On behalf of the University of Wollongong and Accommodation Services I extend a very warm welcome to you and congratulate you on your choice of UOW Living. You will be living in a unique community which is close-knit, supportive and diverse.

As the Director of Accommodation Services, I work closely with all of the Student Residence Managers (sometimes referred to as Heads) across a range of issues to develop culturally engaging and exciting student residences. Accommodation Services’ priority is student well being and our mission is to provide supportive, secure and sustainable residential communities. All of the residences share the overarching values of diversity, personal growth and academic success.

UOW Living means more than just accommodation. We have a vibrant calendar of social, sporting, cultural and academic programs and I encourage you to participate and make the most of what’s on offer. Our community will offer you many opportunities, including a chance to mix with people from all walks of life from all over the world. New and lasting friendships are one of the many benefits of UOW Living.

Our Student Residence Managers, together with their deputies and assistants, are highly trained, committed and experienced individuals, supported by staff that share the priorities and mission of Accommodation Services. I encourage you to contact our staff if you have anything that you wish to discuss.

Please take the time to familiarise yourself with the information in this handbook. It is designed to be helpful and informative while also listing the various rules and regulations. You are responsible for familiarising yourself with this information.

Finally, I would like to wish you a happy, successful and productive year.

Nigel Pennington
Director
Accommodation Services
UOW LIvINg ACTIvELY SUPPORTs THE UNIVERSITY AND THE STUDENT EXPERIENCE BY PROVIDING SECURE, SUPPORTIVE AND SUSTAINABLE COMMUNITIES. WE VALUE DIVERSITY, PERSONAL GROWTH AND ACADEMIC SUCCESS.

KEY OBJECTIVES

- Support University enrolment and retention strategies by providing affordable student residence living opportunities for at least 10% of students in the Wollongong area.
- Develop University residence properties that provide an encouraging environment that cultivates the Attributes of a Wollongong Graduate in its residents
- Provide a welcoming, safe and sensitive environment to diverse cultures in residence and local community
- Expand the services and facilities within residence properties that attracts students and encourage participation in the UOW education experience
- Ensure effective financial stewardship and accountability
- Foster a climate of environmental knowledge and responsibility
- Accommodation Services is included in the scope of University of Wollongong Administration AS/NZS ISO 9001 2000 Quality Management System Certification (NCSC certification number 14038).
WHO’S WHO

ACCOMMODATION SERVICES
Tel: (02) 4221 5467, (02) 4221 5468
Fax: (02) 4221 3797
Email: accom_services@uow.edu.au
Postal Address: PO Box U279
Accommodation Services
University of Wollongong
Northfields Avenue
Wollongong NSW 2522
Australia

CAMPUS EAST
Head: James Atkinson
Deputy Head: Rob Fembock,
Assistant Head: Thidarat Thongdang,
Tel: +61 2 4221 3351
Fax: +61 2 4285 5334
Email: campus-east@uow.edu.au
Address:
Campus East
Cowper St
Fairy Meadow NSW 2519

GRADUATE HOUSE
Head: Mary Sparks
Tel: +61 2 4221 5240
Fax: +61 2 4229 6136
Email: graduatehouse@uow.edu.au
Address:
Graduate House
University of Wollongong
Wollongong NSW 2522

GUNDI
Head: Leanne Robinson
Tel: +61 2 4221 5240
Fax: +61 2 4229 6136
Email: weeronacollege@uow.edu.au
Address:
Weerona College
Cnr Throsby Dr & Foleys Rd
Wollongong NSW 2500

INTERNATIONAL HOUSE
Head: Alison Hemsley
Deputy Head: Fiore Costa
Assistant Head: Jodie Lawer
Tel: +61 2 4221 5252
Fax: +61 2 4227 6651
Email: internationalhouse@uow.edu.au
Address:
International House
Cnr of Porter & Hindmarsh Ave
North Wollongong NSW 2500

KEIRAVIEW
Head: Mary Sparks
Tel: +61 2 4229 9700
Fax: +61 2 4229 1875
Email: keiraview@uow.edu.au
Address:
Keiraview Accommodation
75-79 Keira Street
Wollongong NSW 2522

KOOLOOBONG VILLAGE
Head: Alison Hemsley
Deputy Head: Fiore Costa
Assistant Head: Jodie Lawer
Tel: +61 2 4221 5254
Fax: +61 2 4227 6651
Email: kooloobong@uow.edu.au
Address:
Kooloobong Village
Northfields Avenue
Wollongong NSW 2522

MARKETVIEW
Head: Mary Sparks
Tel: +61 2 4252 8242
Fax: +61 2 4225 7577
Email: marketview@uow.edu.au
Address:
Marketview
Cnr Market and Church Streets
Wollongong NSW 2500

THE MANOR
Head: Alison Hemsley
Deputy Head: Fiore Costa
Assistant Head: Jodie Lawer
Tel: +61 2 4221 5252
Fax: +61 2 4227 6651
Email: internationalhouse@uow.edu.au
Address:
The Manor
c/-International House
Cnr of Porter & Hindmarsh Ave
North Wollongong NSW 2500

WEERONA COLLEGE
Head: Leanne Robinson
Tel: +61 2 4221 5240
Fax: +61 2 4229 6136
Email: weeronacollege@uow.edu.au
Address:
Weerona College
Cnr Throsby Dr & Foleys Rd
Wollongong NSW 2500
ARRIVAL

ACCOMMODATION AGREEMENT
Each resident receives and must accept the University’s Accommodation Agreement prior to taking up residency at UOW Living. It is important to note that you do not have the rights that a tenant might under the terms of a residential lease in an off campus property nor do you acquire any legal interest or ownership of your room, flat, furnishings or any other part of UOW Living. It is important for you to note that this is a legally binding document.

BOOKING IN
You will receive advice about booking-in procedures either with your offer of accommodation or prior to the commencement of your contract. Unless otherwise advised, you will normally be permitted to book in after 2.00 p.m. on the day your contract commences. If you wish to arrive prior, there is no guarantee that the room to which you have been allocated for your contract period will be available. You should notify UOW Living at least three working days in advance. If we have prior notice that you are returning, arrangements may be able to be made for your permanent room to be ready. However, if you do not inform us in advance that you are returning, you may be allocated another room. This will mean that you may also incur a cleaning fee.

ROOM ALLOCATIONS AND CHANGES
Whilst residents may express a preference for a particular room or unit, actual allocations are made at the discretion of the Head. Over many years, by far the majority of UOW Living residents have identified the opportunity to meet and interact with a wide variety of students as one of the highlights, even joys, of living on campus. In allocating rooms to individual residents, the Head takes many factors (including residents’ own expressed preferences) into consideration when attempting to provide an appropriate balance of gender, academic program, cultural, ethnic and experiential backgrounds, and personality types. As a resident’s immediate reaction to their initial room allocation may not hold true in the longer-term when they have had more time to adjust to their new environment, applications for room transfers will only, except in the most exceptional of circumstances be considered at the commencement of Teaching Week 2 of each session.

UOW Living reserves the right to consolidate units (that is, merge two units within both of which there are vacant rooms to make a fully occupied unit) in order to reduce cleaning costs and reserve or retain complete units for guests or emergencies. This means some residents may be reassigned to a new room. Whilst this process may be applied at any time it is more likely to occur during the summer session. If you wish to change your room during the year you should apply in writing on the appropriate form available from UOW Living. Changes are subject to availability and approval of the Head.

ROOM INVENTORY
When you arrive you will be given a Room/Unit Inventory Condition Report. You should complete this form and return it to UOW Living within seven days of your arrival. Any maintenance issues that you discover on your arrival should be reported immediately so that they may be addressed. When you vacate your room/unit, this form will be referred to if there is damage discovered in your room. For example, if you have not made a note on the report of any damaged or missing items in your room or common area, the repairs or replacement costs will be charged to your account. Additionally, the room must be left as you found it and you will be charged for refitting door closers, fly screens, putting beds back together, or reversing any other alterations made to the condition of your room.

