Do not discuss student or staff matters in public forums or social media.
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### **Governance and Accountability (Committee)**

- Ensure transparent decision-making and sound financial management.
  - Declare any conflict of interest and avoid personal gain from Committee involvement.
  - Act in the best interests of Leichhardt House, not personal agendas or affiliations.
  - Regularly review and update governance policies to meet compliance and community expectations.
  - Maintain clear records of meetings, motions, decisions, and financial matters.
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### **Teamwork and Communication**

- Foster a positive and collaborative team culture.
  - Resolve disagreements respectfully and through proper channels.
  - Listen actively to students, families, and fellow staff and take concerns seriously.
  - Communicate clearly, professionally, and in a timely manner.
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### **Health, Safety, and Compliance**

- Follow all workplace health and safety guidelines, including emergency procedures and risk management protocols.
  - Ensure students live in a clean, secure, and well-maintained environment.
  - Support regular inspections and reviews to meet compliance and licensing requirements.
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### **Role Modelling and Personal Conduct**

- Be a positive role model in appearance, language, behaviour, and attitude.
  - Avoid the use of alcohol or any prohibited substance during working hours or while responsible for students.
  - Dress appropriately for the role and duties being undertaken.
  - Report any breaches of conduct or policy to the appropriate person or body.
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### **Continuous Improvement and Training**

- Participate in training, professional development, and performance reviews when requested.
  - Stay informed about policy updates, child safety legislation, and best practice guidelines.
  - Reflect on personal practice and contribute to ongoing improvement of the residence.
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### **Breach of Conduct**

Breaches of this Code of Conduct may lead to:

- Verbal or written warnings
- Suspension from duties
- Referral to governing or legal authorities (where required)
- Termination of employment or Committee membership

Serious misconduct involving student safety, illegal behaviour, or ethical violations will be treated with urgency and may be escalated immediately.

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### Final Statement

By working with or serving on the Committee of **Leichhardt House Student Residence**, each individual agrees to uphold this Code of Conduct in good faith, with a commitment to ethical governance, quality care, and the wellbeing of all students entrusted to the residence.

## 7. COMMUNICATION

At Leichhardt House Student Residence, clear and respectful communication is a key part of our commitment to providing a safe, well-managed, and supportive environment for students and families. All communication between families, students, staff, and the Committee must be conducted in a professional and respectful manner, with a focus on understanding and resolution.

We encourage **openness, active listening, and courtesy** at all times. In the event of a concern or conflict, all parties are expected to approach the matter calmly and constructively. Abusive or threatening language or behaviour will not be tolerated.

### How We Communicate

**Houseparents** and staff keep parents informed through:

- Phone calls, text messages, or emails
- In-person conversations or scheduled appointments

**Parents/guardians** can:

- Contact the Houseparents directly at any time for urgent matters
- Request a formal meeting to discuss student progress or any concerns
- Contact the Management Committee via the appropriate communication channel

**Students** receive important updates from Houseparents through:

- Announcements at meal times
- Text messages or group notifications
- House meetings or notices displayed in the common area

**In the case of an emergency**, parents should always contact Houseparents directly using the contact details provided below.

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### Parent–Student Communication

We understand how important it is for families to stay connected. Students are permitted to contact their parents during **designated phone access times**, in line with the **Mobile Phone Policy**.

In the event of an emergency, parents may contact the Houseparents at any time to speak with their child, even outside of regular hours.

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### Contact Details

**Houseparent Contact Numbers:**

- Landline: (07) 4668 9571

- Mobile: 0457 929 069

*Note: Students may use the residence phones with permission from Houseparents.*

#### Operating Hours for Incoming Calls:

- Calls can be received between **7:00am and 9:30pm**
- **No calls will be accepted during meals or study sessions**, unless pre-arranged or urgent

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#### Mobile Phone Use

Students may bring a mobile phone to the residence under the following conditions:

- Phones must be registered with the Houseparents.
- Students must comply with the full **Mobile Phone Policy**, including use during designated hours only
- Phones will be collected and stored by Houseparents if misused, and during meal/study/bedtimes.

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#### Receiving Mail

Mail can be sent to students at the following address:

Leichhardt House Student Residence

[Student's Name]

23 Leichhardt Street

Chinchilla QLD 4413

### 8. COMPUTERS, LAPTOPS & INTERNET USAGE

At Leichhardt House Student Residence, we recognise the importance of technology in education and family connection. To ensure that digital devices are used safely and responsibly, we provide structured access to computers and the internet, with clear guidelines around acceptable use. Our approach is designed to support learning, protect student wellbeing, and promote a balanced lifestyle.

