



ELIZABETH HOUSE HANDBOOK 2026



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Welcome to Elizabeth House

Tēnā koutou katoa

A very special welcome to Elizabeth House. It is a real privilege to care for your children. Staff enjoy and love the many opportunities to engage with each girl as she journeys through Sacred Heart Girls' College. We are here to support each boarder in all that they do. We enjoy developing strong relationships with the girls ensuring their wellbeing is looked after and they feel loved, accepted, and listened too. The founding principles of the Mission Sisters and our Special Catholic Character are fundamental elements in all we do within Elizabeth House.

At Elizabeth House, we can accommodate 84 girls from Year 9 to 13. Our hostel wings enable the girls to interact and make friends easily whilst feeling safe and secure. Boarding is a new experience for most and requires a period of adjustment for new boarders and whānau, but as we work together Elizabeth House will be that warm and friendly environment you have hoped for. This handbook is a tool to help with this transition and to understand what life at Elizabeth House is like.

If you would like any further information or have any questions, I would be more than happy to chat.

Ngā mihi nui
Marina Walsh
Hostel Manager



Mission Statement

Elizabeth House shall be a community with an atmosphere of welcome and love where girls are given the opportunity to open their minds to the awareness of God in their lives and where the Catholic faith is fostered.

Elizabeth House is based on Christian principles, which respect the dignity of each person and recognises them as valued members of our community. It shall be a place where mutual respect is given, self-esteem is developed, learning takes place, spiritual guidance is provided and where girls aim for personal excellence in all things. Elizabeth House is a loving and caring community where young women are safe and nurtured.

Special Character/ History

Elizabeth House provides a Catholic community which is an extension of the home, a caring environment, fostering learning and personal growth by living the values of Jesus Christ. Sacred Heart Girls' College New Plymouth was established by the Sisters of Our Lady of the Missions in 1884. Boarding has been part of the school since the very beginning. In 1972 the hostel and convent (now Adele Senior Living) moved from Powderham Street to our current site following the move of the College nine years earlier.

In 2000 Sacred Heart Hostel was renamed Elizabeth House in honour of Sister Mary Elizabeth Molloy the last Sister to be Principal of Sacred Heart Girls' College New Plymouth. The Sisters of Our Lady of the Missions founded by Euphrasie Barbier have always had education and the empowerment of women as a priority of their work. Students receive a strong spiritual foundation and values formation. Mission school students strive for personal excellence, learn respect for others, have a heart for the world, respect for creation and the environment and a strong awareness of mission with a global consciousness.

Photo right: Hostel CEO/Principal, Barb Costello, D.Head Girl, Sahara Cameron, D.Head Boarder Rhiannon Crowley, D.Head Girl Meliz Cerda, Sister Anne Sklenars, Head Girl Lucy Forsyth, D.Head Boarder Ruby Edwards, H.Boarder Hayley Coogan, Hostel Manager Marina Walsh – 2025.



Chapel

A short chapel service is held weekly usually before school. This is a reflective time for us all as a community. It may reflect the time of year on the Catholic calendar or a certain season of life for our boarders. Chapel can be held in the Adele Senior Living chapel next door, our school chapel, or the sacred space on the Sacred Heart Girls College grounds depending on the time of the year.

Elizabeth House Feast Day



Elizabeth House celebrates the Feast of the Visitation in honour of our Patron Saint, Saint Elizabeth. We remember Saint Elizabeth and celebrate her as our Patron Saint due to her hospitality and compassion shown towards Mary during the Visitation.

Saint Elizabeth welcomed Mary into her home with open arms, which is what we aim to do here at Elizabeth House. Like her cousin Mary, Elizabeth showed courage and compassion in her life and trusted in what God had planned for her. As a hostel we aim to live our lives with courage as Elizabeth did and have faith in what God has planned for each of us. We celebrate the Elizabeth House Feast Day annually. The last couple of years we have had the joy of some of our Mission Sisters joining us.

Photo left: Sister Margaret Conaglen, Head Boarder Team Ruby Edwards, Hayley Coogan and Rhiannon Crowley, Sister Anne Sklenars.

Manawa Mission

At Sacred Heart Girls' College New Plymouth and Elizabeth House, we live the Mission through Ako, Manaakitanga and Wāhine Toa. These three core expectations are the heart of who we are at Sacred Heart Girls' College and Elizabeth House. The purpose of Manawa Mission is to ensure that, *"We love each other as Jesus loves us" John 13:34.*

Ako We take every opportunity to learn.

Whatever you do, work at it with all your heart – Colossians 3:23

Manaakitanga We respect and love one another

As I have loved you, so you must love one another – John 13:34

Wahine Toa We respect and love ourselves

Every person is made in the image and likeness of God – Genesis 1: 26-27



Code of Conduct

We are/show	Each student has a responsibility to	Each student has the right to
Manaakitanga	Accept personal, individual and cultural differences. Treat others with understanding and respect. Respect the authority of the staff. Respect Elizabeth House property and the property of others. Use appropriate language. Listen attentively and cooperate with staff and each other.	Be treated respectfully as an individual. Be treated with understanding and kindness. Be and feel safe, including their personal property.
Wāhine Toa	Report ill treatment of anyone in the Hostel. Report theft and hand in lost property. Listen attentively and cooperate with staff and each other. Observe safety rules and expectations.	Be treated with understanding and kindness. Be treated with respect and courtesy. Be safe, secure, and listened to. Expect their property to be safe and not touched by others.
Ako	Be prepared for study with everything that is needed. Respect those who wish to study. Follow the rules and expectations of study time.	Be able to study in an environment that is respectful of this time.

Hostel Staff 2025



Left to right Staff: Back left to right – Nicole Green, Stephanie Moss and Lisa MacDonald (Kitchen Assistant / Cleaner); Janine Mace, Marcia Cadle, Jo Martin, Justine Harvey (Supervisors), Christine Bolland (Kitchen Manager), John Walsh and Heta Smith (Property); Middle left to right – Barb Costelloe (Principal and CEO of EH), Marina Walsh (Hostel Manager); Front left to right – Michelle Shoemark (Supervisor), Anne Lyttelton (Admin and Pastoral Care), Kathrine Crowley (Casual Supervisor), Kay Death (Supervisor). Absent; Jessie Haylock, Keitha Cathro – Mills (Casual Supervisors)

Elizabeth House Parent Committee

The Elizabeth House Parent Committee support us to ensure the wellbeing of the boarders. Our special character, religious and pastoral care of the girls is paramount. For 2026, we are looking at how this committee will function as we value the feedback of our parent/ caregiver community. For now, if you have any questions, please contact the chairperson for the Elizabeth House Parent Committee, Claire Hunn. Details below of current members.