ROOM KEYS, CARDS AND FLEXI-CHOICE CARDS
You will be asked to sign the register for all keys and cards issued from UOW Living.

FINANCIAL INFORMATION

RENTAL RATES
When you received your offer of accommodation at UOW Living you would have found attached to it an Accommodation Agreement. This is your contract with the University regarding your accommodation. Your accommodation fees are calculated on the basis of this agreement. If you wish to arrive earlier or stay later than the period of your agreement this is subject to the approval of the Head and you will be charged a fee pro rata accordingly.

Compulsory Fees
All compulsory fees are non-refundable.

Services & Infrastructure Fee
This levy contributes to the provision of communications infrastructure at UOW Living including telephone access, network access, voice mail service, and dial-out facilities.
Enrolment Fee
You will be required to pay an enrolment fee on an annual basis. The monies raised through this fee contribute to the upgrade of facilities and equipment at UOW Living.

Community Activity Fund
The Community Activity Fund fee contributes to the provision of a wide range of social, sporting and cultural activities organised by, and for, UOW Living residents.

INSURANCE
Insurance coverage may change from year to year. It is extremely important that you refer to the complete Insurance Policy which is available on our internet site for an explanation of what you are and are not insured against. As at the date of publication of this handbook the sum insured per student is $5,000 (bicycle sum insured $1,000 per student). All claims currently carry an excess of $100 which is deducted from any successful claims paid to the student. It is important that you complete an Insurance Declaration Form on arrival and update it (if necessary) during your stay. In the event of a claim. These文化建设 and activities organised by, and for, UOW Living residents.

FEES
Payment Options
Regardless of your year of arrival or departure from UOW Living you will be responsible for payment of your fees from the commencement of your contract to the end. You will be billed for the entire contract period upfront. It is preferred that your account be paid in full by the 22nd February 2013. If this is not possible, the University will allow payments to be made via direct debit on a weekly or fortnightly basis – a copy of the direct debit paperwork has been forwarded with your offer. The direct debit payment amount incorporates not just the residential fees, but also ancillary fees (net of the rental pre-payment). Direct debits continue through the midsession break (where applicable) until all fees, including second session, are paid in full. The amount paid via direct debit depends upon the contracted room rate and the date that payments commence. Using the schedule rates, session one fees are paid in full by the 31st May, 2013, and session two fees, by the 28th October, 2013. Scheduled payments have been structured at a level that will result in student fees being paid in full approximately four weeks before the end of contract. This is a more flexible approach, rather than requiring four weeks in advance up-front which is typical of private rental arrangements.

Alternate Payment Plans
In extenuating circumstances, where you cannot make your payments either by (a) lump sum upfront or (b) via direct debit, you must complete a Request for Alternate Payment Plan. If you are requesting an alternate payment plan, it is important that this is received by the Head for consideration by no later than the 15th February, 2013. Where the offer is dated after the 15th February, 2013, we require any Alternate Payment Plans within five working days of the date of the offer letter.

Parents/Family paying your account
If your parents, another family member or third party will be paying your account, you remain responsible for forwarding a copy of the invoice or statement to them and advising them of the payment terms. The University’s privacy regulations do not allow staff members to discuss your account with your parents, guardians or other third parties unless you have specifically permitted us, in writing, to do so. You should also be aware that as you are our client and the person with whom the University has the Accommodation Agreement, only you are permitted to sign a Request for Alternate Payment Plan.

Difficulties paying your account
If you have difficulty making a payment you should contact UOW Living in the first instance to discuss your situation and arrange an alternate payment plan for these fees. As your financial affairs are a private matter, these discussions will be treated on a confidential basis. If your fees are not paid by the due date, the University may apply a $200 Late Payment Fee. Additionally, but with due notice, the University may deny you access to your room (by changing the locks or changing your card access) if, after appropriate notices have been issued to you, you have accumulated an unacceptably high level of debt and either not responded to requests to discuss the situation or consistently failed to meet an alternate payment plan.

As the University may withhold your academic results until all debts to UOW Living are cleared you are strongly advised to ensure that your account is in order prior to the release of grades at the end of each session. If fees continue to be unpaid the University may refer the debt to a credit agency for collection. You may not receive prior notice that this will occur. In order to minimise further exposure to debt the Head may at their discretion not offer a resident who has a significant outstanding debt accommodation past the end of the current Accommodation Agreement.

ACADEMIC ENDEAVOUR
The University’s colleges and halls are an integral part of the University’s educational programme. As such, your academic progress is of great interest to us.

You are expected to make an earnest attempt at your academic studies and strive to achieve an appropriate balance between all aspects of your life (academic, personal, sporting, cultural and extracurricular). To occupy a place at UOW Living and to do otherwise is of concern, not only for you but for the University. UOW Living cares about your academic progress and will, where possible, assist you in achieving your best. You should feel free to approach your Residential Advisor or one of the senior staff members if you require some academic assistance.

They will have a good knowledge of the academic resources available to you and will be able to direct you to the most appropriate areas for your needs. These may include peers in your degree programme (possibly more senior students), your tutor, lecturer, course coordinator, Student Services, Library or Learning Development Unit. At UOW Living the expectation is that you should achieve at least a Pass (or Pass Restricted or Pass Conceded) in every subject you attempt and, in doing so, be proceeding with your degree studies in the pattern envisaged by the course designers. As achieving a grade of FAIL in more than one subject will compromise your progress this is of some concern to us.

Accordingly, if you fail two (or more) subjects in a session you will be required to provide to the Head, in writing, an explanation for why this occurred and an outline of what behaviours you plan to put in place to ensure that your performance reaches a higher level in the following session. If you do not provide
this documentation or it is judged not to adequately address the situation you will be given seven days to show cause why your residency at UOW Living should not be terminated and your place offered to another student.

You may be assured that if you are able to demonstrate a commitment to academic endeavour and that you are achieving at your best possible level you will be permitted to live and learn at UOW Living. If, however, your poor academic performance may be attributed to a lack of commitment to your studies or misplaced energy, then it is not appropriate for you to continue as a resident at UOW Living occupying a place that could be offered to a more committed student.

CONNECTIVITY

IN-ROOM INTERNET ACCESS

Access to the internet is available in all student rooms. To enable you to have this access your computer must have a network card. In room internet access is available through our external Internet Service Provider (ISP) “Everywhere Internet”. UOW Intranet access is available in the computer labs in your residence. Full details are available when checking in. You are not permitted to use a modem on your in-room telephone line to access an ISP. The telephone system has not been designed with this in mind. Doing so uses a single telephone line for an extended period of time and will inconvenience telephone users who will not be able to dial-in or dial-out because there are insufficient lines available.

SOCIAL NETWORKING SITES & INTERNET VIDEO HOSTING SITES

Being a member of a social networking site (for example, Facebook, MySpace, Twitter) can be a very positive experience in getting to know your fellow residents and what is happening at UOW Living in terms of activities and events. You should however, exercise caution when participating in sites, particularly in terms of what personal information or photographs you share with others, the people that you accept as “friends” or the “groups” that you join. It is very common for potential employers to access such sites so you should be careful about the way in which you may appear to a third party.

Comments you make and photographs you post may negatively affect your chances of gaining future employment. Postings on the internet are regarded by the Courts as published statements in the public domain and, as such, may be held to be defamatory. Individuals or organisations may take legal action against the people behind those sites or comments and in some circumstances there are no time constraints for such legal action to commence.

As a University of Wollongong student, you should not accept an invitation to become involved in any way with any profile, event or group that may be construed as being defamatory or vilify, harass or bully another resident, student leader or University staff member. To be specific, the University will commence disciplinary or even legal action against any student who is involved or participates in such an activity. You should exercise some thought as to the nature and content of any videos which you upload onto sites such as “YouTube”. As with other published material, these may be found to be defamatory, harassing or otherwise illegal. You should also be aware of your responsibilities as a University of Wollongong student not to, through your actions, bring the University or UOW Living into disrepute.