#### Residence Computers and Internet Access

Leichhardt House provides computers with internet access for student use during designated hours.

These devices are to be used **strictly for**:

- Educational purposes (homework, assignments, research)

To ensure a safe and productive environment:

- Internet access is supervised and not available at all times
- Downloading or streaming music, movies, or games on Hostel computers is not permitted
- All students must complete and sign the Acceptable Use Agreement upon enrolment

#### Personal Devices (Laptops & Computers)

Students may bring their own laptop or personal computer to Leichhardt House for individual use.

These devices:

- Must be clearly labelled with the student's name
- Must be registered with Houseparents
- Are the sole responsibility of the student and their family, including damage or loss
- May not be shared or loaned to other students under any circumstances

To help ensure responsible use:

- All non-educational apps or content must be locked or disabled during term
- Parents/guardians are expected to maintain supervision of device settings and permitted content

### Usage Times and Supervision

To maintain a healthy routine:

- All personal laptops/computers must be turned off and handed to Houseparents by 9:00pm each night
- Students needing access to their device after 9:00pm for educational reasons must provide written parental permission
- If approved, use will be supervised and limited to school-related tasks

This policy is in place to protect students from online risks, ensure a distraction-free learning environment, and encourage healthy digital habits. Parents and students must work in partnership with Leichhardt House staff to ensure these expectations are understood, respected, and followed at all times.

## 9. CONFIDENTIALITY

At Leichhardt House Student Residence, we are committed to protecting the personal information and privacy of all students, families, and staff. We uphold the principles of the **Privacy Act 1988** and all related legislative and ethical obligations.

Confidentiality is a core element of the trust placed in our care by families, and we ensure that all student records and sensitive matters are managed with the utmost discretion and professionalism.

### Our Confidentiality Commitments

Confidentiality is maintained through the following practices:

- **Secure Recordkeeping:**  
All student records and personal information are securely stored by Houseparents in a locked facility and are not accessible to unauthorised persons.
- **Limited Access to Records:**  
Access to student records is restricted to authorised Houseparents and Committee members only. Parents or guardians may request access to records in writing.
- **Records Stay Onsite:**  
All personal records and files must remain on the Leichhardt House premises and will not be taken offsite without prior approval.
- **Respectful Communication:**  
Houseparents and Committee members do not discuss personal details of students with anyone outside of Leichhardt House, unless required by law or parental consent is provided.
- **Transparent Incident Communication:**  
In the event of an incident involving one or more students, relevant information may be shared sensitively and appropriately with involved families to ensure transparency, provide reassurance, and resolve any concerns. This is always done with care and consideration for the privacy of those involved.

Leichhardt House is a community built on trust. We are committed to handling all matters professionally and with the integrity that families expect from a student residence.

If you have questions regarding our confidentiality practices, please contact the Houseparents or Committee Chair.

## 10. DISCIPLINARY CODE

At Leichhardt House, we uphold high expectations for student behaviour to ensure a safe, respectful, and cooperative environment for all residents. Discipline is guided by **fairness, consistency, and care**, with consideration for both the individual and the broader student community.

All students are expected to uphold the **Leichhardt House Code of Conduct** and contribute to a positive, inclusive residence culture.

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### Levels of Misconduct

Misconduct is addressed according to its severity, using a structured three-level approach.

#### Level One – Minor Breaches

These involve low-level behavioural issues or first-time breaches of rules (e.g. untidiness, minor disrespect, lateness).

##### **Response:**

- The Houseparents will speak with the student
- The incident will be noted for monitoring purposes

#### Level Two – Ongoing or Repeated Breaches

Continued disregard for rules or behaviour plans is treated as a conscious choice to ignore expectations. Persistent or disruptive behaviour that affects others may include refusal to follow instructions, regular lateness, or disrespectful language.

##### **Step 1:**

- A formal conversation between the student and Houseparents
- Parent/guardian notified

##### **Step 2:**

- Houseparents will notify parents/guardians in writing
- A discussion will be arranged to review expectations and next steps

##### **Step 3:**

If a student still fails to:

- Follow Houseparent directions
- Comply with rules or behaviour management plans
- Respect others' rights
- Adjust unacceptable behaviour

Then:

- Parents/guardians will be asked to temporarily remove the student from the residence
- Houseparents will inform the Leichhardt House Committee and recommend further action
- A meeting will be held within 7 days with the student, parents/guardians, Houseparents, and (if needed) a committee representative to determine the student's ongoing place at Leichhardt House

#### Level Three – Serious Breaches (“Absolute Rules”)

These are considered serious and may result in **immediate suspension or expulsion**.