Name	Phone	Email Address
Claire Hunn	027 254 9548	claire.hunn@rabobank.com
Barb Costelloe (Principal)	027 461 6844	bco@shgcnp.school.nz
Marina Walsh (Hostel Manager)	027 555 0955	mwa@shgcnp.school.nz
Marie Appert (MCNPTB rep)	027 303 2344	p.m.appert@gmail.com
Parent Representatives		
Abbie Edwards	027 358 0333	abbiewhittington@hotmail.com
Helen Stokes	027 336 4219	stokesfarm2@gmail.com

Contact Details

Who should you contact in the first instance.

<p>Duty Supervisor 027 555 3697 hostel@shgcnp.school.nz</p>	<p>Marina Walsh – Hostel Manager 027 555 0955 eh.mwa@shgcnp.school.nz</p>
<ul style="list-style-type: none"> • Update details • Leave request/permission • Extra-curricular activities • Basic pastoral concerns and needs • Absences from the hostel • Overnight on call • General information regarding your daughter <p>Please note: if your daughter is unwell and at home with you, please let school and the hostel know.</p>	<ul style="list-style-type: none"> • Confidential/sensitive information regarding your daughter • Pastoral concerns • Discipline • Complaints • Enrolment • Policy and Procedures • Human Resources

Parent / Caregivers Details

Please notify us if there is any change to your residential, postal and/or email addresses, telephone numbers or marital relationship status. Please confirm by email any changes including emergency contact. If you have distressing news, please let staff know so we can be ready to assist your child.



Photo: Airbands 2025 – Year 9 performing.

Dates and Times – as at 18/01/2026

The Hostel generally opens from 6.00pm on Sunday, girls in by 8pm (NB: please make sure your child has had dinner or something is organised for her). We close at 5pm on Friday.

Term 1	Wed 28 Jan 2026	'Move In Day' all girls in following around 5.30pm – dinner at 6.30pm PLEASE NOTE: Wednesday 28th Jan 4.30pm MASS for all new whānau
	Thurs 29 Jan	First day of Term 1 2025. Assemble outside the Events Centre – 8.40am for pōwhiri to welcome new students, whānau and staff
	Thurs 5 Feb Sun 8 Feb	Hostel CLOSES at 5pm for Waitangi weekend (Fri 6 th Feb) Hostel OPENS at 6pm.
	Fri 6 Mar Mon 9 Mar	Hostel CLOSES 5pm for Anniversary weekend Taranaki Anniversary (Hostel OPENS 6pm)
	Thurs 2nd Apr	Last day of term 1, hostel CLOSES at 5pm
Term 2	Sun 19 Apr Mon 20 Apr	Hostel OPENS for term 2 at 6pm First day of term 2
	Sun 24th April Mon 25th April	Hostel CLOSED Anzac weekend Hostel OPENS 6pm
	Fri 30 May Mon 1 June	Hostel CLOSES 5pm – Kings birthday weekend King's Birthday (Hostel OPENS 6pm)
	Tues 2 Jun	Hostel Feast Day (TBC) all boarders expected to attend
	Fri 3 Jul	Last day of term 2, hostel CLOSES at 5pm
Term 3	Sun 19 Jul	Hostel OPENS for term 3 at 6pm
	Sept TBC	Year 13 Hostel Graduation Dinner
Term 4	Sun 11 Oct	Hostel OPENS for term 4 at 6pm
	Thur 22 Oct	Hostel End of Year Dinner – full attendance expected ; Hostel prize giving
	Sun 25 Oct	Hostel CLOSED for Labour weekend
	Mon 26 Oct	Labour Day Hostel OPENS 6pm
		SHGC Senior Prizegiving
		Senior Graduation dinner
		Year 9 2027 Sleepover followed the SHGC Orientation the day after
	Last day of term 4 2025	

Note: updates will be sent out once details come to light.

Daily Routines

	Year 9	Year 10	Year 11	Year 12	Year 13
6.45 – 7.45am	Breakfast				
8:00am	Collect electronics				
8:15am	Chapel (weekly – boarder led)				
8:30am	Depart for school				
1:20pm	Return to collect lunch – Hot lunch twice a week				
3.10pm	Return from school; afternoon tea				
3:10-5:00pm	Free time				
5:00-6:00pm	Town leaves end at 5pm (Juniors) but free time back at hostel until 5.45pm				
5.55pm	Dinner time – devices on charge				
6:30pm	Device free social time – outside in summer months		Focused study time		
7:00 – 8:00pm	Study Time – no devices juniors				
8:00-8:30pm	Free time, downstairs, supper time		Additional study time – supper break 8pm		
8:30pm	Hand in electronics. Get ready for bed				
8:45pm	Prayer time	Get ready for bed			
8:55pm	Quiet time on wings	Hand in electronics. Prayer Time			
9:15pm	Lights out	Quiet time on wings	Hand in mobile phones		
9:30pm		Lights out	Quiet time on wings		
9:45pm			Lights out	Quiet time on wings	
10:00pm				Lights out	Upstairs and in own room

Health, Safety and Wellbeing

Illness

If your daughter becomes ill during school time the school office will contact the hostel. If unwell she will return to the hostel, to her room or sickbay. Depending on her level of illness and what support she may need, parents may be asked to collect her. Heavy cold and flu symptoms require caregivers / emergency contacts to collect as soon as possible please.

Any diarrhoea or vomiting requires quarantine from the hostel as soon as practicable and returning 48 hours after the last diarrhoea or vomiting bout.

If your daughter falls unwell whilst at home, please ensure that she is fit for school before returning her back to the hostel. If your daughter is at home and going to be absent from school for any reason, you need to notify both the hostel and school. Boarders with contagious illnesses must be kept at home until cleared by their doctor.

At least one staff member on shift will hold a current First Aid certificate and can deal with basic health concerns outside of the day-to-day health care of boarders.

Medication

Provided medication – the hostel has a supply of panadol, ibuprofen, antihistamines and cough medicine and creams etc. for minor ailments and treatment. These are administered by staff and recorded under boarders' medical history on Orah.