TELEPHONES

Each room at UOW Living has its own VOIP telephone. These telephones are expensive items of equipment which cost $165.00 to replace. Each is programmed in such a way that it will only operate in your room. They cannot be swapped between rooms. You should ensure that your handset is plugged in at all times and that the blue-coloured cable is not used to connect your personal computer or laptop to the network. It is possible for the Division’s IT Manager to detect telephones that have been removed from the network. If it is necessary for the IT Assistant to come to your room to re-connect your telephone you will be charged the costs incurred in doing so.

You will need a PIN (Personal Identification Number) to make outgoing calls. To obtain a PIN you must lodge an initial payment of $50. Further additional payments of $20 minimum may be made. Whilst a number of telecommunications providers advertise discount rates these do not apply to the UOW Living telephone system. Residents accessing 1 800 “free call” or “call card” numbers will be charged the minimum rate to connect to the service.

The telephone system is also unable to cut off your call when your credit has run out. Consequently, it is quite possible that during any call your telephone “credit” will not only run out entirely but may also develop a debt on the system. This debt could be considerable depending on the number destination and duration of this call. A public telephone is located in the entrance lobby of the Administration Building.
THE RESIDENCES

FURNITURE, EQUIPMENT AND OTHER FITTINGS
You must use University furniture, equipment and other fittings properly, safely and for its intended purpose. Indoor University furniture should not be taken outside and common area furniture must not be removed or relocated to individual student rooms or units. Furniture may not be swapped between rooms without prior approval. Residents, either individually or collectively (should the individual not be identified), will need to pay for any costs incurred by the University in removing and disposing of furniture that is not placed directly onto carpet flooring as leaking oil from the motor, condensation or overflowing drip trays might cause damage that may only be discovered when the item is moved. If your refrigerator is not placed on a protective layer you will be asked to remove your refrigerator from your unit/room. You must remove any refrigerator from your room or unit on departure. If you do not you will be charged for the cost of removal and disposal.

REFRIGERATORS
With the exception of Campus East Units 76 – 121, where they are not permitted without prior approval of the Head, you are allowed to use a small “bar” refrigerator in your room or unit (of no more than 150 litres in capacity). However, you should ensure that it is not placed directly onto carpet flooring as leaking oil from the motor, condensation or overflowing drip trays might cause damage that may only be discovered when the item is moved. If your refrigerator is not placed on a protective layer you will be asked to remove your refrigerator from your unit/room. You must remove any refrigerator from your room or unit on departure. If you do not you will be charged for the cost of removal and disposal.

CEILINGS AND WALLS
If you wish to affix posters to the walls of your rooms you may do so with “blu tac”. The residue, however, must be completely removed from the walls when you vacate the room. You are asked not to place fluorescent stars, double-sided tape, sticky tape or any glue on ceilings, walls or other fixtures. You are also not permitted to paint murals, signs, messages or any form of artwork on ceilings, walls, doors, electrical appliances (such as refrigerator doors) or any other surface.

For the purpose of this section of the handbook, “painting” is deemed to include the use of paint, varnish, stain, nail polish, “white out”, marker pen (whether permanent or otherwise), pencil, charcoal, chalk or any other substance applied directly to the surface. If you do, you will be charged for any cleaning or repairs to surfaces that are damaged as a result.

COMMON AREAS
UOW Living provides a number of common areas for residents’ use. Depending on your residence, these may include a games room, cinema room, TV room and a student lounge. These spaces may be used for planned and spontaneous activities, and places where you can read, study, watch television and relax. Activities, programs and meetings organised by UOW Living or Student Leaders take precedence over general use. Whilst some external bookings are taken for these facilities these are limited and take into account residents’ likely usage patterns. As a resident, it is your responsibility to the residential community to ensure the security and cleanliness of those areas when you leave. You may invite non-residents to use these common areas when you are also present.

RELOCATION, REMOVAL OR THEFT OF UNIVERSITY PROPERTY
UOW Living places items of property to meet the needs of the entire residential community. As such, authorised relocation or removal of such property (for example, a chair from a computer lab or the Outdoor Dining Area) from its designated location is not appropriate. The person responsible will be charged either relocation or replacement costs. As a resident you have an individual and collective obligation to take reasonable steps to protect the University’s property from theft. You should ensure, for example, that your unit’s exterior door, balcony doors, or common area windows are locked. If an item of University property is stolen from your unit and a resident or group of residents’ failure to exercise their obligation contributed to this theft, then the residents will be required to pay for the replacement of the item. For example, if you leave the front door of your unit open and the TV or microwave is stolen then the University will invoice each resident in the unit equally for the cost of replacing that item. When a specific residents’ actions can be identified as being responsible then that resident will be solely...
responsible for the replacement cost. Similarly, if you are the last person to leave the TV Room in the early hours of the morning and you leave the door wide open and this allows unidentified persons to enter the room and damage the equipment then you may be held personally responsible for the costs of rectifying the damage.

**PETS**

The only pets allowed at UOW Living are fish or other aquatic animals which live continuously under water.

**COMMUNITY LIVING**

UOW Living residences are high-density living communities operating on a number of accepted community standards. As a resident you are required to follow the established norms, standards, rules and regulations. Your reason for living at UOW Living and indeed your prime responsibility is to pursue your academic endeavours. Residents of UOW Living are expected to maintain an attitude of courteous behaviour and consideration for the well-being of all who live on campus. Each resident is required to behave in such a way that no offence, inconvenience or disturbance is caused to any other resident, any person employed directly or indirectly by the University, or any neighbour. At all times residents should be considerate and sensitive to other people and not bring UOW Living’s reputation or that of the University into disrepute.

**STUDENT CONDUCT**

The University has defined Rules, Codes, Policies and Procedures governing acceptable and unacceptable conduct of students during their studies at the University, all of which are available via the University’s online Policy Directory. In addition to this group of documents, the University also defines the general conduct it expects of the students who are members of its residential communities and these are outlined in the Student Conduct in Residences Policy.

In managing the residential community, UOW Living will ensure that your legal rights, privileges and freedoms are not compromised. Sometimes residents of UOW Living appear to forget that our precincts are part of the real world. UOW Living is not a place where residents can escape the normal responsibilities imposed by the law or the usual social norms and courtesies that exist beyond the gates. If, for example, you have to obey the road rules outside the gates then you must do so within UOW Living precincts. Similarly, it is illegal to use offensive language in public and it is not permissible to do so here. You can expect to be held accountable for your actions.

**WHAT IS EXPECTED OF YOU LIVING AT UOW LIVING?**

UOW Living is a unique community within the wider range of the University and general community of the Illawarra. There are many people in residence from a broad cross-section of cultural and socioeconomic backgrounds. It is expected that all residents will conduct themselves in a mature and adult-like manner whilst living at any of the UOW Living residences. UOW Living takes pride in the exemplary behaviour of residents, their commitment to higher education, their willingness to participate in the life of the college and their capacity for altruism.