Examples include:

- Smoking or vaping on Hostel grounds
- Theft or intentional damage to property
- Possession of alcohol, drugs, or weapons (including replicas)
- Suspension from school
- Physical violence or sexual misconduct
- Repeated bullying or harassment

- Being absent without notifying Houseparents

**Suspension:**

- The student must stay in alternative accommodation for the duration of the suspension

**Expulsion:**

- Parents/guardians will be required to collect the student and all belongings immediately

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**Definitions of Misconduct**

Leichhardt House is committed to providing a safe and respectful environment for every student. Any form of **bullying, harassment, or intimidation** will not be tolerated. Students are encouraged to report these behaviours to a Houseparent or trusted adult as early as possible.

**Verbal Abuse**

- Name-calling or teasing intended to hurt
- Put-downs, insults, or racial comments
- Spreading rumours
- Offensive texts, emails, or online messages

**Physical Abuse**

- Hitting, punching, kicking, or pushing
- Threatening physical harm
- Using objects to cause pain or intimidate

**Harassment**

- Stealing or interfering with others' property
- Intimidation or making someone feel unsafe
- Racial or gender-based slurs
- Harassment related to disability, age, or personal characteristics

**Sexual Harassment**

Sexual harassment refers to **unwelcome sexual conduct** that causes offence, humiliation, or intimidation. This includes:

- Unwanted physical contact
- Sexual comments or jokes
- Staring, leering, or suggestive looks
- Persistent, unwanted social contact or messages
- Sexual gestures or offensive material
- Stalking or implied threats

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**Working Together**

Leichhardt House is a community where everyone has the right to feel safe, respected, and supported. We work closely with families to address behavioural concerns and ensure that disciplinary actions are handled with fairness and care.

**11. EMERGENCY PROCEDURES**

The safety and wellbeing of students and staff at Leichhardt House is our highest priority. In the event of an emergency, all staff and students must follow these procedures calmly and promptly.

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**Fire / Evacuation Procedure**

If you see or suspect a fire:

1. Activate the alarm if it hasn't already been triggered.
2. Immediately notify the Houseparents or staff on duty.
3. Evacuate the building via the closest safe exit.
4. Do NOT stop to collect belongings.
5. Assemble at the designated emergency assembly point as directed by Houseparents.
6. Roll call will be conducted by Houseparents.
7. Remain at the assembly area until directed otherwise by Houseparents or emergency services.

**Houseparent Responsibilities:**

- Check all bedrooms and common areas are clear (if safe to do so).
- Bring the roll/attendance list and student medical folder.
- Call **000** (Fire/Police/Ambulance) and advise location.
- Provide updates to emergency services and Committee if required.

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**Medical Emergency Procedure**

**If a student or staff member is injured or seriously unwell:**

1. **Call Houseparents immediately** or alert the nearest staff member.
2. **Do not move the individual** unless there is a danger in not doing so.
3. Houseparent will assess the situation and call **000** if emergency services are needed.
4. Administer **first aid** as appropriate until help arrives.
5. Contact the student's **parent or guardian** as soon as possible.
6. Record the incident in the **Injury/Incident Register** and complete an **Incident Report Form**.

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**Lockdown / Intruder or External Threat**

If a threat is identified *inside or near* the residence:

1. Houseparents will initiate lockdown verbally or via alert:
  - "This is a lockdown. Remain calm. Move inside."
2. Students and staff move inside the nearest secure room, lock doors, turn off lights, and remain silent.
3. Mobile phones should be placed on silent.
4. Stay away from windows and doors.
5. Remain in lockdown until an all-clear is given by Houseparents or police.

**Houseparents:**

- Call 000 and follow advice from authorities.
- Notify Committee Chair if safe to do so.

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**Missing Student Procedure**

If a student cannot be accounted for:

1. Conduct a headcount and roll call immediately.
2. Search the residence and surrounding area if safe.
3. If the student is not found within 10 minutes:
  - Contact parent/guardian
  - Notify police
  - Notify the Committee
4. Document all actions and outcomes in the Incident Report Form.



### Communication During Emergencies

- **Parents/guardians** will be contacted via phone or SMS once the immediate emergency is stabilised.
- Updates will be provided as needed by Houseparents or Committee.
- In major incidents, an official **statement** may be issued to families.

