



# SCOTLANDS HOSTEL

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## HANDBOOK



New Plymouth Girls' High School  
Te Kura Taitamawāhine o Puke Ariki

# Boarding at Scotlands Hostel

## Welcome to Scotlands Hostel - 'a home away from home'

On behalf of the staff, I would like to extend a warm welcome to our new boarders and their families.

Here at Scotlands Hostel NPGHS we provide each of our boarders with a safe, secure and caring environment in which they can feel happy and supported in all that they do. We are well equipped to support and encourage our boarders to achieve by helping them to focus on their learning goals, discover and explore new opportunities, make new friends, build strong positive relationships and to have fun by doing different things with new people who can become lifelong friends.

Our boarders come from many different areas of New Zealand and from around the world. We enjoy the diversity as we learn from and understand each other.

Scotlands Hostel works closely with the school to help our boarders become the best version of themselves. We believe in everyone's potential and look forward to supporting you on your journey at Scotlands Hostel.

**Cimone Wright**  
Hostel Manager



## Welcome from our Student Leaders

So much growth in life begins at the end of your comfort zone. Through our Year 9 eyes, we were extremely nervous to be calling Scotlands Hostel our new home. Although it is not the same home that any of us had known for the first 13 years of our life, it feels like it is 'our home away from home'. It's that kind of warm and safe atmosphere where you have a sense of belonging. Surrounded by over 100 sisters, the hostel gives such a genuine family environment. You are accepted for who you are and there will always be someone here that cares about you. This is something to love about our hostel.



The hostel has taught us how to be independent and responsible, and we have grown to become role models for the younger students. It has enabled us to have access to not only sporting but also academic opportunities within New Plymouth Girls' High School. All the students within the hostel will learn skills that will set them up for life. Our supervisors support and guide us, look after our welfare and tutor us. Scotlands has given us, and so many other girls, a real head start into adult life; getting us prepared by helping us develop into strong young women.

Having the school right on our doorstep gives us access to a wide range of sports, cultural and academic activities. Outside of school there are a wide range of activities to do including things like walks to the beach, the school pool, socials, year group activities and competitions that keep all students on their toes. The 'Big Sister, Little Sister' programme is a big part of our hostel as it bonds our Year 9s with our Year 13s to help guide their journey through the hostel and put them on the right track.

We are sometimes asked the question; 'Do you enjoy living at the hostel with everyone always around you?' The answer is simple. We love having this opportunity to live alongside our mates because we develop a sister bond and learn to accept, adapt and grow as individuals as well as expanding our friendships. This is something that we think is almost guaranteed when enrolling your daughter in to our welcoming and friendly Scotlands hostel.

PS. If you're wondering about the food, it's really good!

### 2023 Student Leaders:

Caro Olliver (Head Boarder Co-Leader), Izabelle Keegan (Head Boarder Co-Leader), Jorja Death (Manaakitanga Leader) and Ruby Helms (Manaakitanga Leader)