All the regulations set down in this Handbook are for the benefit of all residents and any infringement of these will not be viewed favourably. The University may ask you to leave the residence and terminate the agreement if you or your guest/visitor or family member:
a) Breaks any of the rules in the Handbook pertaining to the Residence
b) Disregards by act or omission any of the rules and regulations contained in the Handbook of the residence
c) Through act or omission places the lives of themselves or others at risk
d) Causes damage to themselves, the person or property of another or maliciously damages the furniture, effects or property of the University
e) Commits an act of violence on themselves or another person
f) Misuses any fire equipment. (This includes fire doors, fire blankets, fire hoses, fire extinguishers, fire alarms and smoke/thermal detectors.)
g) Indulges in behaviour deemed by the Head of the Residence to be grossly unacceptable. It is expected that all residents will conduct themselves in a mature and adult-like manner whilst living in the Residence
h) Gains illegal entry to another Resident’s room
i) Commits an act of Sexual Harassment, Racial Vilification, Homosexual Vilification or HIV/AIDS Vilification.
j) Has received three (3) written warnings to the effect that further behaviour or incidents deemed by the Head to be unacceptable, or contravene the regulations set down in the Handbook will result in exclusion from the residence
k) Has failed to pay fees and charges as outlined in the payment schedule
l) Breaks any laws or contravenes any regulation contained in the Crimes Act (State and Federal), Fire Regulations, Council Ordinances, Local and Federal Government Building Codes and/or Occupational Health and Safety Legislation
m) Consumes, supplies or distributes any illegal substances

SERVICES AND SECURITY

PHOTOCOPYING & SCANNING
You may photocopy a reasonable amount of material at the Administration Office during normal hours at a cost of $0.10 per A4 page and $0.20 per A3 page. Colour photocopying is $1.75 per A4 page and $3.50 per A3 page. You must ensure that your copying does not breach relevant copyright legislation. Our administrative staff are also able to scan documents (via PDF) to an email address. There is a flat rate charge of $0.50 for this service. Administrative staff may at their discretion ask you to return if there are a large number of residents waiting for service at the front counter.

FACSIMILE
If you wish to receive a facsimile at your residence you should quote the number listed in the Who’s Who section at the beginning of this handbook. There is a $0.40 charge per each page received. If you wish to send a facsimile you may do so during normal office hours. The costs per page range from $0.50 per page (for local numbers) to $3.00 per page (for international numbers).

LAUNDRY FACILITIES
There are several laundries at the residences. The washing machines and dryers are operated by two $1 coins. You are asked to clean the equipment (by removing any lint from the dryers) and the area after use.

LOST PROPERTY
Lost property will be held at the Administration Office for a period of one month after which time it will be donated to an appropriate charitable organisation.

ROOM ENTRY
Your privacy is of importance to us. In some circumstances it may be necessary to enter your unit or room without prior notice. This may occur in one of the following circumstances –
• in emergency or extraordinary situations to protect the health and welfare of residents or to make repairs;
• to ensure that health, safety and fire regulations are maintained;
• to correct any situation intruding upon the comfort of residents in the surrounding area (for example, sound equipment or alarm clocks left unattended);
• if, in the reasonable opinion of the University, you are engaged in any illegal activity whatsoever, or is causing a disturbance, or your behaviour is such that there is a likelihood that the safety of any other person at the residence is at risk; or
• if, in the reasonable opinion of the University, you are believed to have abandoned the room or unit, you have been reported missing for more than 48 hours or it is suspected that a person other than the resident is residing in your room or unit.
If you wish to allow a friend access to your room for the purposes of collecting something that they have left behind or to borrow a personal item, you should telephone the Administration Office to give your approval for a “Lock Out” key to be issued. At the time of your call you will be asked to verify your identity by confirming an item of personal Information that should be known only to yourself. When giving this approval you acknowledge that it is the responsibility of the person who is given the key/card to secure your room on their departure. The University accepts no liability in this regard. If a UOW Living staff member is not confident of the caller’s identity or the purpose for which the key is required, the University reserves the right not to issue the key/card. The issuing of a key in this manner counts towards the number of lock-outs.

RESTRICTED AREAS
You must not access a restricted area unless specifically authorised to do so. Restricted areas include, but are not limited to, roofs, secure storage areas, and electrical, communications or machine rooms. Climbing to or from balconies or windows is also prohibited as is climbing onto the roofs of covered walkways.

ROOM KEYS
You are encouraged to keep your room keys safe at all times. Missing keys have the potential to compromise the personal security of you and the other residents who live in your unit. Your property may also be at risk. If you lose your key the lock will be changed as soon as possible. The replacement lock will cost $110.00.

ROOM ACCESS CARDS
All lost, stolen or misplaced keys or flexi-credit meal cards must be reported to the Administration Office or the Duty Residential Advisor immediately. Such a card can be cancelled and a replacement card issued. The replacement card will cost $50.00. There will be no refund for returned access cards. Temporary or replacement keys or cards will only be issued to the occupant of the room.

KEEPING YOUR KEYS/CARDS SECURE
In addition to opening your individual room door, your key/access card gives access to entry/exit doors to your residential buildings, gates and the exterior door of your unit and the common areas which you share with other residents. Depending on where you live this door will be the first or second “line of defence” against unauthorised access. We ask that you be
mindful of this and never compromise the security of your fellow residents or their property by leaving your keys/cards in insecure locations or with other persons. Hiding keys/cards so that they do not need to be carried when you leave your room/unit is a breach of residential community standards.

SECURITY

Security at UOW Living is everyone’s concern and you must play your part. You should make sure that room or unit doors are locked when you are not in your room or unit and that if you use common areas (for example, TV Room, Games Room, etc.) late at night you make sure that you close and lock all doors and windows when you leave. You are strongly encouraged not to leave any personal items in common areas, low balconies, etc. where they may be stolen. Clothes should not be left on clothes lines overnight or left for extended periods of time in the laundry. You should not prop open or otherwise disable the latching or locking mechanism of any security door nor should you lend, duplicate or modify any keys or electronic access device, or add additional locks or mechanisms to bar entry into or out of your room.

The doors can be locked from the inside. Whilst the Student Leader on Duty, Night Clerks and UOW Security Officers undertake regular patrols throughout the Residence and, whilst doing so, close and lock exterior unit doors, this may not necessarily be possible if other more important priorities eventuate. You should not, therefore, rely on your exterior unit door to be locked on your behalf. The living areas of Residence are not public areas and individuals should only be admitted at the invitation of a current resident. If you see a person who you believe is acting in a strange or suspicious manner please telephone the 24-Hour Assistance Line immediately.

SOLICITATION

Solicitation is an uninvited or unwanted attempt by a person or organisation to make contact with you for the purpose of promoting or endorsing an idea or product (for example, religious beliefs, political party; seeking sexual favours; encouraging the purchase of an item or ticket to an activity or event; or promoting membership of a club, church or organisation). These activities are prohibited at UOW Living. Exemptions to this rule include opportunities made available to residents by the Residential Advisors or other University elements to promote the activities or programs they sponsor. You (or a group to which you belong) may seek prior approval from the Head to conduct fund-raising activities provided your proposed activities do not impact negatively on the residential community.

TELEPHONE HARASSMENT

Telephone harassment can take a variety of forms. The most common are nuisance calls (where you continue to receive calls from a person after you have asked them not to call you again) or hang-ups (where your phone rings but when you answer the caller immediately hangs up). More serious cases include obscene calls (where you are subjected to sexual harassment or discriminatory comments directed at your racial background, religion, ethnicity, gender, sexual orientation or disability) or threatening calls (where a caller explicitly states or implies that he or she will physically harm you). All these forms of telephone harassment are strictly prohibited. If you receive such calls please do not attempt to engage the caller in conversation as it might encourage him/her further. Rather, please hang up thereby ending the call. If you do decide to speak with the caller, calmly and politely inform the caller that you will be reporting the call to UOW Living Administration. Please report such calls to UOW Living Administration, your Residential Advisor or the Head with as much detail as possible so that an investigation into the source of the calls might begin.

It is possible for UOW Living to identify the source of calls on specific extensions or to refer serious cases to the New South Wales Police Service for formal investigation.

STUDY ROOMS

There are dedicated study rooms located across the residences. You should be aware that if you lose the key or card to one of these rooms the usual key/card replacement fees of $110.00 and $50.00 respectively will apply.

CLEANING

Please refer to your residence specific area in this handbook for information about cleaning.

Patio Rooms

If you are fortunate enough to have an outdoor patio area you are responsible for the cleanliness of this patio and immediate grassed area. Even if other residents use your patio and have neglected to clean up it is your responsibility to ensure that the area is cleaned up immediately, either by undertaking the task yourself or gaining the assistance of those who created the mess in the first instance.