Personal medication including prescription, over the counter, panadol and ibuprofen must be handed in and always kept secure. Boarders can access their personal supplies at any time upon request to a duty supervisor. All medications handed will be recorded in Orah on relevant boarders' profile including administering details. When medications are taken, a date, time and dosage be recorded by a duty supervisor. All prescription medication needs to have a prescription label accompanying it please. In addition, a hard copy will be used to record prescribed medications handed in and out when arriving or leaving the hostel overnight and will be signed by staff and boarder or caregiver. A weekly tally is reconciled by a staff member. Contraceptive medications may remain with boarders.

Visiting the Doctor and Organised Appointments

We can transport boarders to visit walk in doctors after 3.30pm Mon - Thurs. Organisations require under 16-year-olds to be accompanied by someone over 16 years. In this case we ask parents, caregivers, or an emergency contact to assist if the visit is needed immediately. If otherwise, staff will do their best to assist. Other organised medical, dentist and/or orthodontist appointments where possible, these are to be made outside school hours unless you are taking your child. Please notify hostel staff with time, location and other relevant information as soon as the appointment is made. If we are unable to transport your daughter, alternative transport can be organised. The cost will need to be covered by families for both transport and appointments on the day.

In the case of a medical emergency, your daughter will be transported to Accident and Emergency by staff or ambulance. Caregivers will be contacted and required to meet the supervising staff member at A and E to assist with medical information and child's comfort and needs.

Personal Electrical Equipment

All electrical equipment (including charging cables) brought into the hostel needs to be in excellent working order. Please, no electric blankets, however hot water bottles and wheat bags are allowed.

Fairy lights are permitted but only battery operated please. No candles or incense, matches or lighters are allowed.

Security

The safety of our boarders and staff onsite is important. All exit and entry points have an access control system, double lock or alarmed. As well as security cameras operating in internal corridors and external entries and exits.

Boarders must adhere to the leave procedure at all times. All visitors to Elizabeth House need to sign in and out accordingly.

Emergencies

The Elizabeth House Emergency Plan has been developed along with best practice and industry standard guidelines. We will ensure to keep parents/guardians fully informed during any emergency. Regular evacuation and lock down drills ensure the girls and staff are familiar with emergency procedures.

Boarders who set off a false fire alarm may be liable for the costs associated with a false alarm and resetting of the control panel.

In the case of a civil defense emergency, all boarders will remain at the hostel until their parents/guardians can be contacted to arrange to have them transported home safely. In the case of a medical emergency, such as a pandemic, Hostel Management will follow advice from the Ministry of Education, Ministry of Health, and the New Zealand Boarding Schools Association to base their assessment of the danger to the physical wellbeing of the hostel and school community.

Damage to Hostel and Property

Boarders who damage hostel property will incur the cost to repair or replace. The hostel's insurance does not cover incidental damage caused by boarders. Parents should investigate their own policies to see if their own insurance can cover their child whilst at residence at the hostel.

There is zero tolerance to boarders who willingly damage hostel property and fittings. Intentional damage to hostel property or another boarders' belongings will be dealt with through the hostel's behavior management system.

Banned items The following items are not welcome at Elizabeth House:

- Chewing gum
- Cigarettes, and vapes or the like
- Lighters, matches or fire lighting equipment
- Fireworks or any form of explosives
- Any form of weapon
- Alcohol and / or drugs
- Offensive, inappropriate, or pornographic material (physical or digital)

Bikes, scooters or similar are not permitted at Elizabeth House unless authorized by the Hostel Manager.

Elizabeth House reserves the right to search and seize items which may cause harm to boarders under the Search, Seizure and Retention procedure. Police may be called in for serious incidents related to drugs and assault.

Boarders are not to access inappropriate sites, bring inappropriate material on digital devices or send inappropriate emails, texts, or messages. Inappropriate use of the internet and digital technology could result in restricted access and confiscation of personal devices according to the Cybersafety Contract – SHGC.

Bullying/Harassment

Every boarder at Elizabeth House has the right to live in a positive and safe environment. Elizabeth House has zero tolerance for bullying as outlined in the Student Wellbeing Procedure. Elizabeth House and Sacred Heart Girls College promotes positive relationship building and working together as a group which aligns closely with the Manawa Mission and Restorative Practices. If a breakdown occurs staff can follow a plan that encourages boarders to have a voice and take part in restoring the breakdown.

Personal Property/Theft

All rooms have a lockable cupboard; it is recommended that all girls bring a combination lock and keep valuables and money securely in these. Please make sure all personal items are clearly named. Failure to ask permission to use another boarders' belongings is regarded as theft. Borrowing/swapping of personal belongings is discouraged. Any suspected theft should be reported to the supervisor on duty as soon as practicable. The hostel has security cameras in common corridors for safety and security. Elizabeth House takes no responsibility for money or valuable property left in rooms. Boarder's personal belongings are not covered by the hostels insurance policy. Theft is a serious matter and will be dealt with in accordance with the Elizabeth House Code of Conduct, the Expectation of Boarders and Student Wellbeing procedures.

Alcohol, Drugs, Tobacco, Vaping

No boarder will possess, consume or be under the influence of alcohol, tobacco, volatile substances, or drugs prohibited under the Misuse of Drugs Act 1975 or otherwise, except for drugs prescribed for personal medical use only, whilst at the boarding hostel. Any violation of this rule is regarded as a very serious offence. The Alcohol, Tobacco, Smoking, Vaping and Drugs Policy is available for whānau on the college website.



Photos; Left – Molly Stevenson 'Aspiring Leader for 2025' and Ruby Edwards; Middle – Dancing with the Boarders winners, Ruby Tippett, Molly Stevenson, Mrs Jo Martin, Caitlin O'Sullivan; Right – Head Boarder Trophy for 2025 Hayley Coogan and Mrs Walsh.

End of Term expectations

We ask our boarders to clean out their rooms at the end of each term. A cleaning check list is signed off by a supervisor prior to departure. Failure to leave the room in an appropriate state will result in a \$50 cleaning fee being charged.

During term breaks we can have groups staying with us and we like to use this time to take care of any maintenance. At the end of the year, we have a major clean of carpets, mattresses, and windows also.