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### Post-Emergency Actions

- All emergencies must be recorded in the Emergency/Incident Register.
- An internal review of the event and response will be conducted by Houseparents and Committee.
- A debrief and wellbeing check-in will be offered to any affected students or staff.

***PLEASE REFER TO OUR EMERGENCY EVACUATION AND CRISIS MANAGEMENT POLICY, AND SAFETY AND EMERGENCY PROCEDURES POLICY***


## 12. ENROLMENT PROCEDURE


A simple, supportive enrolment process for your family. Choosing weekday boarding is a big decision — and we're here to make the transition as smooth and reassuring as possible.

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### Step 1. Get in Touch

Start by contacting the House Parents for an initial conversation about your child's needs and what life at Leichhardt House is like.

 (07) 4668 9571

 0457 929 069

 [admin@leichhardthouse.org.au](mailto:admin@leichhardthouse.org.au)

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### Step 2. Book a Tour

Come and visit the residence in person. We'll walk you through our facilities, introduce you to our daily routines, and explain the support structures we have in place to help students feel safe, settled, and supported throughout the week.

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### Step 3. Apply for a Place

Following your visit, you're welcome to complete an Enrolment Pack. We'll review your application, have a follow-up discussion with you, and advise if your enrolment is successful. If the residence is at capacity, your child can be placed on our waitlist.

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### Step 4. Pay a Deposit

Once the enrolment accepted, a non-refundable deposit of \$100 is required at this time.

## 13. FEES & CHARGES

### Payment Responsibilities

Families enrolling students at Leichhardt House are required to pay fees as determined by the Committee. Payment can be made:

- In full at the beginning of the school year (by request), or
- In four instalments, at the beginning of each school term.

All term fees must be **paid in advance** by the end of week 3 of the term.

### **Government Assistance – AIC & ABSTUDY**

If eligible, families must apply for Assistance for Isolated Children (AIC) or ABSTUDY through Centrelink.

Conditions:

- It is a condition of enrolment that any AIC or ABSTUDY boarding component granted by Centrelink is paid directly into the Leichhardt House bank account.
- Families must notify the Houseparents or Committee of the approved amount, and pay any remaining balance due for the term.

### **Invoicing and Due Dates**

- Invoices for boarding fees are issued to families during Week 1 of each school term.
- Payment is due by the end of Week 3 of the school term if paying by lump sum.

If a family is unable to pay in full, a payment plan must be arranged with the Treasurer by Week 3.

### **Follow-Up & Non-Payment Procedure**

If no contact is made and fees remain unpaid by the due date, the following actions will be taken:

Week 3:

- Outstanding fees are followed up by the Treasurer.
- A reminder notice is sent to parents/carers via email or post.

Week 4:

- Parents/carers are personally contacted by the Treasurer via phone or email.
- A formal request for payment is made.

Week 5:

- If fees are still not paid, a Notice of Non-Attendance will be issued.
- The student will be unable to continue boarding at Leichhardt House until fees are paid in full or a payment plan is agreed upon and maintained.
- If no payment or arrangement is made by the deadline specified in the notice, the student's position at Leichhardt House may be forfeited.

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### **Payment Instructions**

Payments must be made by Direct Deposit to the following account:

Account Name: Chinchilla Student Accommodation

Bank: Westpac

BSB: 034-171

Account Number: 103376

- ◆ Reference: Please use the student's full name when making a payment.

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### **Financial Hardship**

Families experiencing financial hardship are encouraged to contact the Treasurer or Committee early to discuss a confidential payment arrangement. The Committee is committed to supporting families where possible but must ensure that boarding positions are reserved for those meeting payment obligations.

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### **Refunds, Reductions & Absences**

There are no discounts or fee reductions for:

- Absenteeism or illness
- School camps or holidays
- School suspension or suspension/expulsion from Leichhardt House

No refunds will be issued if a student:

- Is expelled from Leichhardt House or their school
- Fails to follow behavioural expectations outlined in the Code of Conduct
- Voluntarily leaves the residence partway through a term

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### Late or Partial Term Enrolment

If a student commences partway through a term, the following applies:

- Where approved, a **pro-rata weekly/daily rate** may be applied at the Committee's discretion.

**PLEASE REFER TO OUR FEES AND PAYMENT POLICY.**

## 14. FOOD PROVIDED

### Overview

All meals are prepared on-site at Leichhardt House and served in the communal dining room. Mealtimes are part of daily life at the residence and provide a regular opportunity for connection and routine.