MAINTENANCE

REPAIRS, MAINTENANCE, AND FAULT REPORTING

You should report any maintenance issues that you have in your common areas, room or unit (for example, a light that does not work, a tap that is dripping continuously) via the Accommodation Services online webportal link so that one of our Maintenance Officers can attend to them as soon as possible. Urgent repairs will be handled first whilst others may take longer depending on the availability of staff, contractors or parts. If reported in the morning on weekdays, most common
maintenance issues can be fixed that same day. You are not permitted to make repairs to or replace any University property nor are you permitted to contract external tradespersons or vendors to undertake any such repairs on your behalf.

VANDALISM AND DAMAGE
If you use equipment (drains, stoves, etc.) for purposes for which they were not specifically designed or intended, you will be held financially responsible for any damage resulting from such misuse. This includes disposing of sanitary napkins, tampons, condoms and paper hand towels in the toilets.

FIRE SAFETY
Fire safety systems and evacuation
Sophisticated fire detection systems operate in all areas of UOW Living. If the Fire Alarm sounds you must vacate the building immediately and follow the direction of University staff or the New South Wales Fire Service. Failure to evacuate when the alarm sounds or when instructed to do so by an authorised person, impeding staff in performing their duties during an evacuation, or wilfully misusing fire detection or fighting equipment will result in you being referred to the Head for possible disciplinary action and be asked to pay the charges the New South Wales Fire Service will levy upon the University for a false alarm.

Sensitivity of fire detection devices
You should be aware that fire detection devices are sensitive items of equipment. The smoke detectors may be set off by particles heavier than air, for example, hair spray, deodorants, aerosol sprays, hair straighteners, dust and steam. You may be asked to pay the charges the New South Wales Fire Service will levy upon the University for a false alarm.

Tampering with fire safety equipment
Tampering with fire safety equipment or fire exit doors are offences under section 20 of the Workplace Health and Safety Act, ordinance 70 of the Local Government Act and Federal Building Codes. Residents should be aware that if, following appropriate due process, you are found responsible for unauthorised discharge of a fire extinguisher, tampering with fire safety equipment (for example, attempting to cover or in some other way disable a smoke/heat detector, silence or decrease the safety warning emitted from a siren or horn) your residency will be terminated. You also need to be aware that if, for example, you were to tamper with fire prevention/safety equipment and there was subsequent damage or injury you might well be held liable, both financially and legally.

Responsibility for fire safety equipment
The cost of replacing or repairing fire extinguishers and/or equipment will be passed on to the individual resident responsible or, if no one takes responsibility, may be shared by all residents in a unit. To be specific, you should be aware if the fire extinguisher or other associated fire protection or detection equipment in your unit is found to be tampered with or discharged the cost of restoring it to full working order will be divided between the members of the unit. If such equipment in a common area is damaged, then the Damage Assessment Policy may be implemented.

Responsibility for NSW Fire Brigades Call-Out Fees
In the event that an alarm is set off in your unit/room and the New South Wales Fire Service attends the cost of the call-out fee will be passed on to you. Even if the source of the alarm was caused accidentally, you, rather than UOW Living Administration, will need to bear the associated costs. As at the time of printing the call-out fee is $750.00. Should the fire alarm be set off in a common area of a unit and no one takes responsibly this fee will be shared amongst all members of the unit.

CANDLES
Naked flames, including candles, incense sticks or oil burners, are not permitted at any of the residences. Experience Australia-wide has shown that candles are the cause of the majority of fires in colleges and halls. In the case of fire the cost of any damage to University property and associated NSW Fire Service call-out charges will be borne by the resident responsible.

BARBECUES
If you wish to use the BBQ facilities available at your residence please visit your UOW Living Administration to make the necessary arrangements and to obtain a key. If you use a BBQ you should ensure that it is completely clean after use and that you have removed all associated garbage to the appropriate collection point. Residents are not permitted to have their own BBQs at UOW Living because the dangers their gas cylinders pose in a residential setting.

GENERAL SAFETY
HEALTH & SAFETY
Residents, staff and visitors all have a legal and personal responsibility to assist in maintaining UOW Living as a safe environment. If you create or become aware of a potential hazardous situation (for example, exposed electrical wires, trip and slip hazard, etc.) you should report these immediately to UOW Living Administration (during office hours) or the Duty Residential Advisor (outside office hours) so
these may be remedied as soon as possible.

PROHIBITED ITEMS
A person must not bring, keep or operate any of the following items at UOW Living –

• Bottled Gas
• Candles (including decorative, memento or souvenir candles)
• Chemicals
• Firearms
• Fireworks
• Flammable or combustible substances
• Hunting Knives
• Incense
• Microwaves
• Oil burners or lamps
• Radiant heaters
• Smoke bombs
• Stolen items (including road and directional signs)
• Swords
• Weapons of any kind

The list is not exhaustive. Other items may be considered safety hazards and subject to prohibition at the discretion of the Head. (See also “Prohibited Items” section.)

RAIDS
Conducting raids on units or rooms within any residence will be regarded as a breach of residential community standards.

HAZARDOUS MATERIALS
Due to the potential risk to residents and staff, hazardous materials may not be used or stored in or around any building except in designated areas.

Such materials include flammable liquids (such as petroleum or paint thinner), automotive or industrial batteries, chemicals, charcoal fluid, propane fuelled camping equipment, kerosene, corrosive liquids, explosives, dry ice, acid-like materials and compressed gas cylinders. Motor oil should not be poured down drains or onto the ground. UOW Living staff will remove any hazardous materials immediately with any resulting costs charged to the resident responsible for their presence on campus. (See also “Prohibited Items” section.)

COOKING IN ROOMS
Regardless of the area in which you live, the only cooking activity which you may undertake in your study-bedroom is using an electric kettle with automatic cutout for the preparation of beverages. If your unit has a kitchenette or kitchen, we strongly advise that you use these facilities for these activities rather than your study-bedroom.

BEACH SAFETY
The beach can be dangerous if you are not familiar with swimming in heavy surf. Please observe all safety regulations relating to beach swimming. Swim between the flags as this is the only area of the beach that is patrolled by lifeguards. If you are unsure of any aspect of beach safety, please consult the lifeguard on duty at the beach. It is not advisable to swim after dark or after consuming alcohol. Alcohol is not permitted on Wollongong beaches and bonfires are also illegal, the latter because even under sand, embers may stay red hot for many hours and burn the feet of unsuspecting persons (especially children) who walk over them.

The Australian sun can also be very dangerous so please also be aware of the dangers of over-exposure. You are strongly advised to wear a hat, and apply plenty of 30+ High Factor Sun Protection sunscreen. If you are badly affected by sun burn please consult your Residential Advisor about seeking appropriate medical assistance.

HEALTH AND SAFETY RULES

WORKPLACE HEALTH AND SAFETY
The University of Wollongong acknowledges that effective WHS is an integral part of achieving its vision of excellence in leadership, innovation, student learning and community engagement. The University and its senior management are therefore committed to ensuring the health, safety and welfare of its employees, students, contractors and visitors. All members of the University community have a collective and individual responsibility with regard to the prevention of workplace injuries and working safely. Students should familiarise themselves with this policy, which can be found here.

ILLNESS OR MEDICAL ISSUES
If you are unable to meet your academic obligations because of illness you should make sure to notify your subject convenor. If you are unable to do this yourself you should make sure that a fellow resident or friend informs your Residential Advisor or Head. The University’s Medical Centre (on Wollongong Campus) is open on weekdays from 9.00 a.m. to 5.00 p.m. Appointments may be made by telephoning 4226 2199. There are also a number of general medical practitioners in the local area operating a variety of surgery hours. Residents may wish to consult the “Yellow Pages” for locations. If you become ill during the evening or weekend you should notify the Duty Residential Advisor.
hours medical assistance can be obtained from the “Wollongong Radio Doctor Service” who will conduct home visits from 7.00 p.m. to 6.00 a.m. Monday to Fridays. On weekends the service operates from 12.00 noon on Saturdays to 6.00 a.m. on Mondays. On Public Holidays the service is available 24 hours. The doctor may be contacted by telephoning (02) 4228 5522. The practice “bulk bills” through Medicare.

