

# Group Accommodation & Education Centre

## St Gertrude's College Information Pack for Groups & Schools 2016





# Contents

Welcome.....	3
New Norcia – Our Unique Offerings.....	3
Accommodation & Facilities.....	5
Catering & Self-Catering .....	6
Guidelines for Staying in Heritage Buildings .....	7
Phones, Emergency Numbers & Supervision .....	8
Emergency Response Plan.....	9
Risk Management Plan .....	10
St Gertrude’s College Floor Plan Evacuation Procedure – Information for Guests.....	12
Prior to Arrival, Must Haves & Departure .....	14
Group Accommodation Contact Details.....	15
Appendix A: Dining Hall Procedures.....	16
Appendix B: Menu Preference Form .....	17
Appendix C: Standard Menu.....	18



## Welcome

*Salve* – welcome to Australia’s only monastic town.

Please help us to provide you with a high standard of hospitality by familiarising yourself and your group with the information contained within this document prior to your arrival.

## New Norcia – Our Unique Offerings

*‘In almost thirty years of constant traveling around the world, I have seldom found a place so clarifying and calm as New Norcia. It makes you think again about what matters; it returns you to a sense of stillness and community that’s hard to find in the modern world; it refreshes the soul better than any holiday. The only hardship of coming here, is leaving.’*

**Pico Iyer, Author & Travel Writer for Time Magazine & The New Yorker**

New Norcia, Australia’s only monastic town:

- A comfortable two hour drive from Perth
- A peaceful and reflective atmosphere
- Easy walking distance between the towns facilities
- An invitation to join the monks in their six daily prayers in the Monastery Chapel and for 7.30am Mass in the Abbey Church (9am Sundays)
- The opportunity to talk with a Benedictine monk and learn about monastic life

The monks and local community invite you to discover the peace (*Pax*) and faith (*Fides*) of Australia’s only monastic town. For more information about the history of New Norcia, or things to see and do while here, please visit [www.newnorcia.wa.edu.au](http://www.newnorcia.wa.edu.au)

### GUIDED TOWN TOURS

To truly experience New Norcia we recommend you do a guided Town Tour. These allow you to see 'behind closed doors', hear the story of New Norcia, visit the monk's own chapel within the monastery and view the beautiful murals in the college chapels - areas not otherwise accessible to the public. Private tours for groups can be arranged at a time and duration convenient to you.

*Walking Trails:* New Norcia has a heritage walking trail for your enjoyment which takes you down to the Moore River and across New Norcia’s surrounding farm. Please ask the Group Accommodation Manager for more information.

### NEW NORCIA MUSEUM, ART GALLERY & GIFT SHOP

No visit to New Norcia is complete without a visit to the Museum & Art Gallery where you'll find the largest collection of moveable religious heritage in Australia. Here you will find paintings by Spanish and Italian Masters and contemporary Australian artists, as well as gifts from the Queen of Spain and artefacts tracing New Norcia's eclectic 150 year old history.



The Gift Shop offers a range of local produce (including New Norcia Bread, Nutcake, Pan Chicolatti and Olive Oil), art, books and music. Group entry can be arranged for visits to the Museum & Art Gallery. For more information and options, including pricing, please consult the Group Accommodation Manager.

**PRAYER WITH THE MONKS**

The Abbot and monks of New Norcia warmly welcome you to join them for one of their six daily prayers or Mass. Please arrive at least five minutes before commencement and pick up a prayer booklet upon entering. If groups are attending prayers please consult the Group Accommodation Manager before attending prayer sessions.

**MONASTIC TIMETABLE**

**Monday-Friday**

5.15 am Vigils  
 6.45 am Lauds (Morning Prayer)  
 7.30 am Mass  
 12.00 pm Midday Prayer  
 2.30 pm Afternoon Prayer  
 6.30 pm Vespers (Evening Prayer)  
 8.15 pm Compline (Night Prayer)

**Saturday**

5.15 am Vigils  
 6.45 am Lauds (Morning Prayer)  
 7.30 am Mass  
 12.00 pm Midday Prayer  
 2.30 pm Afternoon Prayer  
 6.30 pm Vespers (Evening Prayer)  
 8.15 pm Vigil Office of Sunday  
 (Replacing Compline)

**Sunday**

6.00 am Lauds (Morning Prayer)  
 9.00 am Mass\*  
 12.00 pm Midday Prayer  
 5.30 pm Vespers (Evening Prayer)  
 7.35 pm Compline (Night Prayer)

*\* In the Abbey Church. All other prayers take place in the Monastery Chapel*

**The Great Silence:** From 8.45 pm until 8.00 am the following day, the monks observe *The Great Silence* (as the name suggests – they don’t speak!). Please respect this 1500-year tradition by being mindful of your noise levels after 9.00 pm.