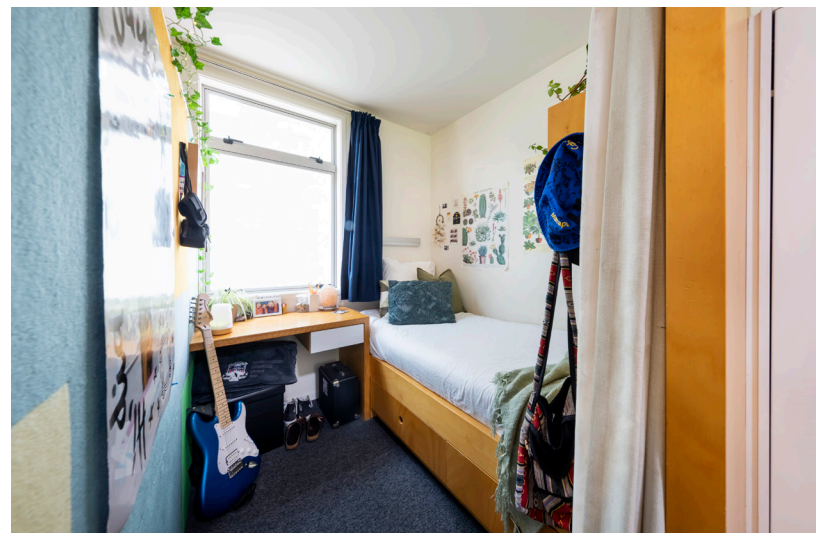


# A Day in the Life of a Boarder at Scotlands Hostel

## The Weekly Schedule

6.30am	Wake up time
6.45am	Breakfast and collect morning tea and lunch (Tuesday). Get ready for school.
8.30am	Duties - all students
8.40am	School starts
1.30pm <i>(school lunchtime varies)</i>	To hostel for lunch or to collect a takeaway (except Tuesday)
3.20pm	End of School day
3.20 - 5.10pm	Free time. Afternoon tea is available in the dining room. Extracurricular activities. Town leave is available until 5.15pm
5.15pm	Dinner
6.45 - 8.30pm	Supervised Prep for all students (Monday to Thursday)
7.45 - 8.00pm	Prearranged late dinner for those who missed dinner due to sports/appointments
8.15pm	Supper is available
Bedtime is from 8.45pm Phone collection (lights out after 30 minutes)	
<b>Year 9</b>	8.45pm
<b>Year 10</b>	9.00pm
<b>Year 11</b>	9.30pm
<b>Year 12</b>	10.00pm
<b>Year 13</b>	10.30pm

Years 9 - 11 hand mobile phones into Supervisors at bedtime.  
At the weekend bedtime is one hour later than during the week.



## Prep

### Prep is a silent, concentrated time for homework and study

Prep begins for all boarders at 6.45pm, Monday to Thursday, and attendance is required unless on leave, at a team practice or unwell. We expect a minimum of 80% attendance to be achieved.

Boarders will achieve the best possible results by:

- Completing all set homework
- Using good study habits to prepare for tests and exams
- Maintaining a consistent effort
- Gaining personal satisfaction from steady improvements

The Prep Supervisor's role is to encourage a positive attitude to learning, to foster a desire for excellence, to provide any assistance needed and to maintain the optimum environment to ensure that these aims are met.

Boarders are to be organised and bring everything they need to the prep room.

<b>Years 9 &amp; 10</b>	6.45 - 7.45pm
<b>Years 11, 12 &amp; 13</b>	6.45 - 8.30pm

Prep time is compulsory and those with no homework are required to bring something productive to do during this time, such as a book to read, or log-on details to the school online learning platforms. No mobile phones are permitted to be used during prep.

# Meals

Scotlands Hostel provides healthy, nourishing, appetising meals which are appropriate for growing students. Energy drinks are banned at the hostel due to their high caffeine and sugar content. Food allergies, gluten free, lactose/dairy free, vegetarian and vegan diets will be catered for as required.

Lunch is a combination of a hot lunch or packed lunch throughout the year.

Weekend Meal Times:

Breakfast	8.00am
Lunch	12.00 noon
Dinner	5.00pm

We are working hard to reduce waste and so require all boarders to supply their own water bottle, mug and containers for lunch and snacks. Disposable takeaway containers will not be provided by the hostel.



# A - Z of Hostel Life

## Absence from Hostel

Please contact hostel staff if a student is unable to return to the hostel at the time indicated on their leave.

Absence from school whilst out of hostel - If a student is absent from school whilst on leave please inform the school of the absence via the SchoolBridge app or ring the school absentee line Ph: +64 6 7573897

## Big Sister/Little Sister

All Year 9s are paired with a Year 13 'Big Sister' who will be their supporting guide through their first year at the hostel.

A role model who has been in their position to help through moments of homesickness, friendship worries and navigation of general hostel life.



## Bikes

**Year 11, 12 and 13** may have use of their own bikes, although boarders are responsible for their own equipment. There are bike racks outside, within the hostel complex.