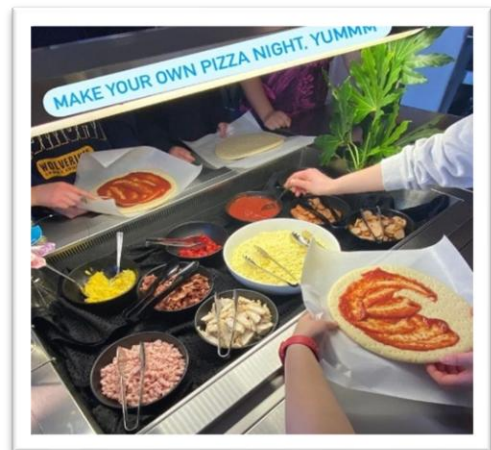


Academic Studies

Evening Focused Study

Study takes place every evening between 7 - 8pm for Year 9 and 10's and between 7-8:30pm for Year 11, 12 and 13. This is compulsory for all, if extra-curricular activities happen during study time, then the individual is required to complete her study during free time slots.

If boarders do not have homework, they are required to either read or actively engage in study resources available. These are purposeful resources covering various topics and created to engage each student and have fun whilst learning. **Social media, on-line games etc and, tv or movie watching will not be permitted.**



Study Resource examples - Cookbooks

BLONDIES

SERVES	TIME	DIFFICULTY
FAMILY OF 3	45 MINUTES	2/10

INGREDIENTS

- 1 CUP OF UNSALTED BUTTER \$6.00
- 1 CUP OF SOFT BROWN SUGAR \$2.00
- 2 LARGE EGGS \$1.00
- 1 TBSP OF VANILLA EXTRACT \$1.00
- 1 CUP OF FLOUR \$1.00
- 1/2 TBSP OF BAKING POWDER \$1.00
- 1/4 TBSP OF SALT \$1.00
- CHOCOLATE CHIPS \$1.00

METHOD

FIRSTLY PREHEAT YOUR OVEN TO 350°F (175°C). GREASE A 9x13 INCH BAKING PAN OR LINE IT WITH PARAGRAMENT PAPER.

NEXT MIX MELTED BUTTER AND BROWN SUGAR IN A LARGE BOWL, WHISK TOGETHER THE MELTED BUTTER AND BROWN SUGAR UNTIL WELL COMBINED AND SMOOTH.

ADD EGGS AND VANILLA. BEAT IN THE EGGS ONE AT A TIME, THEN STIR IN THE VANILLA EXTRACT.

COMBINE DRY INGREDIENTS IN A SEPARATE BOWL, SIFT TOGETHER THE FLOUR, BAKING POWDER, AND SALT. COMBINE WET AND DRY INGREDIENTS, GENTLY ADD THE FLOUR MIXTURE TO THE BUTTER MIXTURE, STIRRING UNTIL JUST COMBINED. BE CAREFUL NOT TO OVERMIX.

ADD OPTIONAL MIX-INS: FOLD IN ANY ADDITIONAL INGREDIENTS LIKE CHOCOLATE CHIPS OR NUTS AT THIS POINT.

SPREAD IN PAN: SPREAD THE BATTER EVENLY INTO THE PREPARED BAKING PAN.

BAKE: BAKE IN PREHEATED OVEN FOR 20-25 MINUTES, OR UNTIL THE TOP IS GOLDEN BROWN AND A TOOTHPICK INSERTED INTO THE CENTER COMES OUT CLEAN OR WITH A FEW MOIST CRUMBS.

COOL AND CUT: ALLOW THE BLONDIES TO COOL COMPLETELY IN THE PAN ON A WIRE RACK BEFORE CUTTING INTO SQUARES.

FRIED RICE PAPPER BALLS

SERVES	TIME	DIFFICULTY
FAMILY OF 4	45 MINUTES	5/10

INGREDIENTS

- RICE PAPPER \$4.49
- ICEBERG LETTUCE \$3.00
- CARROT PER KG \$2.00
- CHICKEN MINCE 450G \$8.49
- SOY SAUCE 300ML \$2.30
- OLIVE OIL \$9.49
- MIXED HERBS 15G \$3.00
- SALT 300G \$2.20

MEAL - \$33.97

METHOD

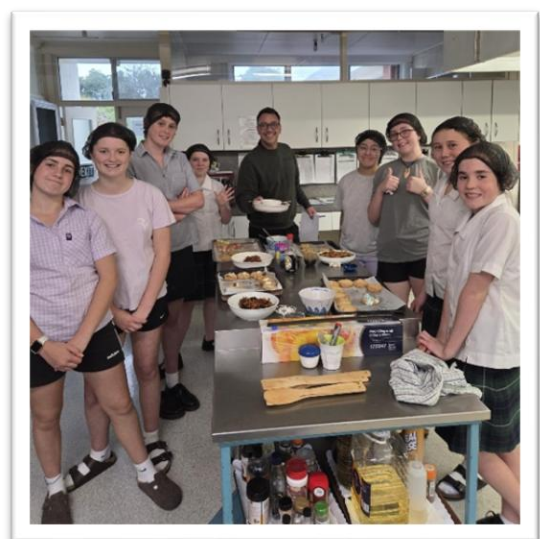
FIRSTLY, YOU MUST FINELY CHOP UP YOUR LETTUCE. NEXT YOU NEED TO GRATE UP 2 MEDIUM CARROTS. WHEN YOU ARE FINISHED WITH THE VEGETABLES, START TO COOK YOUR MINCED CHICKEN IN A LARGE PAN WITH A DRIZZLE OF OLIVE OIL. ONCE YOUR CHICKEN IS HALF COOKED, DUMP IN BOTH YOUR GRATED CARROTS AND CUT LETTUCE IN WITH THE CHICKEN. WHEN YOUR CHICKEN IS FULLY COOKED TURN OFF YOUR HEAT.

GET A LARGE PLATE AND FILL IT WITH WARM WATER TO SOAK 1 RICE PAPER IN IT AT A TIME. ON A SECOND PLATE PUT THE WET RICE PAPER ON IT AND PUT A MEDIUM SPOONFUL OF THE VEGETABLES AND CHICKEN ON THE MIDDLE OF THE PAPER. NEXT, FOLD IN 3 CORNERS OF THE PAPER THEN ROLL IN THE REST. ROLL AS MANY AS YOU NEED TO USE UP ALL OF YOUR VEGETABLES AND CHICKEN.

WITH ALL OF YOUR RICE PAPER BALLS READY, POUR A FAIR AMOUNT OF OLIVE OIL INTO YOUR LARGE PAN AND WAIT FOR IT TO HEAT. ONCE YOUR PAN IS HOT, PUT ENOUGH RICE PAPER BALLS IN YOUR PAN TO COVER MOST OF THE PAN. THE PAN SHOULD HAVE ENOUGH OIL IN TO FOR THE BALLS TO MOVE AROUND WITHOUT STICKING TO THE PAN. WHEN ALL YOUR RICE PAPER BALLS ARE FRIED, PUT THEM ON A SERVING PLATE AND SERVE WITH A SMALL DISH OF SOY SAUCE FOR A DIP.