**LITURGY**

In consultation with the Group Accommodation Manager or Liturgy Coordinator , The New Norcia Benedictine Community welcomes and encourages groups to participate at 9.00 am Sunday Mass. If your group would like to be involved, please contact the Liturgy Coordinator:

**Dom Robert Nixon – Tel: (08) 9654 8018**  
**Email: [organist@newnorcia.wa.edu.au](mailto:organist@newnorcia.wa.edu.au)**



# Accommodation & Facilities

Opened in 1908, St Gertrude's College offered boarding school education to young ladies under guidance of the Sisters of St Joseph. Today this grand building offers the following:

- Dormitory style accommodation with private cubicles for 120 people
- Self-contained flat accommodating 10 people with kitchen and lounge
- Kitchen with oven, microwave, fridge, pots and pans, crockery, cutlery and glassware
- Chapel with beautiful murals

The building is listed on the Register of the National Estate and has basic shared bathroom facilities (separate male/female). You will find your accommodation to be simple, clean, and comfortable.

## **FACILITIES, WORKSPACES & EQUIPMENT**

St Gertrude's College has three large meeting halls (one carpeted, one wooden and one linoleum) each seating 100+ people. There are other work spaces in New Norcia, including the Work Centre, which seats up to 30, the Seminar Room which seats up to 60 and St Joseph's Hall which seats up to 120. Both the Seminar Room and St Joseph's Hall have full audio visual equipment installed. Residential guests of the College are welcome to use these workspaces free of charge. Bookings of these venues are required prior to your arrival and are subject to availability.

You are also welcome to use the Chapel at St Gertrude's College for quiet reflection, music practice or your own worship service. Please note that the public tour enters the chapel twice daily at approx 12.30 pm and 3.00 pm, and use of the chapel is subject to prior arrangement with the Group Accommodation Manager.

Chairs and tables are provided on request and there are also 50 music stands available for those who require them. Other equipment is available but may incur an extra charge (i.e. data projector, laptop etc).

Residential guests are welcome to use the town's facilities including swimming pool (open summer months only) and tennis and basketball courts. You will need to bring your own equipment.



# Catering & Self-Catering

We provide a full catering service for large groups. Main meals are served in the St Ildephonsus' College Dining Room, or Green Room, depending on the size of your group (please enter from the rear of the building). For groups under 20 people, we can offer a catering service with dining at the New Norcia Hotel. Catering prices include three main meals, morning/afternoon teas and supper.

Various levels of service are available from full set up and clean up to self service. Please contact the Group Accommodation Manager to discuss your preferences and costing options. Details of self service meal procedures can be found at Appendix A.

To arrange catering for your group please complete the Menu Preference Form (Appendix B) and return to [groups@newnorcia.wa.edu.au](mailto:groups@newnorcia.wa.edu.au), along with any special catering requirements, at least 14 days prior to your arrival. This return date is to provide adequate time for ordering of food and delivery to New Norcia. Final confirmation of numbers is required 5 working days prior to arrival. This is the minimum number you will be invoiced for.

You can also arrange to dine at the New Norcia Hotel, where you can arrange a set-price menu for your group or order from the a la carte menu. The Hotel is a wonderful place to enjoy a special meal or drink with your group and where New Norcia Abbey Wines, Ales, Port, Muscat and Bakeries produce are available.

Groups of up to 20 people can also choose to self cater. There is a fully functioning kitchen in St Gertrude's College including oven, microwave, fridge, pots and pans, crockery, cutlery and glassware.

The New Norcia Roadhouse provides snacks, coffee & cake, takeaways and basic supplies.