**Year 10** by negotiation.

## Budgeting

We encourage boarders to manage their own money and it is recommended that all boarders have a cashflow card to enable them to meet any additional expenses. We encourage the use of the hostel safe for the safe keeping of cash and passports.

## Buses

When travelling on buses from home to the hostel and return, the school uniform is to be worn.

Buses available are: Connector, Coastal and Intercity.  
Intercity have a pick up/drop off option for NPGHS outside the school.

## Complaints

New Plymouth Girls' High School has a Complaint Policy and Process. Complaints received are an important source of information and feedback for improving our services. If you have a complaint about the hostel you are encouraged to first raise the concern with the Hostel Manager. If this is not appropriate your complaint should be directed to the Principal. Your complaint will be investigated fairly and transparently. Throughout the process the school and hostel will maintain open communications with you.

Further information about the Complaint Policy and Process can be found at [www.npghs.school.nz/about/policy-documents](http://www.npghs.school.nz/about/policy-documents)

## Cyber Safety

New Plymouth Girls' High School takes digital citizenship and cybersafety seriously. Being 'Cybersafe' is part of being a New Plymouth Girls' High School student.

There are lots of ways to keep yourself 'safe'. These include: thinking carefully about what information you put online about yourself, what social networking and other internet sites you belong to, and managing carefully how you use digital technologies to communicate and interact with others. Online bullying can be a real concern and we encourage all students to become part of the solution for addressing this by seeking support.

By applying our school values every student can be empowered to stop online bullying. For more information visit [www.netsafe.org.nz](http://www.netsafe.org.nz).

## Digital Devices & Citizenship

NPGHS is a BYOD school and so boarders will need a laptop. All devices are brought to the hostel at the owners risk and are not covered by any school insurance. All devices must be turned off and put away at bedtime.

## Dining Room

All meals are served in the dining room and meals may be eaten in the dining room, café or the outdoor picnic area. There is a duty roster system for daily clean up after mealtimes to ensure our meal areas are kept clean and tidy.

Shoes are to be worn in the dining room at all times, hair is to be tied back and no phones are allowed.



## Duties

Boarders are expected to complete daily duties and take responsibility for their own living and dining areas. Duties are done on a rostered system and checked daily.

## Hostel Blanket

Hostel blankets are a wonderful keepsake for any boarder. Families can purchase a blanket at the start of their boarder's time at Scotlands Hostel. Blankets are embroidered with the boarder's name and the year that they start at the hostel.

## Laundry

Boarders are responsible for their own laundry. Please ensure that all clothing items and linen are named and boarders have their own laundry supplies, including a laundry bag and soap powder. Each year level has a designated laundry with a washer and dryer. Hostel laundry and drying rooms are locked at bedtime.



## Leave

For any activity that requires our boarders to leave the hostel, other than school, a leave request must be submitted by the boarder via the Orah digital leave system. Boarders must wait for approval before leaving the hostel and must sign in and out.

Orah is a fantastic system as it allows boarders, hostel and parents to connect and keep track of each boarder's whereabouts. Parents can download the Orah family app to have instant access.

**Download the app** by searching for Orah for Families in your app store.

### Overnight leave

Social overnight leave is not permitted during the week as we encourage good bedtime routines.

### Weekend leave

Applications are due on Orah by Wednesday 8.30am. Parent/Guardian and host family approval must be in by Thursday 1.00pm to enable applications to be processed in time.

## Weekend town leave

Years 9 -10 can have up to two hours leave on both Saturday and Sunday, returning no later than 5.00pm.

Years 11 - 13 can have up to 3 hours leave on both Saturday and Sunday, returning no later than 5.00pm. Friday evening leaves need to be negotiated with staff on duty. The group rules still apply.

## Special leave

This must be discussed with the Hostel Manager prior to filling out a leave application. Hosts must be responsible for boarders whilst outside of the hostel and for both collecting and returning boarders to the hostel after the special leave.

The hostel holds the final approval on all leave requests.

## Signing out procedure when collecting a Boarder

The authorised adult must both collect and return the boarder to the hostel office. No boarder is to leave the hostel area for any reason without signing out at the main office.