Students are expected to participate fully in mealtimes, with attendance and involvement forming part of the weekly routine.

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### Meal Structure

#### Breakfast

- A continental breakfast is provided in the dining room on Tuesday, Wednesday, Thursday and Friday from 6:45am to 8am.
- Students may eat breakfast according to their individual morning routine and school timetable.

#### Lunch

- A self-serve lunch station is available on Tuesday, Wednesday, Thursday and Friday mornings for students to pack their own lunch.
- A variety of options are provided to ensure choice and balanced nutrition.

#### Dinner

- Dinner is provided on Monday, Tuesday, Wednesday and Thursday nights from 6:30pm to 7:30pm.
- The evening meal is compulsory for all students to attend and is eaten together as a community in the dining room.
- Dinner is an important part of fostering connection and routine and is monitored for student wellbeing.

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### Health & Nutrition

- Houseparents monitor student diets and eating habits.
- If any concerns arise about a student's eating patterns or nutritional needs, these will be communicated directly with parents/guardians.
- Students are expected to maintain a balanced and healthy diet.

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### Food Preferences & Issues

- Every effort is made to accommodate student preferences within the limitations of group catering.
- While not all meals will suit every palate, students are expected to try meals and provide feedback respectfully.

- If a student has concerns or requests regarding meals, they are encouraged to speak with the Houseparents.

Note: On special occasions, a take-away dinner may be sourced from a local business.

## 15. GRIEVANCE PROCEDURE

Leichhardt House has a clear and respectful **Grievance Procedure** to support students, parents, staff, houseparents, and committee members in raising concerns about the operation of the Hostel. The process ensures issues are addressed fairly, confidentially, and constructively, promoting continuous improvement and a positive community environment. It encourages informal resolution where possible, progressing to a formal written complaint if needed. If the matter remains unresolved, it may be escalated to the Management Committee and, if necessary, to external mediation. All grievances are handled in a timely and professional manner, with a strong emphasis on respectful communication and confidentiality. **Please see our Grievance and Complaints Procedure Policy** for more information.

## 16. HEALTH & WELLBEING

At Leichhardt House, your child's health and safety are our top priorities. To help us provide the best possible care, we collect important medical details when you enrol your student. If your child becomes unwell or is injured while staying with us, our Houseparents will take the necessary steps to ensure they receive appropriate care and supervision. If something happens during school hours, we'll follow the school's protocols, and keep you informed every step of the way.

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### When Students Are Unwell

For minor illnesses or injuries, students can stay at the residence to rest and recover under our care. However, there are some situations where we'll need to contact you to collect your child promptly:

- **Viral illnesses** – If your child has vomiting, diarrhoea, or a contagious cold or flu, they'll need to return home.
- **Contagious diseases** – In the event of illnesses like measles, mumps, chickenpox, whooping cough, cold sores or any other notifiable condition, we'll arrange for your child to be safely quarantined until you're able to collect them.

We kindly ask that you keep us informed of any illnesses your child has had or been exposed to—especially when they're returning after a break or weekend away.

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### Ongoing Medical Needs

If your child has any chronic or serious medical conditions—such as asthma, diabetes, epilepsy, heart conditions, or severe allergies—please make sure we're aware of these. Our goal is to support your child, and having this information helps us do just that.

It's also important to let us know if your child has behavioural conditions like ADD, ADHD, Autism, or food sensitivities that affect their behaviour. We want to create a positive, respectful environment for everyone. Please be aware that Leichhardt House is a **low-care facility** and is not equipped to provide care for students with high-level medical or mental health needs.

In case of a medical emergency, you can authorise us (via the Medical Consent Form) to approve urgent treatments such as anaesthesia or surgery if we're unable to reach you. Please rest assured—we'll always act in the best interest of your child.

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### Homesickness Happens

We understand that being away from home can be tough—especially in the early days. If your child feels homesick, our Houseparents will be there to support them with:

- Gentle reassurance and encouragement

- Keeping you in the loop as needed
- Ongoing check-ins and emotional support

We've seen many students adjust beautifully with just a little time and care.

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### Medication Management

To keep everyone safe, we ask that **all medications—prescription or over-the-counter—are clearly labelled with your child's name and handed to the Houseparents.**

- **Prescription Medications** – Must come with a written note from both you and your child's doctor detailing how and when they should be taken.
- **Non-Prescription Medications** – These must be stored securely with us. If you've given permission on the Medical Consent Form, we can supervise your child as they take them.