All serious illnesses, accidents or hospital admissions should be reported immediately to UOW Living Administration. The only appropriate transport in an emergency is an ambulance and the costs involved, even if one is called by a staff member or Residential Advisor, is yours. It is highly recommended therefore that you have health cover that includes ambulance travel as it can be quite expensive.

If you contract a communicable disease (for example, Glandular Fever, Chicken Pox, Influenza H1N1, Rubella or Mumps) you should inform your Residential Advisor or your UOW Living Administration so that temporary relocation (if suggested by your medical practitioner) may be facilitated and meals may be arranged for you. If you have a routine medical appointment at a local doctor’s surgery or hospital then you should make your own arrangements to attend. If you are too ill or taking public transport would be inadvisable or impractical then you should contact the Administration Office (during office hours) or the Student Leader on Duty.

SMOKING
The student residences and the University are smoke free environments. Smoking is prohibited in resident’s rooms, common rooms and any internal areas of the residences. Please refer to your site specific information for information about designated areas for smoking. The University of Wollongong Non-Smoking Policy may be found at http://www.uow.edu.au/about/policy/UOW058720.html

ALCOHOL
If you are of legal drinking age you may consume alcoholic beverages but only in a moderate and sensible manner. The abuse of alcohol is seen as unacceptable behaviour. A formal written reprimand may be issued to you if your behaviour whilst under the influence of alcohol is deemed disruptive or inappropriate. Appropriate educational sanctions may also be issued.

Drinking in Groups
There will be no group drinking within the UOW Living residence precinct without the prior written consent of the Head or delegate. The number of people constituting a group varies from residence to residence. Please refer to the residence specific information section of this guide for information relating to your residence on this matter. Your UOW Living residence precinct includes all areas owned and controlled by the University of Wollongong including the Playing Fields. Please refer to the residence specific information in relation to more information around drinking rules at your residence.

Drinking Games
UOW Living regards alcoholic drinking games, the sculling of alcohol and the use or possession of items such as “beer bongs” with some concern as they are not considered compatible with the responsible consumption of alcohol. Their consequences may include competitive pressure to drink, drunkenness, abusive behaviour and language, and harassment that causes offence to both drinkers and non-drinkers alike. As such, these activities are not permitted at any of the UOW Living residences.

Consumption of Alcohol Not Permitted during Specific Periods
The Head may declare that for specific periods that consumption of alcohol is not permitted. For the 2013 Academic Year, notice is given that alcohol may not be consumed between the Saturday morning at the commencement of Study Recess and the Saturday morning following the end of the second week of examinations in both Sessions 1 and 2. Notice of such periods may be given by Email or posted notices.

Home-Brewing & Kegs
Home brewing of beer or distillation of alcoholic liquor is not permitted within any of the UOW Living residence precincts nor is the possession or use of kegs, compressed gas cylinders or associated chemicals used in the making of same.

Display of Alcohol Cans or Bottles
The collection or display of alcohol cans or bottles as trophies or as proof, post-event, of the amount of alcohol consumed is also not compatible with the promotion of responsible drinking and is therefore prohibited.

HYGIENE
In the interests of hygiene and the health of fellow residents you should ensure that you contribute to keeping toilet and bathroom areas in your unit in a clean condition. Showers are for showering only and should not be used as toilets. While there are waste water drainage grids in toilet areas these are not urinals.

ACCIDENTS AND INCIDENTS
The Duty Residential Advisor should be informed immediately of any accident or incident involving a resident whether this occurs on or off campus. All Residential Advisors and a number of other full-time staff members hold a Level 2 Intermediate First Aid Certificate and will be able to provide basic First Aid and referral, if necessary, to professional medical assistance. In the event of a more serious accident an Ambulance should be called (on telephone 0-000) first and the Duty Residential Advisor second. This will enable the Duty Residential Advisor to marshal other residents to provide directions and assistance to Ambulance Officers.

VIOLENCE
UOW Living does not condone the use of any form of violence whether this be physical or verbal. The use of violence for any reason will be regarded most seriously as is likely to result in expulsion. The Head may refer any incidents of violence to the NSW Police Force.
PeSt coNtrol
common	areas	(excluding	balconies).
permitted in individual study bedrooms and unit
Glass	bottles	and	drinking	utensils	are	only
organised under the auspices of UOW l iving,
With	the	exception	of	social	or	charitable	events
GAmbliNG
not	covered	will	attract	ants,	flies	or	cockroaches.
particularly important to maintain a high standard of
alleviate the situation. In self-catered areas it is
to determine whether any preventative action will
maintenance staff will investigate your concerns
please report these to the Administration Office. The
controlled. If you have any concerns about pests
flying insects can enter units freely and are not easily
Insects are a common occurrence in the average
Australian family home and your residence is no
Balconies	are	often	exposed	to	high	winds	so	please
•	 	creating	excessive
noise,
particularly	late	at
night.
Balconies are often exposed to high winds so please
do not leave items in places where they have the
to be knocked over and fall.

BAlcoNieS

•	 	costs	of	eradicating	any	pest	infestation
directly
linked to poor housekeeping or lack of hygiene in self-
catered areas may be charged to the unit responsible

•	 	using	it	as	a	storage	area	for	boxes,	refrigerators,
furniture	or	other	items;
•	 	placing	University	furniture	which	is
designed	for
internal	use
on	them;
•	 	hanging	wetsuits	or
clothing
over	the	rail	or
suspending
temporary
clothes’
lines
across them;
•	 	posting	or
suspending	any	banners	or
advertising
material	on	the	balcony
doors	or
over	the	rail;
•	 	suspending
hammocks	or
similar
to	the
railings	or
support
beams;
•	 	smoking	or
cooking
on	the	balcony	or	using
naked
flames	(including
candles	or
citronella
lights);
•	 
throwing	or
allowing	any	item
to	be
thrown
over
the	rail;
and
•	 
to

GamliNG
With the exception of social or charitable events organised under the auspices of UOW Living, gambling is prohibited at UOW Living.

GLASS BOTTLES AND UTENSILS
Glass bottles and drinking utensils are only permitted in individual study bedrooms and unit common areas (excluding balconies).

PEST CONTROL
Insects are a common occurrence in the average Australian family home and your residence is no exception. Whilst regular pest control is undertaken, flying insects can enter units freely and are not easily controlled. If you have any concerns about pests please report these to the Administration Office. The maintenance staff will investigate your concerns to determine whether any preventative action will alleviate the situation. In self-catered areas it is particularly important to maintain a high standard of hygiene. Food that is left out on kitchen benches or not covered will attract ants, flies or cockroaches.

Similarly, garbage that is not taken out on a regular basis will also attract insects or other vermin. The costs of eradicating any pest infestation directly linked to poor housekeeping or lack of hygiene in self-catered areas may be charged to the unit responsible.

PERSONAL SAFETY,
SUPPORT, AND
COMMUNITY LIVING

BALCONIES
Throwing or allowing any item from a balcony is strictly prohibited as it is excessive noise particularly late at night. Residents should also be aware that “private” conversations may carry a considerable distance in the quiet early morning hours. The balconies on our buildings increase the amenity of residents in these units considerably. With the privilege of having a balcony comes certain obligations including maintaining the balcony in a clean and tidy condition at all times but all not -

•	 	creating
excessive
noise,
particularly	late
at
night.

CCTV
To assist with the safety and security of residents and University property, you should be aware that every Residence is installed with CCTV. The University may also use recordings for the purposes of pursuing disciplinary action against residents, visitors or guests and it may be made available to law enforcement agencies in appropriate circumstances.