## Leaders

Scotlands Hostel appoints boarders to the following leadership roles each year:

Head Boarder - Year 13

Manaakitanga Leader – Year 13

Senior Year Group Mentors – four Year 13s

Year Group Representatives – two per year group for years 9 – 12.

## Library

The school library is available for use between 8am and 4pm. All boarders have access to the public library. The hostel has its own small collection.

## Lost Property

Boarders should check with both the hostel office, and at the school Student Services counter to see if the item has been handed in, as well as checking their unit and with friends.

If the item is named both the hostel and Student Services will return it to you so please remember to name all of your belongings. At the end of every term all unclaimed items will be donated.

## Medicine and sickness

No medication (including over the counter medicine) is to be kept in the units.

**No medication is to be self-administered unless there are special circumstances by agreement.**

Prescribed medication will be dispensed as per doctor's instructions, by a Supervisor or the School Nurse. The particulars of any medicine dispensed or prescription issued will be recorded both on the bottle/packet and pastoral files.

All medicine (**including over the counter medicine**) **must** be handed into the hostel office where it will be locked away.

Medical and dental appointments can be made, when necessary, by the hostel office. A taxi will be called if outside of hostel van hours.

**Feeling unwell?** During class time, ask your teacher for a yellow pass to see the nurse. They will contact the hostel and caregivers/parents as appropriate. If it's interval or lunchtime you can also see the nurse about anything you are worrying about health-wise.

## Mobile phones

Mobile phones are subject to the same policies as other devices in the school in regard to security and digital citizenship. Years 9, 10 and 11 hand their phones to Supervisors at bedtime.

**There are no mobile phones allowed at mealtimes and prep time.**

## Payments

All accounts are handled by the accounts team in the main school office [accounts@npghs.school.nz](mailto:accounts@npghs.school.nz). We recommend setting hostel fee payments to automatic payment to avoid any missed payments.

If you need to pay for something at school, payments can be made at Student Services, using eftpos or cash, or via online banking.

Bank account 15-3953-0478234-00

Please reference: student name and the reason for payment eg. Uniform, sports.

If paying by cash at Student Services you will be given a receipt at the time of payment.

## Personal hygiene

It is important that all boarders know the importance of showering daily, changing underwear and socks regularly, changing linen and towels, and the need for soap, shampoo and deodorant. Guidance and help is given by staff.

## Personal property

Personal property is the responsibility of the owner. Items must be clearly named and each boarder has a wardrobe that they can store their valuables in. All property is brought to the hostel at the owner's risk and not covered by any school insurance.

## Safe facility

We highly recommend all money and valuables be kept in the safe in the hostel office.

## School & Hostel Apps

**SchoolBridge:** New Plymouth Girls' High School uses SchoolBridge and the SchoolBridge App for all communications. Some features include submitting absences, requesting passes, daily notices, alerts, newsletters, school calendar, EOTC information/permissions and payments.

**Download the app** by searching for SchoolBridge in your app store.

**Orah:** Scotlands Hostel uses the Orah app. Orah is a fantastic system as it allows boarders, hostel and parents to connect and keep track of each boarder's whereabouts. Parents can download the Orah family app to have instant access.

**Download the app** by searching for Orah for Families in your app store.

## School Counsellors

A full confidential counselling service operates from Wai Ora, the blue cottage behind the hall, with fully trained and experienced counsellors and counsellors in-training. You can make an appointment to see one of the school counsellors to discuss with full confidentiality any challenges you are facing in your life including: friendships, bullying issues, family, school or any other personal situations that you might like some support with.

**To make an appointment:** You can go up to Wai Ora and drop a "request an appointment" slip in the box on the door, or you can email: [gosmond@npghs.school.nz](mailto:gosmond@npghs.school.nz) / [jo@npghs.school.nz](mailto:jo@npghs.school.nz) / [jfynnigan@npghs.school.nz](mailto:jfynnigan@npghs.school.nz), or send a message through Team Chats for an appointment. We will get back with a time for you. You can also text: Gilly Osmond 020 4188 7388, Jan Finnigan 020 4188 7363 and Whaea Jo on 020 4022 8090.