Tutoring and Academic Support

Some girls choose to seek additional tutoring and academic support, this is arranged independently by parents. If your daughter requires transport, please ensure tutoring in between 3.45 – 8.15pm. We have spaces available in the hostel for external tutors to work from, before booking this please contact the hostel directly to check availability and so we can ensure any necessary safety checks have been completed.



Photos: MasterChef 2025 with Brett McGregor (2010 Master Chef winner himself)

Above Week 1 Contestants – cheese scones and butter making.

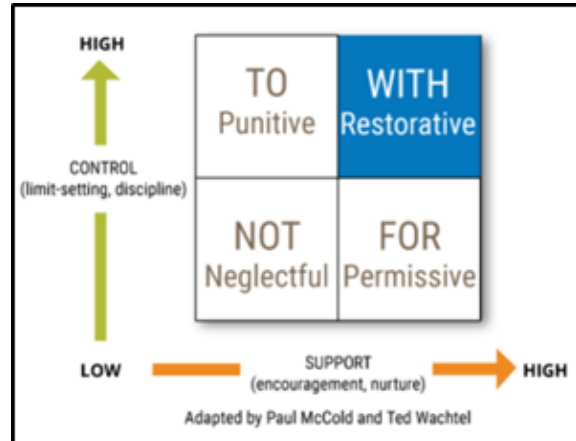
Right: the FINALE! Winners Francie O’Sullivan and Neveah Hogg – left of Brett McGregor.

Pastoral Care

Restorative Practice

Elizabeth House along with Sacred Heart Girls' College New Plymouth is a PB4L environment (Positive Behaviour for Learning), we use Restorative Practice when conflict arises within the hostel and school.

Restorative Practice is based on the relational approach, which recognises that we exist in a world of relationships and that character is developed through relationships with others. The fundamental principle of the relational approach is that all people are equally entitled to enjoy respect, care and dignity.



The Social Discipline Window (right) is a useful model to better understand restorative practices. We aim to work ‘with’ our boarders as this is how we can build respectful communities, self-responsibility, and connected relationships. Rather than doing things ‘to’ or ‘for’ them.

Restorative practices and a relational approach are at the centre of everything we do including managing discipline and when we ‘get it wrong’. It is important to us that when things do go wrong that the relationships between parties is repaired and that growth and understanding occurs for everyone involved.

In some cases, our policy for ‘Stand-downs, Suspension and Exclusions’ policy, will need to be implemented. This policy and all others can be found on the college website

Hapū Groups

Hapu Groups help to support and strengthen culture here at Elizabeth House. Fun is the name of the game.

There are four Hapu groups are, **Ōpunake**, **Kaupokonui**, **Waiinu** and **Mōkau**. Hapu Groups also act as hostel houses and competitions run through the year by our Head Boarders. These run separately to the SHGC houses and schoolhouse competition.



Expectations of Boarders

	MANAAKITANGA We respect and love one another	WAHINE TOA We respect and love ourselves	AKO We take every opportunity to learn
In All settings...	We remember our Elizabeth House expectations and the gospel values	We are part of the Elizabeth House community. We are proud of this. We assist and offer help to others	We teach each other how to be good learners.
In the dining room and during notices	<ul style="list-style-type: none"> Listen to the person speaking Listen attentively and cooperate with staff Remember to use your manners Line up for food safely and respectfully Wait patiently for your turn Clean up after yourself Keep the dining room clean and tidy Take care of equipment Greet and thank staff Use appropriate language Sit in whanau groups Put rubbish in bins – recycle appropriately Treat everyone with respect 	<ul style="list-style-type: none"> Walk not run Be a role model Participate in prayer respectfully Remember to use manners Mobiles are turned off and away Make sure you eat a balanced diet Line up for food correctly, safely and respectfully. Put rubbish in bins – recycle appropriately Dress appropriately (Dinner time – NO PJ's or revealing clothing at any time) 	<ul style="list-style-type: none"> Focus attention on person speaking Receive recognition with grace Give new foods a try Listen to and follow instructions
In study time	<ul style="list-style-type: none"> Be on time Help others to learn Respect others learning space Remember to use your manners Take care of equipment/resources Listen attentively and cooperate with staff Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Be ready for study Be open to learning Be a role model Work independently Deal with conflict in a restorative manner Seek and act on advice 	<ul style="list-style-type: none"> Be prepared Be ready to learn Allow learning to happen Use technology appropriately Give everything a go Complete homework to the best of your ability
		<ul style="list-style-type: none"> Hand in phone Put rubbish in bins – recycle appropriately Handle and take care of any hostel equipment or resources 	<ul style="list-style-type: none"> Keep social talk for other times Hand in phone
On the wings	<ul style="list-style-type: none"> Smile Greet others Use appropriate language Respect others private space Clean up after yourself Respect Elizabeth House property Use your manners Act respectfully towards others Listen to the person speaking Respect others quiet time Be quiet after lights out and if awake early 	<ul style="list-style-type: none"> Walk not run Hands to yourself Be a role model Look after your belongings Keep your room tidy Get enough sleep Stay off technology after lights out Respect others private space Be inclusive 	<ul style="list-style-type: none"> Know what safe behaviour looks like and we remind others to keep safe Lead by example Learn and get to know the others on your wing Learn how to take care of your space Be open to learning new ways of doing things
In the bathrooms	<ul style="list-style-type: none"> Allow privacy for others Leave the area clean and tidy Leave other people's property alone Use the sanitary disposal units to dispose of sanitary items Put rubbish in bins – recycle appropriately Advise staff when things need filling or attention 	<ul style="list-style-type: none"> Wash our hands with soap and water Use soap, paper towels/driers and toilet paper appropriately Report any problems or mess to a supervisor Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Know what safe behaviour looks like and we remind others to keep safe Learn how to use equipment appropriately
In common areas/rooms	<ul style="list-style-type: none"> Smile and greet others Be inclusive Thank staff Use appropriate language Wait patiently for our turn Leave areas clean and tidy Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Follow instructions Leave areas clean and tidy Put rubbish in bins – recycle appropriately Handle and take care with any hostel equipment or resources 	<ul style="list-style-type: none"> Ask permission to use items in office Listen to and follow instructions
When moving around the hostel (eg halls, stairs)	<ul style="list-style-type: none"> Use a quiet voice Act respectfully towards others Only touch our own property Use polite and appropriate language Open doors for others Allow others to walk past Put rubbish in bins – recycle appropriately Keep doorways clear Stay on the left of the stairs 	<ul style="list-style-type: none"> Walk not run Stay on left of stairs Use the stairs properly and safely Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> Know what safe behaviour looks like and we remind others to keep safe