Students aren't allowed to keep medications in their room or administer them without supervision.

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### Local Doctor and Pharmacy Info

Please let us know your preferred GP in Chinchilla and, if possible, set up a billing account in your name. We'll help organise appointments when your child is unwell. Travel to the doctor is at the family's expense, and we're happy to attend appointments with your child if you'd like us to.

We also suggest setting up an account at a local chemist for any necessary medications or health products your child may need. While we're here to support, please note that Houseparents aren't responsible for buying medication on a student's behalf.

## 17. PERSONAL BELONGINGS

To help your child settle in comfortably, all the personal items they will need during their stay are detailed on the Enrolment Form. We ask that every personal item brought to Leichhardt House is clearly and permanently labelled with your student's name to avoid mix-ups.

Students are responsible for their own money while at the residence. We recommend they keep only a small amount of cash with them for safety. A safe is available for use in each room upon request.

Students are welcome to personalise their bedroom by hanging calendars and pictures etc, but to keep our rooms looking good and avoid damage.

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### Essential Items Students Should Bring

- Single bed sheets and pillowcase
- Blanket or doona with a cover
- Pillow/s
- Bath towel
- Thongs and a bathrobe for shower use
- Personal toiletries
- School uniforms
- Underwear & Socks (enough for 5 days)
- Hats and sunscreen
- Casual clothes for after school
- Joggers, thongs, or appropriate footwear

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### Optional Items (at your own risk)

- Small stereos or speakers
- iPod or MP3 players
- Desk lamps
- Mobile phones (limited access allowed)

- Personal computers or laptops (for schoolwork)
- Musical instruments
- Clock Radio / Alarm Clock

Please be aware: Playing inappropriate or excessively loud music may lead to devices being confiscated or banned.

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### Items Not Permitted

(If you're unsure about any items, please check with a Houseparent before bringing them.)

- Personal TVs
- DVD or video players
- Portable DVD players or game consoles
- Game consoles of any kind
- Electric blankets
- Heaters or fans
- Movies, DVDs, or games (unless approved by Houseparents)
- Small fridges
- Atomisers, candles, or any unapproved electrical appliances

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If you have any questions about what to bring or leave behind, don't hesitate to ask the Houseparents — we're here to help make your child's stay safe, comfortable, and enjoyable.

## 18. SAFETY, SECURITY CAMERAS & ALARMS

At Leichhardt House, creating a safe and secure environment is one of our highest priorities. Every student deserves to feel comfortable and protected while living away from home. Our team takes safety seriously and follows procedures to ensure students are well looked after, especially when they follow the Hostel's Operating Policy.

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### Fire Drills

To make sure everyone knows what to do in an emergency, regular fire drills are held, and it's important that all students take part. During these drills, students will practise the evacuation procedure.

If the fire alarm sounds, everyone in the Hostel—students, staff, and visitors—must head straight to the evacuation point and remain there until the roll has been marked and it is confirmed safe to return to the building. These drills help prepare students to respond quickly and calmly if a real emergency occurs.

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### Night Alarm System

Each night after lights out, the Hostel's security alarm system is activated. This system monitors movement throughout the building and will be triggered if alarmed doors are opened. It's an important measure to help ensure all students are safe and accounted for overnight.

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### Security Cameras

Security cameras operate 24/7 throughout the main areas of the Residence. These cameras provide additional peace of mind by monitoring activity and helping ensure the safety of everyone on site. Footage is securely recorded and may be reviewed if needed.

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### Nightly Security Patrols

We also work with a local security company that patrols the Hostel grounds each night. This extra layer of protection helps deter unwanted visitors and reassures both students and families that we're doing everything we can to maintain a safe space.

## 19. SIGN IN & OUT PROCEDURES

For the safety and wellbeing of all students, it's essential that **students see the Houseparents and sign out every time they leave the Hostel**. This includes trips into town, visits with family, or any outings outside the grounds.

When returning, students **must report directly to the Houseparent on duty and sign back in**. This simple step ensures we always know who is on-site and that everyone is safe and accounted for.