## Staff

- Supervisors provide day-to-day care of our boarders
- Cleaning staff sanitise after boarders complete their duties
- Catering team provide tasty meals for our boarders

## Stymie

Stymie is an anonymous reporting tool used at NPGHS to report incidents of bullying and harm, safely and anonymously. It can be accessed at [www.stymie.co.nz](http://www.stymie.co.nz).

Any student, parent or member of the community can make a notification.

It is another means of supporting our pastoral system at NPGHS. Only designated staff members will receive notifications via email when a report is made. We will deal with all reports according to our pastoral care system in an effort to continue to promote student wellbeing.

## Start and Finish of Term

All boarders are expected to be in the hostel between 3.00 - 5.00pm the day before the start of the new term. Hostel opening times will be advised before the start of each term.

At the end of each term boarders should take all personal belongings home.

## Teacher Only Days/Public Holidays

Scotlands Hostel remains open on Teacher Only days and term time Public Holidays.

## Units

Rooms are set up to sleep 5-6 boarders. Each year level is grouped together within the hostel complex. Boarders work together as a unit to keep their spaces clean and tidy.

## Vehicles

Year 13 girls may have a car on site,

- Keys are to be handed in to the hostel office
- Vehicles are to be parked in the designated area for boarders - there are limited parks available and they will be allocated via a roster system, otherwise street parking is available

## Visitors

All visitors to the hostel, including families, must sign in at the hostel office and be introduced to a Supervisor. Due to legal regulations all visitors (including family) must be supervised whilst in the hostel.

Friends are welcome after school and at weekends. They are **not permitted into units**, but are welcome in the library and dining room/cafe with permission.

Families are welcome to visit the hostel at anytime and to have a meal with us.



# Activities

**Boarders are encouraged to participate in a wide variety of extracurricular activities**

## After school swimming and Fitness Centre

We have access to the school pool and Fitness Centre. Staff or trained lifeguards accompany boarders to the school pool and our PE staff will complete induction sessions for access to the Fitness Centre.

Boarders can enrol in external gyms, however we ask that you avoid City Fitness as it is on the opposite side of town and is a long way to travel. Local gyms include Snap Fitness, YMCA and Rampage.

## Swimming at the beach

Boarders may walk or swim at the beach.

Boarders must swim between the flags and only when a lifeguard is on duty.

Years 9 - 11 must be in groups of at least three. Years 12 - 13 in pairs.

## Use of the school courts

The courts and sports equipment may be used outside of school hours.

A key is available from the hostel office.

## Hostel Van

The van is available 3.30 - 9.00pm Monday to Friday for transport, priority is given to:

- Approved appointments, e.g. medical
- Extra-curricular activities, e.g. music lesson/tutoring
- Sporting activities where walking is not an option, e.g. training, games
- Transport to the bus station or airport

During the weekends the van is available for sporting commitments subject to staff availability. Access to the van, at any time, will be subject to staff availability.

**The van is not available during the school day for appointments except in the case of an emergency. A taxi/airport shuttle will be ordered and charged back to the boarder's account. Visits to the gym are not a priority for the van, boarders are encouraged to walk to and from the gym. The van is not available for beauty appointments or shopping.**

## Town/Gym/Beach Leave

### Year 9 and 10 - two per week

Two town leaves per week between Monday and Friday, returning no later than 5.15pm. Girls walk to and from town and are expected to be in a group of three.

### Year 11 - three per week

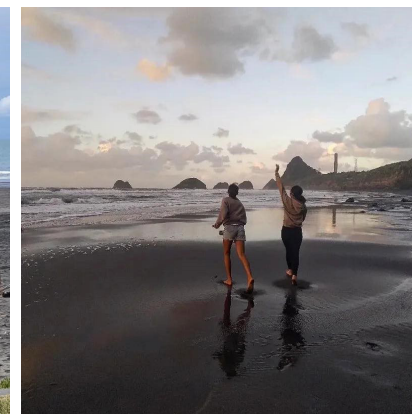
Three town leaves per week between Monday and Friday, returning no later than 5.15pm. Girls walk to and from town and are expected to be in a group of three.