Each venue has a BBQ that is supplied for the use of our guests. The Group Accommodation Manager requires a \$30.00 refundable deposit when booking the BBQ. We ask that the BBQ be cleaned after use for the next guests. The deposit will be refunded to you upon inspection.

For more information please see our website at [www.newnorcia.wa.edu.au](http://www.newnorcia.wa.edu.au) or contact our Group Accommodation Manager.



# Guidelines for Staying in Heritage Buildings

Formerly boarding schools, the Colleges at New Norcia are both around 100 years old. They are heritage buildings and precious, so please take note of the following:

- **SPEED LIMITS: Take care of our pedestrians.** PLEASE follow all posted speed limits and note that the speed limit on any internal road or trafficked area of New Norcia to be 10km per hour.
- **FLAMES:** NO flames (candles, cigarettes etc) or flammable liquids inside the buildings.
- **POWER:** Excessive use of power overloads the circuit and results in power failure. In this event, emergency lighting will be activated. Fuse boxes are located on the walls outside the front of both lower and upper sections of the Old Convent.
- **BEDS:** Please do not put your bags on the bed covers. This will reduce the soiling of bed covers.
- **FIRE:** Make your way through the exit doors and to the muster point –museum car park to the south end of the building - as directed by the nominated leader in charge.
- **SECURITY:** Many tourists visit New Norcia and may wander into the building if it is left open, so please do NOT leave valuables unattended. BCNN does not accept responsibility for loss or theft. Please ensure that the entrances are locked when absent from the building.
- **WINDOWS:** On windy nights, please ensure windows are firmly closed and latched to prevent rattling.
- **DAMAGES:** Please treat our heritage buildings and town equipment with great respect, as you will be liable for costs associated with any damages sustained. Preventable damage caused in the past includes:
  - Windows broken as a result of being slammed shut, forced open or rocks thrown.
  - Fire extinguishers and hoses tampered with.
  - Damage to a valuable painting (requiring expensive restoration) as a result of a tennis ball being thrown.
  - Damage to carpets and floorings (scratches, spillages etc)
- **HEATERS and FURNITURE:** Only New Norcia staff may move furniture and existing heaters throughout the building. Please note that no other heaters may be used in the building.
- **HOUSEKEEPING:** You are responsible for the general tidiness of the building in which you are staying. Please check the following on a daily basis:
  - Kitchen
  - Morning & afternoon tea bases



# Phones, Emergency Numbers & Supervision

Please note, only **Next G Network mobile phones** work within New Norcia.

Group leaders will have access to a land-line phone in their accommodation. Please keep a record of all calls as these will be added to your final invoice. Public phones are located at the Roadhouse.

The Group Accommodation Manager can be contacted during office hours from Monday to Friday on 9654 8018 / 0429 860 496.

## EMERGENCY CONTACT NUMBERS

Police/Ambulance	000
Fire Brigade	000
Hospital (Moora)	9651 0222
Group Accommodation Manager	9654 8018 0429 860 496
St Gertrude's College	9654 8078
St Ildephonsus' College	9654 8007
Emergency out of hours number	0400 882 293

## GROUP CONTACT DETAILS

We expect supervision ratios to be no lower than 1:10 (i.e. one responsible adult to every 10 students). Sleeping arrangements should ensure staff are located in proximity to the dormitories being used.

Please provide us with the name and contact number of a responsible adult on site (usually the group coordinator) and the name and contact number of an alternative contact off-site who will be contactable for the duration of your visit.





# Emergency Response Plan

Please see the St Gertrude's floor plan in the following section showing the exit points in the event of an emergency.

Prior to occupying the college, group leaders must be allocated an area to evacuate:

- Ground Floor
- First Floor
- Second Floor

On arrival, guests should familiarise themselves with the Emergency Exits and one person must be nominated as the group leader in charge.

One group member must be designated to contact emergency services using the phone provided and calling 000. A phone call to the Town Critical Incident Manager MUST then also be made on 0400 882 293.