CONDUCTING A BUSINESS FROM UOW LIVING RESIDENCES
You are not permitted to conduct a business of any description from any of the UOW Living residences. If you have any questions as to what constitutes a “business”, you should contact the Head before proceeding further.

DRESS
Residents are expected to dress in a way that does not offend other members of the community. Sensitivity to the terms of residents from the many cultures represented at UOW Living is encouraged. Footwear must be worn in the Dining Room and is advisable particularly outside buildings.

DISTURBANCES
If you are being disturbed by a fellow resident or residents (particularly on your own floor or area) it is strongly suggested that you approach the residents concerned to let them know how their behaviour is impacting on you. If this is not practical or preferable you should telephone your Residential Advisor/ Senior Resident to report this behaviour. Outside office hours these calls will be routed to either the Duty Residential Advisor or, if between 12.00 am and 8.00 am, the Night Clerk.

NOISE
Noise is a perennial issue in any community living environment and one of the greatest sources of discontent between residents. It is important that every member recognises that they should be considerate of others and respect their right to an environment that is conducive to academic endeavour. Residents should never operate on the assumption that if no complaint is made about their behaviour then it must be acceptable. The onus of responsibility is on the resident who is the source of the noise. Please refer to your site specific section for information on Quiet Hours.

DISCRIMINATION AND HARASSMENT
Discrimination or harassment in any form (racial, ethnic, religious, disability, sexual orientation, etc) is unacceptable at UOW Living. It is every resident’s responsibility (both individually and collectively) to ensure that the community is free of such behaviour. Everyone is encouraged not only to tolerate or even accept the differences between residents but to celebrate them as they add to the richness of community living. If you feel that you are being
discriminated against or harassed you should contact the Head immediately.

A number of pieces of legislation govern this area. These are summarised below –

- **Commonwealth Laws** –
  - Racial Discrimination Act 1975
  - Sex Discrimination Act 1984

- **New South Wales Laws** –
  - Anti-Discrimination Act 1977
  - Anti-Discrimination (Racial Vilification) Amendment Act 1989

**DISABILITY**

If you are physically challenged or have a chronic medical condition you are encouraged to contact the Head. Such information will be treated in the strictest confidence. UOW Living may provide whatever support is reasonably available within its resources to assist you. The University’s Disability Liaison Officer is also a source of support for students with disabilities and may be contacted on 4221 3445.

**PERSONAL CRISIS**

Higher education is a demanding experience and it is not uncommon for residents to experience stress or anxiety. From time to time some residents may experience more serious difficulties such as depression, suicidal thoughts, or alcohol or drug dependence or abuse. Student Services, an element of the University, has a number of trained professionals who can provide counselling and support at no cost to University of Wollongong students. During office hours you may contact Student Services on (4221) 3445. Outside office hours, you may contact your Residential Advisor or Head or seek assistance from Lifeline’s 24 hour telephone counselling service on 13 11 14.

**ENVIRONMENTAL ISSUES**

**ENERGY CONSERVATION**

It is your responsibility to ensure that all personal electrical equipment in your room is safe. For safety reasons you may not use “double adaptors”. UOW Living reserves the right to immediately remove at no notice any “double adaptor” found in a student room/common area. You should instead use “power boards”. Floor radiators and bar heaters in a room can be dangerous and, as a result, are not permitted. Electrical circuits in residents’ rooms are not designed to carry heavy loads and indiscriminate use of electrical appliances will lead to “tripping” of the circuit breakers.

Should a circuit breaker activate and cause electrical failure please notify your UOW Living Administration or the Duty Residential Advisor immediately. You are asked to assist us by switching off lights and other electrical appliances in your room whenever they are not required as thoughtful conservation of electricity will result in enormous savings each year and keep rent costs down.

**The following electrical items are permitted** –

- Fan heaters of 800 watts or less;
- Column oil heaters of 800 watts or less (this usually equates to about three or four “fins”);
- Pedestal or desk fans;
- Small “bar” refrigerators of no more than 150 litres in capacity.

**The following electrical items are not permitted** –

- Microwaves;
- Radiant heaters (those that contain a “bar” that heats up);
- Floor radiators and bar heaters in a room;
- “Double adaptors”;
- High wattage personal electrical equipment in a room.

**POOLS**

Pool safety legislation, current water restrictions and health issues relating to water left standing for some time are such that the use of “baby pools” may be problematic. Accordingly such pools are not permitted at UOW Living without the specific and prior approval of the Head.
• Prohibited cooking items (see "Cooking in Units") above.

If one of your personal electrical appliances is found to have "tripped" the circuit breakers you may be charged for the costs of restoring power to your room/unit. Similarly, if the number of wattage of your personal electrical appliances overloads the circuit you also be charged for the situation to be rectified.

AIR-CONDITIONING UNITS

Due to the increased electricity consumption involved, portable air-conditioning units may only be used in your room with the prior approval of the Head.

RECYCLING AND WASTE

LITTERING

UOW Living is proud of its extensive grounds. In order to maintain this attractive environment it is expected that you will not litter (not even dispose of cigarette butts on the ground). You can also assist by encouraging others not to litter or by collecting any litter that you see lying on the ground in one of the bins conveniently located around the campus.

TRAVEL INFORMATION

MOTOR VEHICLES AND CYCLES

If you wish to park a motor vehicle or cycle at your UOW Living residence you will need to apply for a Residence Parking Permit, the cost of which is $350 per year. Some areas have a speed limit of 10 km per hour. As there is high pedestrian traffic it is essential that everyone observes the speed limit to reduce the likelihood of accidents. All road markings, signs and normal traffic rules apply. Disciplinary action may be taken against residents who fail to observe these. The speed limits and other road rules are also enforceable by the New South Wales Police. Vehicles of any kind may not be driven or ridden on pathways or grassed areas. In accordance with current water restrictions cars may only be washed at UOW Living using a bucket. No hoses may be used. The use of sub-woofers in motor vehicles is not permitted at UOW Living. Residents are asked to ensure that they are turned off prior to entering the residence.

CYCLING

Prior to riding, you should familiarise yourself with bicycle safety rules in New South Wales. For example, international students should be aware that it is illegal to ride a bicycle without a helmet and that you may receive an “on the spot” fine from the NSW Police Service for not doing so. Additionally it is essential that you have lights fitted to the front and rear of your bicycle if you are riding after dark. Please check with your UOW Living Administration for the location of the nearest bicycle shed to your unit. You should ensure that your bicycle is secured to the bike rack by an approved locking device and that the door of the shed is locked when you leave. If not, your bicycle will not be covered by insurance. Bicycles should not be chained to lamp posts or other fixtures, left in stairwells or stored in rooms or units. Bicycles that are found in such inappropriate places or obstructing fire exits will be removed by staff. In such cases no reimbursements will be made for cut chains and the owner will be charged to retrieve the bicycle from the Operations Supervisor.

CAB JUMPING

Cab jumping, the practice of running from a cab without paying the driver the fare, is illegal. Not only does it involve stealing a free fare from some of the lowest income earners in the community but also brings the name of the University and UOW Living into disrepute. Additionally it creates an unfortunate situation where cab drivers may refuse to take clients to your UOW Living residence because they are concerned that they will lose the fare. This creates a major safety issue for our residential community. As a consequence any resident who is identified as having been involved in cab jumping will be subject to disciplinary action. If, after appropriate procedures have been followed, they are found responsible it is likely that the sanction applied will be exclusion from UOW Living.

SKATEBOARDS & ROLLER BLADES

Skateboards and roller blades can also be very noisy on the bitumen roads and car parks. Residents are asked to be respectful of fellow residents when using these items of equipment, particularly during the early morning and evening.

“GONG” SHUTTLE TO MAIN CAMPUS

The “Gong Shuttle” operates seven days per week and is funded by the New South Wales Government. During peak times Mondays to Fridays, it operates every 10 minutes and every 20 minutes during off-peak times. On Saturdays and Sundays the time between buses is about 30 minutes. Maps the bus route are available from UOW Living Administration or online here.
ADMIN ISSUES

OFFICE HOURS
For information about Student Central’s opening hours, please visit the website. You will find out your UOW Living Administration opening hours on arrival. On public holidays and during session recesses, opening hours may be reduced whilst at key weekends such as check-in or check-out, the office may be open for extended hours. Appropriate advice will be posted.