### Year 12 - three per week

Three town leaves per week between Monday and Friday, returning no later than 5.15pm. Girls walk to and from town and are expected to be in a group of two.

### Year 13

May have leave any night during the week until 5.15pm. One night may be until 6pm.



# Seventh House

**The House provides more independent ‘flating style’ accommodation for fifteen Year 13 boarders.**

Any female guest must be signed in by a Year 13 Hostel boarder at the hostel office. No guests are permitted to enter bedrooms.

**Male guests are not permitted in the house at any time.**

Year 13 Boarders who have study during Spell 1 must have completed their duties and vacated the house by 9.30am. Girls who have study last spell may return to the house at lunchtime. Boarders from other levels are not permitted in the house unless permission is specifically sought. No boarders from other levels are permitted in bedrooms.

## Car Parks

Limited Year 13 boarder parking is available at the hostel and will be offered on a rostered system. All other boarders should park considerately on the surrounding streets and take note of Council parking restrictions.



## Duties

A duty roster is displayed and all daily cleaning is to be done by boarders. Supplies of cleaning equipment and toilet rolls are to be requested from staff.

## Leave

Leave requests are applied for through Orah as for other boarders. Girls must sign in/out responsibly.

## Meals

All meals are supplied in the dining room as for other Boarders and must be eaten there. Basic supplies are given, upon request, at the discretion of kitchen staff on duty, ie. milk, butter, bread, spreads, tea/coffee/milo, sugar etc.

## Security

The security system is linked to the Hostel system.

# Behaviour

## Expectations & Restorative Process

### Behaviour Management

The hostel behaviour expectations are in accordance with the rules and policies of New Plymouth Girls' High School.

The school rules can be found on the school website, [www.npghs.school.nz](http://www.npghs.school.nz). All school policies are available on the school website at, [www.npghs.school.nz/about/policy-documents](http://www.npghs.school.nz/about/policy-documents) and can be obtained by contacting the school.

NPGHS will take all practicable steps to ensure the safety and wellbeing of the boarders by complying with all relevant legislation, regulations, standards and codes of practice. The expectations are set out in the Rights, Relationships and Responsibilities (Ill Treatment Policy).

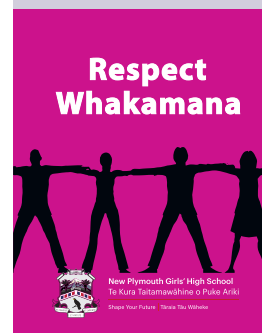
The hostel is a shared environment and the awareness of the rights and needs of others and acting in ways that support and enable this is essential to the creation of a safe and secure living environment for all. These expectations are set out in the Hostel Kaupapa.

Where the behaviour of boarders does not conform to the expectations of the school and hostel, as defined by its rules, policy and Kaupapa, disciplinary action may result. This is led by the Hostel Manager and Principal and in serious situations the Student Behaviour Committee of the Board.

The restorative process works to restore relationships which have been harmed due to the actions of others within our hostel environment. We explore what has happened to cause the harm, who has been affected and what can be done to restore the relationship and make things right. Depending on the situation, this process may take several days as we consider the number of students involved and what level of harm has been caused. The outcome we aim for is one where we are able to move forward because we have started to make things right and restore positive relationships between everyone who has been affected.