## **IN THE EVENT OF AN EMERGENCY:**

1. Supervise guests to exit the building using the Emergency Exits (follow EXIT signs)
2. Do not stop to collect any belongings
3. Direct all guests to the muster point (hockey oval, at the front of the building)
4. Direct guests to form into lines so that a head count can be done easily and quickly
5. Do not re-enter the building
6. Call the Critical Incident Manager on 0400 882 293 and if necessary Emergency Services on 000
7. Await instructions by the Critical Incident Manager

It is the responsibility of the group leader to carry out a head count and to ensure that the above plan is adhered to. Once at the muster point the following information must be relayed to the Critical Incident Manager:

- How many people there were in the building and the result of the head count
- How and where the fire (for example) may have started
- Any additional information that may be of use to the Critical Incident Manager



# Risk Management Plan

## HEALTH & SAFETY CODES

- Applicable health and safety codes are adhered to in each venue/activity used at New Norcia.

## CROSSING THE HIGHWAY

The Benedictine Community of New Norcia is divided by the Great Northern Highway. This part of the Highway is a 60-kilometer zone. Every day, more than 800 trucks (as well as lots of other vehicles) travel through New Norcia. It is recommended that students are supervised by school staff when crossing from one side of town to another.

Crossing the Highway requires great caution; Students who cross the road in their free time and are unsupervised, do so at their own risk.

Remember, ***stop, look and listen – DO NOT take chances***

Also remember, the surface of the ground around New Norcia is gravel which is slippery and uneven. Please be aware of where you are walking – avoid running as this increases the likelihood of falling and possible injury. Please bring closed in comfortable shoes for walking around town.

## EMERGENCY PROCEDURES

- All accommodation venues are fitted with an integrated hard-wired smoke alarm system and illuminated Emergency Exit Signs.
- Printed procedures identifying Emergency Exits are on display throughout the buildings.
- In the event of an emergency, it is the group leader's responsibility to:
- Supervise all members of your group to leave the building and go to the muster point
- Contact the emergency services
- Conduct a roll call or head count and provide this information to emergency services
- Please refer to the New Norcia Emergency Response Plan on page 9.

## MEDICAL EMERGENCY FACILITIES

- All groups should bring their own comprehensive First Aid Kit.
- A local ambulance is available to take patients directly to the District Hospital at Moora.

The Contact details are:

Moora Hospital,  
Dandaragan Road,  
Moora, 6510  
Phone: (08) 9651 0222

In the event of minor injuries, the group leader is responsible for dealing with these issues. A member of your group will be required to drive the student/guest to the hospital if required. In the event of major incidents, the group leader is to call 000. A local ambulance will be dispatched and patients will be in Moora within the hour.



## **PUBLIC LIABILITY**

The Benedictine Community of New Norcia Inc, which operates the Old Convent, has Public Liability Insurance with Catholic Church Insurances Limited. A *Certificate of Currency* can be supplied upon request.

## **TRADING HOURS – All businesses open daily**

- Museum & Art Gallery (08) 9654 8056
- New Norcia Hotel (08) 9654 8034
- New Norcia Roadhouse (08) 9654 8020



# St Gertrude's College Floor Plan Evacuation Procedure – Information for Guests

1. Each floor has 'EXIT' signs and specific exit doors. Whenever you move to a new part of the building look for the 'EXIT' signs so you can get to them in an emergency
2. You are our first priority, then the building and last of all your possessions.

## **IF A FIRE STARTS:**

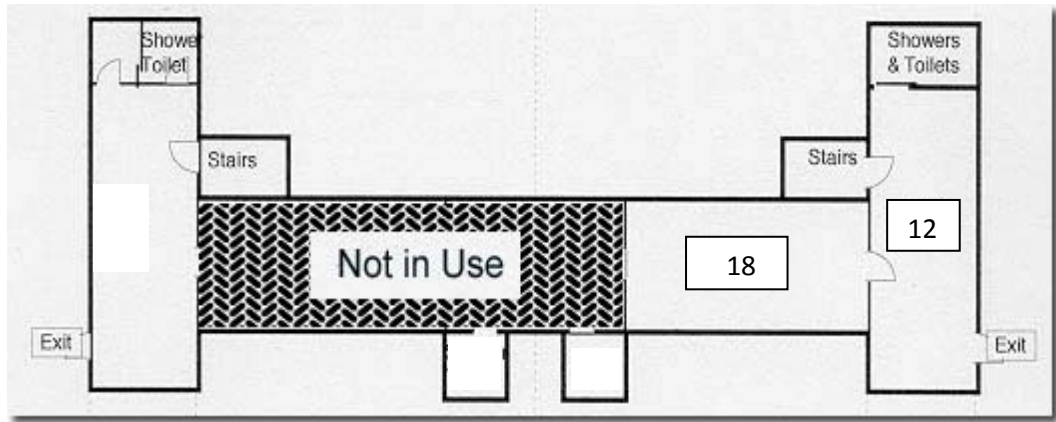
1. Raise the alarm!
2. Ensure that those near you know as well.
3. Stay calm.
4. Go to an exit
5. Don't take any possessions with you.
6. Make your way through the exit doors and out to the muster - point hockey oval, at the front of the building - as directed by the group leader.