## 20. STUDENT DAILY ROUTINE

### LEICHHARDT HOUSE: GENERAL DAILY SCHEDULE

6.45 am:	Dining room open for breakfast and lunch preparation
7.15 am:	First wake-up call
7.30 am:	Second walk-up call
8.00 am:	Breakfast and lunch preparation closed
8.15 am:	Earliest time permitted to leave for school *SIGN OUT*
8.30 am:	Leave for school *SIGN OUT*
3.00 pm:	School finishes
3.10 pm:	Boarders begin to arrive at home *SIGN IN*
3:15pm:	Afternoon tea
3.30 pm:	Downtown (Girls- Mon & Wed / Boys- Tues & Thurs) *SIGN OUT*
4.45 pm:	Latest time permitted to return from downtown *SIGN IN*
5.00 pm:	Study time (on set days)
6.00 pm:	Study time finishes / free time for showers etc
6.30 pm:	Dinner time
7.15 pm:	Dinner time finishes / free time for showers etc
8.50 pm:	Junior students (year 7-10) prepare for bed and hand in phones
9.00 pm:	Junior students 'lights-out' & bed check
9.50 pm:	Year 11's prepare for bed and hand in phones
10.00 pm:	Year 11 & 12's 'lights-out' & bed check

Monday and Friday routines differ slightly to include drop off and pick up. If a student is catching the bus to school on a Monday, the Leichhardt House bus will be waiting at the school to collect student bags. If a student is catching the bus home on Friday, the Leichhardt House bus will be at the school bus stop at 2:55pm so that bags can be collected and taken home.

## 21. STUDENT VEHICLE USE

Students who hold a Provisional Licence may drive their own vehicle to Leichhardt House under the following conditions:

- Written permission must be provided in advance by the student's parent or guardian, clearly stating their approval and intent for the student to bring a vehicle.
- Approval must be granted by the Leichhardt House Committee prior to the vehicle being brought onto the premises.
- Upon arrival, students must immediately hand their car keys to the Houseparents. Keys will be returned only when the student is departing for home.
- Driving of the vehicle while residing at Leichhardt House is not permitted.

### Passenger Restrictions

- Students from Leichhardt House are not permitted to travel in another student's vehicle.
  - Exceptions may be made only under special circumstances, provided:
    - Written permission is obtained from the parents or guardians of all students involved, and
    - The arrangement is approved at the discretion of the Houseparents.
- 

### Insurance and Liability

- Vehicles parked on the Leichhardt House grounds are not covered under Leichhardt House Student Residence's insurance policy.
- It is the responsibility of the student and their family to ensure appropriate insurance coverage is in place. We recommend contacting your insurance provider to confirm that the vehicle is adequately insured while parked at Leichhardt House.

## **22. STUDY & HOMEWORK**

A core purpose of residing at Leichhardt House is to support students in achieving their educational potential. While homework and study are ultimately the student's responsibility, Leichhardt House is committed to providing an environment that fosters academic success for all year levels.

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### Study Expectations

- Years 7–10:  
Must complete all homework and study in the designated study area.
  - Years 11–12:  
May study in their rooms with the door open, provided they are staying on task.  
If the Houseparents are notified by the school that a student is not completing set study requirements, that student may be required to return to the supervised study area.
- 

### Study Times

- Compulsory study periods are set by the Houseparents and all students are expected to participate.
  - Study time is undertaken between 5pm to 6pm, at least twice per week.
  - If a student completes their assigned work early, they are to spend the remainder of the study period on reading or other educational activities.
- 

### Study Support at Leichhardt House

To promote and support learning, Leichhardt House provides:

- Access to computer facilities
- Availability of a tutor 1–2 days per week



- Extended study time, available upon student request
- 

## Parental Involvement

Parents and guardians remain ultimately responsible for their child's academic outcomes. In consultation with Houseparents, families may organise additional private tuition at their own expense if desired.

## 23. VISITOR POLICY

To ensure the safety, privacy, and wellbeing of all residents, the following guidelines apply to all visitors to Leichhardt House:

- All visitors, including parents and guardians, must report to the Houseparent immediately upon arrival.
- Visitors are not permitted to enter student rooms unless explicit permission is granted by the Houseparents.
- Houseparents reserve the right to deny access to any visitor if circumstances warrant it, in order to maintain a safe and respectful environment.

## 24. VOLUNTEER WORKERS & TUTORS

At Leichhardt House, the duty of care for students rests solely with the Houseparents. This responsibility cannot be delegated to parents/guardians, volunteers, or any non-supervisory staff who may assist in the care or supervision of students.

### Assisting with Supervision

When considering whether a person may assist in student supervision, Houseparents must be fully satisfied that the individual is suitable for the tasks involved.