	<ul style="list-style-type: none"> • Don't play on the stairs 		
On the bus/van	<ul style="list-style-type: none"> • Greet and thank the bus/van driver with a smile • Speak quietly and politely • Use appropriate language • Step up and support someone in need • Keep the bus/van clean and tidy and follow van rules • Put rubbish in bins – recycle appropriately • Act appropriately in the van as we represent Elizabeth House SHGC 	<ul style="list-style-type: none"> • Stay in your seat and face forward • Let the driver know if your transport plans change • Keep the aisle clear • Take care of your belongings • Use seat belt if provided • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Be on time and wait in the appropriate place for the bus/van • Get on and off safely at the correct stop • Listen to and follow the bus/van drivers' rules and instructions • Follow road safety rules carefully
In chapel	<ul style="list-style-type: none"> • Understand that we are in a sacred place • Be respectful to allow others to reflect in their own space • We remain quiet and reflective throughout the service. • Listen to the person speaking • Leave the chapel as we found it • Invite your whanau to be part of Elizabeth House and school Mass's • Take part 	<ul style="list-style-type: none"> • Understand that I am in a sacred place • Use the opportunity for deep reflection • Turn off and put away mobile devices • Sit respectfully 	<ul style="list-style-type: none"> • Know what it means to be in a sacred place • Learn as much as we can about the customs and traditions. We know when to stand, sit, greet, pray • Learn and participate in prayer and singing • Participate fully
When using technology	<ul style="list-style-type: none"> • Always consider how others would feel • Use appropriate and respectful language • Face to face conversations <u>are</u> always preferred • Support others in this environment • Be a good friend 	<ul style="list-style-type: none"> • Take a moment before posting to consider how others would feel • Remember to have face to face conversations 	<ul style="list-style-type: none"> • Learn about SHGC cyber safety agreement • Become responsible users of technology • Use internet in a positive way • Understand that anything that we post can be used by others • Seek help and advice from an adult when needed or unsure
On school site	<ul style="list-style-type: none"> • Act respectfully towards others • Take turns and share equipment • Look out for others • Be inclusive • Show good sportsmanship and follow the rules if playing organised games or sport • Use appropriate language • Step up and support those in need • Ask permission before leaving the hostel 	<ul style="list-style-type: none"> • Stay in the correct area • Use equipment sensibly and as instructed • Put rubbish in bins – recycle appropriately • Use appropriate language 	<ul style="list-style-type: none"> • Lead by example • Return to the hostel on time • Learn how to play safely

On school site	<ul style="list-style-type: none"> • Keep our hands and feet to ourselves • Take turns and share equipment • Wait your turn • Look out for others • Include others • Show good sportsmanship and follow the rules if playing organised games or sport • Use appropriate language • Step up and support those in need • Ask permission before leaving the hostel • Sign out and back in • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Stay in the correct area • Use equipment sensibly and as instructed • Put rubbish in bins – recycle appropriately • Use appropriate language 	<ul style="list-style-type: none"> • Lead by example • Return to the hostel on time • Learn how to play safely
When off site	<ul style="list-style-type: none"> • Respect the public • Keep doorways, footpaths etc clear • Wear full uniform with pride or fully mufti • Remember to use your manners • Use appropriate language • Include others • Look out for others needs • Ask permission before leaving the hostel • Sign out and back in • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Stay in the correct area • Stay with other boarders • Be a role model • Present yourself with pride • Report to an adult if anything goes wrong • Leave area visiting clean and tidy • Look after your belongings • Put rubbish in bins – recycle appropriately 	<ul style="list-style-type: none"> • Lead by example • Return to the hostel on time • Be on time for van pick ups • Cross the road safely and carefully

Leave



This Boarding Management software assists staff, boarders, and families to streamline boarder leaves, share pastoral notes and keep track of the boarders' whereabouts, academic behaviour, and wellbeing.

Staff have a duty of care responsibility to know where all boarders are while in care. Each outing must have approval from staff prior to the boarder leaving the hostel. Leaves are customised to reflect the need. Boarders are responsible for signing themselves in and out so an accurate account of who is onsite and offsite can be achieved at any given time eg: in an emergency. This information is required under Hostel Regulations 2005 and is kept secure to conform with the Privacy Act.

Parents and caregivers will be sent an invitation to connect to the Orah APP so that overnight leaves and special leaves can be approved prior to staff approval.

After school Leaves

During free time 3:30-5:00pm the girls are permitted to leave the school site and visit nearby areas. Parent permission for this is given on the form 'Approved Travel, Leave, and Contact & Permissions'. Boarders apply for these leaves by 2pm each day and these will be approved prior to each boarder signing out.

Year 9 and 10	<p>Once a week social leave for Year 9; twice a week for year 10 Visit to the local Fitzroy shops or The Valley (5pm return) Walks or runs in the surrounding neighbourhood is also allowed – 1 hour (see running expectations in this handbook) Gym visits only if within the Fitzroy/Valley area or event centre mezzanine, before dinner only There must be at least 2 Elizabeth House boarders together at all times</p>
Year 11	<p>Twice a week – social leaves Visit to the local Fitzroy shops, The Valley, town/Center City and gyms Walks or runs in surrounding neighbourhood are also allowed – 1 hour (see running expectations in this handbook, can run alone during day light hours). There must be at least 2 Elizabeth House boarders together at all times</p>
Year 12	<p>Twice a week - social leaves Visit to the local Fitzroy shops, The Valley, town/Center City and gyms Walks or runs in surrounding neighbourhood are also allowed (see running expectations in this handbook) They may go by themselves or with friend</p>
Year 13	<p>Freedom to come and go after school until 10pm Orah APP used appropriately to indicate where boarders are at all times Communication with staff prior and on return Vehicle expectations followed – keys in at the end of the night</p>

Note: Seniors, if going to the gym for general work outs, these can be done at any time except between 5.45pm – 6.30pm (Dinner time together as a hostel is a priority).