## **ONCE YOU ARE AT THE ASSEMBLY POINT:**

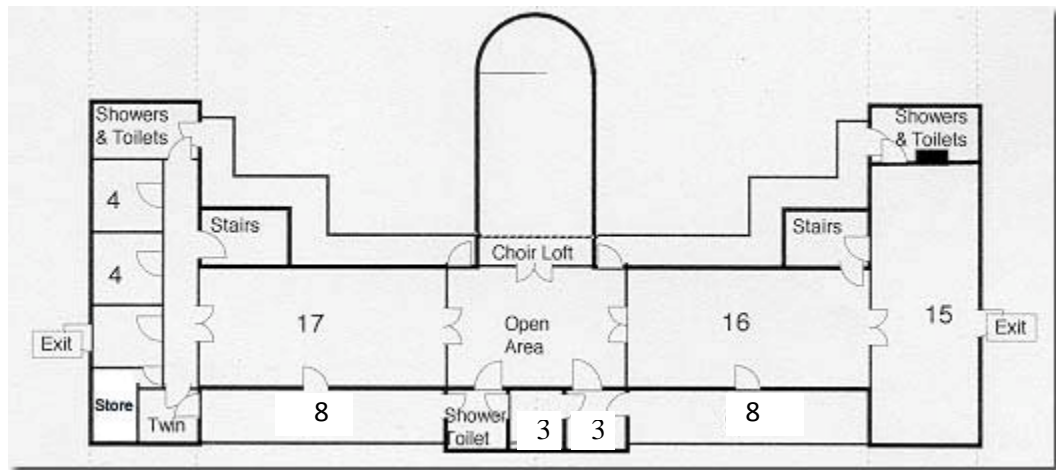
1. Form into lines so the group leader can do a head count.
2. Let the group leader know if someone is missing.

(Not in use without consultation with Group Accommodation Manager)

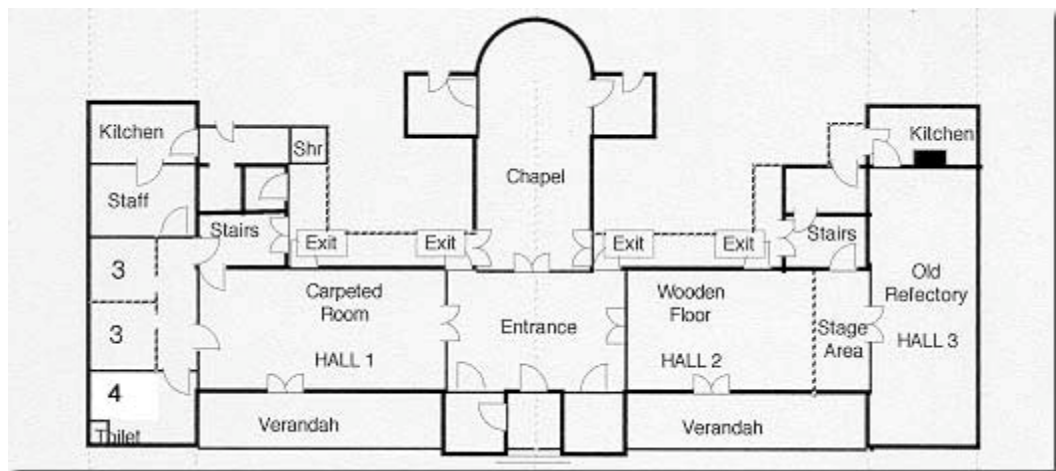
Second Floor



First Floor



Ground Floor





# Prior to Arrival, Must Haves & Departure

## 14 DAYS PRIOR TO ARRIVAL

The following information is to be faxed, emailed or received by post by the Group Accommodation Manager two weeks prior to your arrival to avoid additional charges:

- Final numbers of your group (you will be invoiced for this number)
- Completed Menu Options Form (see appendix B) and details of special dietary needs
- List of equipment required
- Itinerary, including times and venues

## MUST HAVES FOR HAPPY CAMPERS

- Pillow, sleeping bag or sheets, bath and swimming towels
- Water bottle (to fill up at morning and afternoon tea)
- Tea-towel for dining hall duties (if the self service option applies)
- Torch (this is important for moving between buildings after dark)
- Money (for Roadhouse, Museum, Art Gallery & Gift Shop)
- Sunscreen and insect repellent
- First Aid Kit (one per group)
- Hat (summer) and raincoat (winter)
- Warm clothing in winter (New Norcia is often colder than Perth)

## WHEN YOU ARRIVE

If you have a Next G mobile, please contact the Group Accommodation Manager as you arrive in town. Otherwise, go to the Museum & Art Gallery and ask the attendant to call to let them know you have arrived, unless you have made other plans with the Group Accommodation Manager.

The Group Accommodation Manager would appreciate 10 minutes to welcome your group and discuss guidelines and emergency procedures before you move into the accommodation areas.

## WHEN YOU DEPART:

Before leaving New Norcia please complete the following tasks:

- All rubbish has been collected from within and around your venue and placed in the large bins at the back of the college
- Bins are emptied and new bin liners replaced in bathrooms, dormitories and kitchen
- Toilet, bathroom and kitchen areas are clean
- Rooms are cleared of all belongings and rubbish
- Lights are switched off
- Windows are closed and curtains drawn
- All chairs, tables and other equipment used is returned to original locations
- Beds are stripped of linen (please leave in a pile downstairs) if linen was provided.
- Keys are returned to the Group Accommodation Manager. Lost keys are charged at \$20.00 per key.



It is the group leader's responsibility to ensure the above items are completed before departure.

The Group Accommodation Manager will conduct a final inspection and departure may be delayed if all tasks are not completed. Additional charges may be incurred at the Group Accommodation Manager's discretion, if the above is not carried out to their satisfaction. (\$30.00 per hour)

## **Group Accommodation Contact Details**

We look forward to seeing you and your group at New Norcia soon. Please feel free to contact me if you have any questions regarding your visit.

Kind regards,

Toni Tejada  
Group Accommodation Manager &  
Education Centre Coordinator

**New Norcia Education Centre  
MONOCHORUM LTD  
*trading as*  
New Norcia Services  
Phone: (08) 9654 8018  
Mobile: 0429 860 496  
Fax: (08) 9654 8097  
Email: [groups@newnorcia.wa.edu.au](mailto:groups@newnorcia.wa.edu.au)  
Website: [www.newnorcia.wa.edu.au](http://www.newnorcia.wa.edu.au)**



# Appendix A: Dining Hall Procedures

Catering Company, West Australian Caterers (WAC) provides a catering service to groups. When in the Dining Hall please note, access to the main kitchen is not permitted and footwear must be worn at all times.

## SETTING UP

- Designated group arrive before the meal
- Set chairs at tables, cups, cutlery, jugs and drinks on tables
- Prepare tubs in dishwashing area with soapy water for clean-up
- Prepare dishwasher for use (see instructions on front of dishwasher)

## SERVING

- WAC staff will supervise and assist with serving
- Beware of hot equipment
- Please cover food with lids when not serving

## MEAL TIME

- One table (6-8 people) at a time come forward
- Take a plate from the service table
- Be served by WAC, or group member
- Be aware of hot equipment
- You can return for a second serving when all have been served

## CLEARING UP

- Dispose of food scraps into designated garbage bin
- Place all dishes on bench in dishwashing area
- Separate knives, spoons and forks into designated tubs

## WASHING UP

- Please find instructions for how to use the dishwasher on the front of the dishwasher