Key factors that must be taken into account include:

- The number, age, and abilities of students involved
  - The number, age, and capabilities of proposed assistants
  - The location or venue of the activity
  - The nature of the activity being undertaken
  - Whether the proposed assistant holds a current Blue Card
- 

All assistants must work under the direction and supervision of Houseparents, who remain ultimately responsible for the welfare and safety of all students.

## 25. WORKING STUDENTS

Students in year 11 and 12 may seek casual or part-time employment outside of school hours, provided the following conditions are met:

- Written permission must be provided by the parent or guardian.

- Students must inform the Houseparents of their place of employment and weekly work schedule.
  - All employment arrangements must ensure that:
    - The student's education remains the priority.
    - The daily routines and responsibilities at Leichhardt House are not disrupted.
- 

#### Conditions and Expectations

- If Houseparents determine that a student's work commitments are negatively impacting their academic progress, wellbeing, or the functioning of the residence, the arrangement will be reviewed.
  - In such cases, parents/guardians will be contacted to discuss the best course of action.
  - All work commitments must be undertaken with the full cooperation and approval of Houseparents.
  - Students must comply with curfews and expectations outlined in the Leichhardt House Code of Conduct.
- 

#### Transport Arrangements

- Houseparents are not responsible for providing transport to or from the student's workplace.
- It is strongly recommended that families arrange an account with a local taxi company to support safe and reliable travel.

## 26. COMPLETE LIST OF POLICIES & PROCEDURES

Leichhardt House Student Residence has implemented a comprehensive suite of policies and procedures to ensure the safety, wellbeing, and effective management of all students, staff, and operations. These documents provide clear guidelines and expectations across a range of areas including administration, student welfare, health and safety, and governance. The following procedures are in place to support consistent, transparent, and compliant practices throughout the residence. Should you wish to view a policy of procedure, please contact the Manager, Houseparents or a Committee member.

### Administration Policies

1. Admissions and Enrolment Policy
2. Child and Youth Risk Management Strategy
3. Child Protection Policy
4. Continuous Improvement and Feedback Policy
5. Critical Incident Policy
6. Data Breach Response Plan
7. Emergency Evacuation and Crisis Management Policy
8. Enrolment Withdrawal and Exit Procedure
9. Environmental and Sustainability Policy
10. Fees and Payment Policy
11. Grievance and Complaints Procedure
12. Incident Reporting and Management Policy
13. Maintenance Policy
14. Office Procedures Policy
15. Parent Communication and Engagement Policy
16. Privacy, Data Collection and Confidentiality Policy
17. Risk Management Policy
18. Safety and Emergency Procedures
19. Workplace Health & Safety (WHS) Policy

### Student Care and Conduct Policies

20. Academic Support and Attendance Policy
21. Behaviour Management Policy
22. Code of Conduct for Students, Parents & Guardians
23. Cultural Inclusion and Support for Indigenous Students Policy
24. Daily Routine and Curfew Policy
25. Facilities and Equipment Use Policy
26. Laundry and Personal Belongings Policy
27. Leave, Visitors and Sign In/Out Policy
28. Meals and Nutrition Policy
29. Media Consent and Photography Policy
30. Parking and Vehicle Policy
31. Re-Entry after Suspension Policy
32. Social Media and Public Communication Policy
33. Supervision and Duty of Care Policy
34. Suspension and Expulsion Policy
35. Technology and Internet Use Policy

- 36. Transition and Orientation Policy
- 37. Transport and Travel Policy
- 38. Uniform and Personal Appearance Policy
- 39. Work and Employment Policy

#### Health and Wellbeing Policies

- 40. Alcohol, Tobacco and Drug Policy
- 41. Bullying, Harassment and Discrimination Policy
- 42. First Aid Policy
- 43. Food Safety and Allergy Management Policy
- 44. Healthcare and Medication Policy
- 45. Infectious Disease and Hygiene Policy
- 46. Student Wellbeing and Mental Health Policy

#### Staff and Volunteer Policies

- 47. Code of Conduct for Managers, House Parents & Staff
- 48. Pet Policy
- 49. Staff and Managers' Residence Access Policy
- 50. Training and Professional Development Policy
- 51. Volunteer Policy

#### Committee and Governance Policies

- 52. Code of Conduct for Committee Members
- 53. Conflict of Interest Policy
- 54. Financial Management and Delegations Policy
- 55. Roles and Responsibilities of the Management Committee Policy
- 56. Records Management and Retention Policy
- 57. Recruitment and Training Policy