Swimming Expectations

Boarders are allowed to swim at the beach when there are lifeguards (external to the hostel) on duty. Students must apply to do this via a special leave and must have parental approval prior. If there are no lifeguards or flags out, and girls intend on swimming, we will not be approving these leaves regardless. This is in accordance with our Hostel Regulations 2005. Girls must also go with another person.

Year 13's can apply for a 'one off parental permission' and use a Year 13 leave pass as per usual. The same rules apply re: flags and lifeguards.

No-one is to swim at the river off Rimu St. Trips to the Aquatic Centre can be organised on request providing availability of the van.

Running Expectations

Juniors (9's, 10's) – it must be with another person; **Seniors (11, 12, 13's)** – can run alone.

Running for fitness can be before or after school, Juniors before dinner please and Seniors at any time however not between hours of 5.45 - 6.30pm or study time. It also must be during daylight hours. A chosen route must be communicated to staff eg: Coastal Walkway, up Mangorei Road as far as Merrilands Domain and back or the Paynters Ave, Rimu, Northgate, Waiwaka block.

Overnight / including Weekend Leave

Elizabeth House is open Monday-Thursday nights term 1 and 4.

Overnight and Weekend leaves must be checked and approved first by parents and caregivers (an email will be sent from Orah) prior to boarders signing out. What day, time, and transport eg: bus etc, must be completed before staff approval can take place. Boarders must let us know if details change so their leave can be updated. Hosts, other than contacts on Orah already, will need parental approval for overnight.

Special Leave

When your daughter wants to go somewhere outside of the parameters of the permission given in the 'Approved Travel, Leave, Contact & Permissions form' eg. a birthday dinner at a local restaurant, visiting a day girls house, swimming at the beach, then a Special Leave request needs to be submitted on Orah, the process for this and approval is the same as Overnight Leave. Any special leave must be discussed with the Hostel Manager first.

Sports and Extra-curricular Activities

We value the importance of your daughter to be involved in sport and other extracurricular activities. When signing up for activities please consider the need for her to also have time in the hostel for building friendships, as well as time for homework. We ask that before committing to outside school activities you speak with staff, especially if it will require transport via the hostel van. The hostel van can assist when activities are between 3.30 – 8.30pm and within the New Plymouth city boundary.



Right: Prems Netball 2025

Visitors

To protect the girls' privacy and, as a matter of courtesy, we ask that all parents/ caregivers /whānau check in with staff when arriving at the Hostel. Female relatives can go upstairs, when necessary, but we ask that all guests and siblings remain downstairs in the foyer. Male relatives may only go upstairs at the beginning and end of term to help moving in and out.

Student Leadership

Head Boarder Team 2026



Student leadership at Elizabeth House is led by our Head Boarder who works with the Deputy Head Boarder – Special Character and the Deputy Head Boarder – Events, to ensure that student voice is heard and acted upon along with running the hapu competition, organizing events and activities at the hostel and with other boarding schools.

Left to right: Head Boarder team 2026 are (Head Boarder – middle) Tula MacLean, (Deputy Head Boarder - right) Events – Katie Schrider, (Deputy Head Boarder - left) Special Character – Frances O'Sullivan.

Francie is also Sacred Heart Girls College – Head Girl for 2026.

Student Councils

There are opportunities for leadership at each year level. Elizabeth House has year group representatives, except year 13's and meetings are led by the head boarder team.

The year 13's work together as a year group and the head boarder team bring their opinions and thoughts to the table.

Big Sister Little Sister

Every new Y9 boarder is assigned to a Big Sister from a senior year level. The Big Sister's role is to support the Little Sister as she adapts to life at Elizabeth House and Sacred Heart Girls' College New Plymouth.

All new students to SHGC are given a school buddy to help with the school transition also.



Transport

Hostel Van

The Hostel van is available after school for local journeys between **3.30 – 8.30pm**. All regular extra-curricular activities that require transport are applied for through Orah. All additional casual trips and appointments must be booked in advance ie: prior to the day. Priority will be given to those that have their leaves in by 2.15pm each day. Seniors wishing to go to town may book a place in the van prior to school on the day they wish to go, this ride is subject to the availability of the van and drivers' plan. Please note if girls need to attend an activity which finishes after 8.15pm (last pick up), they will need to arrange alternative transport to return them back to the Hostel. Van expectations must be followed whilst travelling – anyone unable to do so will not be able to travel that day / night.



Taxis

Where possible we try to transport the girls via the hostel vehicles. Where this is not possible a taxi may be required for transport. Boarders will need to pay for these rides as we are unable to transfer costs to their accounts.

The Connector Bus service

The Regional Council provide a Connector bus for our secondary school boarders. The south bus runs from just outside our school gates after school on a Friday and returns Monday morning between 8.20am – 8.30am. To access this service, please visit the www.trc.nz and search for Boarders, new bus service for information.

Coastal Bus Service

The Hawera – New Plymouth Connector bus service has extended from Opunake Monday through Friday. Please see the <https://www.trc.govt.nz/buses-transport/routes/hawera-np-connector> for further information. Once the Connector Bus arrives into NPLY, the Orbiter Bus (No: 51 or 52). Please check the website for times and location to catch these bus to Sacred Heart Girls College.

Year 13 Cars

Y13's may bring personal cars to the hostel. A contract is agreed between the manager and the student / caregivers. All keys must be held in the office upon return to the hostel or by 10pm each night. **Only those with FULL licenses may carry passengers.**

Girls are to park their cars at the rear of the building in allocated carparks. If there are more boarders than parks, a roster system will be put in place. Please do not park in hostel staff parks or Adele Senior Living parks. If a boarder returns to the hostel after dark and is not rostered to park at the hostel, they may park outside the events centre, but their cars must be moved by 7.30am the next day as these are for Sacred Heart Girls College staff and visitors.

Elizabeth House accepts no responsibility for any damage incurred while on school property. Any misuse of cars or unmet expectations will result in a loss of car privileges.

Year 12 Cars / usage

It is a year 13 privilege to have vehicles. However, any year 12's needing to bring their vehicles for the following reasons, must have a conversation with the hostel manager prior. **The following reasons are considered:**

Chosen rep team practises outside of NPLY city; specialised training programmes set by representative teams or professionals; TOPEC, pathways, Pathways, WITT or school related programmes and coming to and from school and home. **All of these must be outside of hostel van drop off and pick up times to be eligible for private car use.**

A vehicle form must be completed once permission is given, vehicles must not be parked on school / hostel grounds and keys must be handed in to the hostel office. **Year 12 cars must not be used for social, gym or general outings.**

Please note: Boarders must not participate in car pranks within or outside of Elizabeth House – this will result in the termination of the vehicle contract.