**CLEANING** (equipment located in the dishwashing area/scullery) After each meal:

- Wipe down all tables in dining hall
- Sweep the dining hall floor, mop up any spillages
- After your last meal of the day: stack chairs beside tables and mop the dining hall floor (please dispose of dirty water in designated sink in dishwashing area)
- Ensure all dishes and cutlery used during meal are washed and put away
- **Place all rubbish into rubbish bins (outside kitchen). Rubbish bags are to be double tied and placed with the handle facing upwards. Any bags that are too heavy will NOT be taken and groups will be asked to re-bag the rubbish.**
- Replace new bin liners
- Switch off all lights





# Appendix B: Menu Preference Form

- Form to be completed and returned at least 14 days prior to arrival
- Nominate ONE main meal choice, as indicated in the Camp Standard Menu App C
- If form not received by the designated time, a default menu will be chosen
- You will be charged according to the numbers indicated on this form unless contact is made at least 5 working days prior to your arrival
- **Please return to [groups@newnorcia.wa.edu.au](mailto:groups@newnorcia.wa.edu.au) or fax 08 9654 8097 (Att: Ventures)**

NAME OF SCHOOL/GROUP:					
Date:	Time	Numbers	Venue	Meal Choice	Comments (dietary req.)
Breakfast			SIC	<i>Continental</i>	
Morning Tea					
Lunch			SIC	<i>Chef's Selection</i>	
Afternoon Tea					
Dinner			SIC		
Supper					
Date:	Time	Numbers	Venue	Meal Choice	Comments (dietary req.)
Breakfast			SIC	<i>Continental</i>	
Morning Tea					
Lunch			SIC	<i>Chef's Selection</i>	
Afternoon Tea					
Dinner			SIC		
Supper					
Date:	Time	Numbers	Venue	Meal Choice	Comments (dietary req.)
Breakfast			SIC	<i>Continental</i>	
Morning Tea					
Lunch			SIC	<i>Chef's Selection</i>	
Afternoon Tea					
Dinner			SIC		
Supper					
Date:	Time	Numbers	Venue	Meal Choice	Comments (dietary req.)
Breakfast			SIC	<i>Continental</i>	
Morning Tea					
Lunch			SIC	<i>Chef's Selection</i>	
Afternoon Tea					
Dinner			SIC		
Supper					

**COORDINATOR'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

### VEGETARIAN DISHES & DIETARY REQUIREMENTS

When requested in advance, the Chef will prepare a Vegetarian Dish of the Day for lunch and dinner. We require at least 14 working days notice of any special dietary requirements otherwise extra costs will be charged at the discretion of the Chef. Any visitors suffering from allergies are advised to bring their own supplementary food, which can be stored and prepared accordingly.



# Appendix C: Standard Menu

## CONTINENTAL BREAKFAST

Cereals & yoghurt, toasts & spreads, fruit, Chef's choice of two hot cooked dishes Fruit juice

## TEAS

Morning tea: fresh fruit & drink Afternoon tea: home baked pastry & drink\* Supper: biscuits & hot drink\*

\* Fill up water bottles at morning or afternoon tea

## LUNCH

+ Chef's choice (most likely a sandwich selection)

A sausage sizzle can be provided for groups wanting to make a quick getaway on the last day

## DINNER

Please nominate **ONE** choice on your Menu Preference Form

### Winter Menu

#### **No 1.Soy Chicken**

Served with steamed rice and seasonal vegetables

#### **No 2.Roast Beef**

Served with gravy, roast potatoes, cauliflower cheese, peas, honey carrots & corn

#### **No 3.Italian Beef & Tomato Lasagna**

Served with homemade garlic bread & a tossed green salad

#### **No 4. Spaghetti Bolognese**

Served with homemade garlic bread & a tossed green salad

#### **No 5. Pan Fried Fish**

Served with a fresh herb sauce, béchamel potatoes & seasonal vegetables  
+ Dessert of the Day

### Summer Menu

#### **No 6.Cold Roast Chicken**

Served with pasta bake

#### **No 7. Vegetarian or meat pizza**

Served with Ceasar Salad

#### **No 8.Grilled Chicken**

Served with tabuleah salad

#### **No 9. Quiche Lorraine**

Served with roast vegetables and feta salad

#### **No 10. BBQ meatballs**

Served with a pasta and Greek salad

#### **No 11. Cold Meat Platter**

Beef, ham, chicken served with tossed green salad