**EXPECTATION:**  
New Plymouth  
Girls' High School  
is a place of...

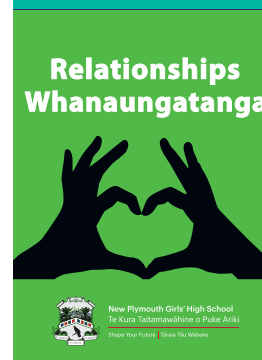
**SCOTLANDS HOSTEL KAUPAPA**  
Below are the minimum expectations  
for our hostel community.  
(To be read in conjunction with additional detailed kaupapa  
for dorms, prep, dining room, leave and 7th house)



- Use polite and appropriate language
- Listen attentively when others are speaking
- Care for your environment and living space
- Respect privacy, space and property
- Show concern and care for others
- Communicate with staff appropriately
- Treat hostels rooms, property and equipment with respect
- Leave your spaces clean and tidy
- Follow hostel guidelines and rules for leave, prep, rooms, dining room, activities and use of hostel property and equipment
- Respect the privacy and rights of others



- Scotlands Hostel is a smokefree, vapefree, drugfree and alcohol free environment
- Be organised, on time and have the correct equipment for hostel activities
- Follow instructions
- Stay focussed, on task and complete work and activities to the best of your ability
- Communicate concerns, ask for help appropriately
- Use devices (phones and computers) for approved and appropriate purposes
- Ensure leave is organised as per hostel guidelines and is communicated in a timely way
- Make good choices that fit with the values, policies and rules of the school and hostel
- Tidy up after yourself and keep your space tidy
- Make choices and act in a way that keeps you healthy and safe



- Communicate positively and politely
- Be patient
- Treat others with respect
- Seek to resolve issues in a calm and positive manner
- Encourage and support each other
- Be inclusive of one another
- Treat hostel residents, visitors and staff with kindness
- Work together
- Encourage friends to behave responsibly
- Have a positive attitude
- Do not act in a way that may hurt, harm or bully others
- Share your space with others



# Your First Day at Scotlands Hostel

The first day of the school year is staggered for the different year groups at New Plymouth Girls' High School and boarders are usually expected to arrive at the hostel the day before their year level is due to start at the school.

Year 9 students will be welcomed at the start of the year by staff and the Year 13 boarders with a Pōwhiri followed by kai. Parents are welcome to stay until they are happy that all is settled.

The rest of the boarders will usually arrive the day before school starts for their particular year level.

Please check the school website for up-to-date information on the start of the year [www.npghs.school.nz](http://www.npghs.school.nz)



# Recommended Packing List

## All items are to be clearly labelled:

- Mattress protector (compulsory)
- 2 fitted sheets (king single), 2 pillowslips, 1 pillow, single duvet or bedspread/blanket
- 2 face cloths, 4 towels
- 1 clothes basket for soiled clothing (suitable for storage in wardrobe or under desk in unit)
- Clothes pegs
- Soap powder, Stain remover (optional)
- Swimming gear
- School uniform and everyday clothes and shoes
- Coat hangers
- A schoolbag
- Coffee mug, water bottle, containers for lunch and snacks
- Wheatbag or hot water bottle
- Sanitary items
- Toiletries
- Sunblock/ insect repellent/ band aids/ strapping tape
- 1 small padlock and chain

*Don't forget your chargers for devices and phones*

# Stay in Contact

## Scotlands Hostel

[www.npghs.school.nz](http://www.npghs.school.nz)



## Scotlands Hostel

Phone: +64 6 7573840

Email: [scotlands@npghs.school.nz](mailto:scotlands@npghs.school.nz)

## Postal Address

Private Bag 2049, New Plymouth, 4342

## Physical Address

54 Mangorei Road, Strandon, New Plymouth 4312

## NPGHS Reception:

Phone: +64 6 7573899

**Absences:** [absentee@npghs.school.nz](mailto:absentee@npghs.school.nz)

**Enrolment:** [enrolments@npghs.school.nz](mailto:enrolments@npghs.school.nz)

**General enquiries:** [reception@npghs.school.nz](mailto:reception@npghs.school.nz)

**Uniform shop:** <https://npghs.nzuniforms.com/>

**Principal:** [principal@npghs.school.nz](mailto:principal@npghs.school.nz)

SchoolBridge App 

Orah for Families App 



New Plymouth Girls' High School  
Te Kura Taitamawāhine o Puke Ariki