General

Compulsory events

Throughout the term hostel events and outings occur. Parent permission for these is not required however we do ask that families support us when these are scheduled so that we have full attendance. The purpose of these events is to build a strong hostel culture for everyone. There are two events that are compulsory for all boarders to attend:

- Hostel Feast Day - generally in June (Term 2)
- END OF YEAR Hostel function (term 4)

Photo below: Year 13 balloon release 2025 at the Bungalow.



Laundry

The girls are expected to do their own washing. The laundry is open from 7am until 8.30pm. Please make sure all personal clothing items and linen is clearly named. Laundry bags are recommended for underwear and smaller items. Girls are expected to hang their washing outside or in the drying room and use the dryers sparingly.

We wash bed sheets every two weeks.



Dining room

The dining is open from breakfast until the end of supper. Boarders gather their morning tea at breakfast time before heading to school. At lunch boarders return to collect their food. They may sit and eat at the hostel or return to school. Afternoon tea is served straight after school and dinner is later in the evening at 6pm. Supper is between 8 – 8.30pm. The dining room is then closed except for late dinners that have been plated and ready to heat and eat. Food must be eaten in the dining room – including boarders returning with takeaways etc. Snacks and treats are okay to be consumed in rooms.

There is a fridge in the dining area available for boarders to store their food – please name your supplies. There is also a common room for our year 13's where they can store, heat, and eat food. The space has a kitchenette with basic food supplies and plates / cutlery, fridge, microwave, toaster, and sandwich machine for their use. Year 13's are responsible for keeping this clean and tidy. On a Friday it is sanitized by our cleaner.

Cleaning

Elizabeth House employs a commercial cleaner who covers the bulk of the cleaning, including bathrooms. The girls are responsible for keeping their own rooms tidying and vacuuming wings once per week. At the end of the term girls clean down their rooms. They are required to do some duties on a rotational roster basis to help with the running of the house.



Photo above: Summers night with a visit from the Ice cream Truck – always a favourite. Sinead O’Sullivan, Ana Marinovich and Hayley Coogan enjoying the treats.

Bedding / Room accessories / Electrical plug-ins

All bedding is to be provided by the students; this also allows for the girls to add a personal touch to their rooms and comforts of home. Please remember do not bring electric blankets. Wheaties and hot water bottles are allowed.

Battery operated fairy lights etc. are allowed but no plug-in lights or other room accessories that require power. Other plug-in devices such as hair straighteners and dryers must be tested and safe before being used at the hostel.

Wifi and Internet

Elizabeth House uses the same wifi as the college. Each SHGC student is issued with a school email address and is required to sign an internet usage agreement before being allowed access to the school Wi-Fi. This agreement also covers use within the Hostel. Any misuse of devices and the internet according to the SHGC Cyber safety Contract may result in confiscation of these privileges at Elizabeth House.

Personal Computers, Electronic Devices including Smart Watches / Rings

Having any kind of electronic device is a privilege. The rules around the definition of and the use of are clearly set out in the Electronic Device Contract. Years 9 and 10 are required to hand in their mobiles before dinner (6pm) and during study time (7pm – 8pm). Any other internet capable device must be handed in overnight. Year 11 phones must be at bedtime.

The dining room is always a mobile phone free zone. Devices may be confiscated if any part of the contract is broken. At all times students have access to our hostel office phone should they not have their phone. Parents can contact students via the Hostel cell phone at any time also.



Photo above: Galentine's cup cake decorating 2025

What You Need to Bring

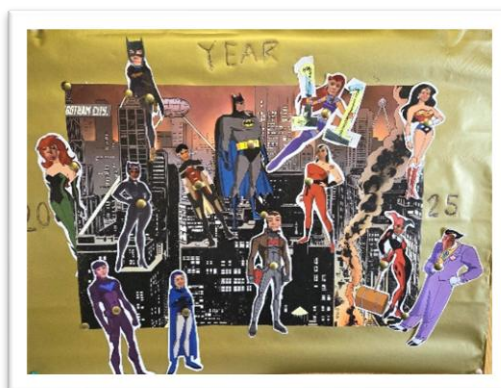
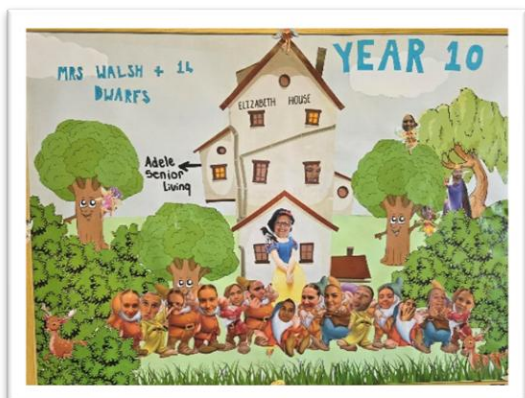
- School uniform
- Warm coat/jacket /raincoat
- Sleepwear, dressing gown
- Underwear
- Bedding-pillow, sheets, duvet, towels
- Personal toiletries-soap, toothbrush, toothpaste, shampoo, sanitary requirements, nail polish remover
- Drink bottle – lunchbox/ leak proof plastic container
- Bedroom décor -photos, soft toys etc.
- Casual Clothing
- Umbrella
- Slippers
- Swimwear, sunhat & sunblock
- Clothes hangers
- Medical kit – plasters, Panadol, cough lozenges etc.-these will be kept in the office **All prescribed medications to be handed in to the office please except contraceptive pills.**
- Padlock for your wardrobe, a combination lock is recommended
- Laundry basket & laundry powder

Please note you are responsible for everything you bring to the Hostel. We recommend that anything particularly precious to you is left at home. **Please make sure everything is clearly named.**

Photo: left to right, Maddie Brown, Ruby Tippett, Ellie Lynsky, Milly Stevenson and Caitlin O’Sullivan Year 11 - 2026



We look forward to having you join us at Elizabeth House. We can guarantee you will make a lot of new friends whilst on this boarding journey. There will be many highs, some challenges but you will have a community to help, support and guide you along the way. If you have any questions, please call 0275553697 – hostel office.



Photos above: Annual cork boards from top left – Year 9’s Year 11;

Bottom left: Year 12’s (and this years winners of the vouchers)

Bottom right: Year 9



Our beautiful Wahine Toa – Year 13 2025