IDENTITY VERIFICATION
When you check-in at Your UOW Living residence you will be asked to verify your identity by producing a Photo ID (such as an Australian drivers’ licence or Australia/International Passport). At that time you will also be asked to have your photograph taken. This image will be stored electronically to assist in verifying your identity if you become locked out of your room/unit without identification, when purchasing tickets/entry to “resident only” events, or to assist staff or student leaders in identifying persons who may have been involved in breaches of residential community standards. There may be times where, for the maintenance of good order or security, you may be asked to demonstrate, by producing Photo ID, that you are a current UOW Living resident.

PRIVACY
The University collects, stores and uses a range of personal information on its residents but only for the purpose for which is was originally collected only. This information is confidential and will not be disclosed to third parties without your consent, except where the University is required to do so to meet Government, legal or other regulatory authority requirements. Whilst UOW Living staff are more than happy to discuss general issues (for example, admissions processes, where a resident may seek assistance, etc.) with parents or family members, you should be aware that it is not possible to discuss such issues on a personal resident-specific basis without your prior written approval.

POSTERS
UOW Living is committed to reducing paper wastage by limiting unnecessary advertising and promotion by way of posters. Around UOW Living a number of notice boards have been placed in key locations on which residents may place notices. Some notice boards have been reserved specifically for posters or announcements by UOW Living Administration or Student Leaders.

UOW Living Administration reserves the right to remove without prior notice, posters that are out-of-date, offensive, posted by commercial organisations without prior approval, or otherwise inappropriately placed.

VISITORS AND GUESTS
A guest is a person who has been invited to UOW Living by a resident. Guests are not permitted to be within the precinct unless they are being accompanied by the resident who is to accept responsibility for that person’s behaviour. You should not allow your unit to be used to shelter uninvited persons nor allow your guests to occupy your unit or room unless you are present. Residents who have officially departed UOW Living (by returning their keys and completing all check-out procedures) may not be the guest of another resident. Only current residents may use the facilities and services provided at your UOW Living residence (for example, laundries, computer labs). Any person who is not a current resident of UOW Living and has no valid reason for being within the precinct should be instructed to leave. This includes former residents who are not in the company of a current resident who is acting as their host. The Duty Residential Advisor(s) or Head should be called if such a person refuses to leave the precinct when asked to do so.

OVERNIGHT GUESTS
Unless otherwise specified (in the case of some styles of self-catered accommodation), UOW Living provides single occupancy accommodation. Because there are so many different factors which need to be taken into account it is somewhat difficult to establish clear rules regarding guests. This being the case we ask that you consider what is “reasonable” and will not impact negatively on those who live around you. The impact on the cost of utilities (water, gas, heat, etc.) is easy to see. In all cases you should ensure that your visitor does not impede your fellow residents access to normal facilities (for example, unit bathroom, kitchen).

Reasonable visitation includes -
• a friend who visits you and stays overnight;
• a friend(s) with whom you are working on a joint assignment together and would like to use your room/unit common area for group meeting;
• a friend who spends a few hours with you during the day on a regular basis but does not stay for extended periods of time.

Unreasonable visitation includes -
• a friend who visits you and stays overnight several times each week or every weekend;
• a friend who uses your unit as a base between lectures/work commitments whether you are present or not;
• large groups of friends who visit your unit on a regular basis to cook and socialise together.

You may have a guest stay with you in your room for two nights free of charge. After that the visit becomes chargeable at the rate of $25.00 per night. Full responsibility for security and behaviour of your guest will be taken individual host resident in all cases.

Host residents can obtain a mattress for their guest by visiting the Administration Office at least two working days prior to the scheduled visit. The cost for this additional service will be $33.00 to cover the labour costs of delivering and collecting the mattress to/from your room. Guests may not be “transferred” from resident to resident such that a six day visit equates to three consecutive two-day visits. Because the facilities in units are designed for the number of occupants the length of stay of any visitor should be no more than four nights in total. If it becomes known that guests are staying longer than two days without paying the Head may direct that the guest leaves the residence or that you pay the daily rate of $25.00 from the commencement of their visit. The final decision-maker regarding the presence of any person within the UOW Living precinct is the Head.

CHILDREN ON CAMPUS
If you bring a child (a person under the age of 16 years) to any of the UOW Living residences you must ensure that they are appropriately supervised by you or another adult at all times, cause minimal disruption to others, are not allowed access to areas which are restricted for health and safety reasons, and are not allowed access to alcoholic beverages or other prohibited drugs or substances.

The Head may direct that a child be removed if the child’s health or safety is at risk, the child is presenting a health or safety risk to others, the child’s behaviour is causing undue disruption to the work of staff or students, or if in the opinion of the Head the presence of the child is inappropriate.

If you wish to have a child stay overnight with you in your room you must seek the Head’s prior approval.
Graduate House is the only UOW Living managed residence that is suitable to accommodate families and children.

**ABSENCE**

If you are intending to be absent from college it is always advisable to let at least one other resident know of your whereabouts. If your absence is for an extended period of time please inform your Residential Advisor so that we will know where to contact you in an emergency. UOW Living has the authority to enter your room at any time to check that you are not ill or injured. The University is under an obligation to act responsibly and to report you as a missing person to the Police if you have been missing for some time and have not advised UOW Living, your Residential Advisor or a fellow resident of your absence. If you are under 18 years of age we will also contact your parents or guardian.

**WHEN YOU LEAVE**

You should note that whilst you are free to book out and leave UOW Living at any time, you must still abide by your obligations under the terms of your Accommodation Agreement with the University. You are strongly advised to consult this document and seek advice from either the Head, Deputy or Assistant Heads prior to making any decision to leave. Prior to departure, you must give the period of notice outlined in your Accommodation Agreement. A Notice of Intent to Vacate form must be completed and lodged with the Administration Office. On the day of your departure you must vacate your room by 10.00 a.m. If you do not return your keys and cards to the Administration Office by that time you will be charged for a further day’s accommodation. On leaving you should complete a Departure Form and ensure that all keys and cards have been returned and that all outstanding account balances have been paid. If you are living in flexi-catered accommodation you should also complete a Refund Form so any remaining credit balance may be refunded to your accommodation fees account, and then back to you.

**ABANDONED ITEMS**

If any personal effects, including bicycles, are not claimed within three months of the resident permanently leaving the Residence, they shall be declared abandoned in favour of the University. Depending on their value and usefulness, such items may then be donated to one of the local charities or discarded as rubbish (which may incur the associated disposal costs). While every effort will be made to determine ownership of any such item, UOW Living cannot be held responsible for not being able to do so.

**SUMMER SESSION/VACATION ACCOMMODATION**

You may apply to extend your accommodation at UOW Living beyond the end of the Session 2, 2013 contract period. To do so you should lodge an “Intent to Vacate/Extend Stay” form at the Administration Office. You must lodge this form by the date requested, at least seven (7) days prior to the end of contract period. You will be charged at the applicable weekly fee pro rata. If you apply to extend your stay after the above deadline or remain in your room past the end of contract without requesting to do so, you will be charged a $550 Administration Fee to cover the additional workload involved in extending your stay or making alternate accommodation arrangements for you. Additionally, if you extend your stay via the “Intent to Vacate/Extend Stay” form but later wish to reduce or cancel your additional stay you must provide UOW Living Administration with at least forty-eight (48) hours’ notice. If you do not, you will be charged this period of notice in lieu. You will also be charged the period of notice if you just check out. During the summer session you may be assigned to a different room from the one that you occupied or will occupy during the academic year.

**SUMMARY OF BY-LAWS**

Your attention is drawn to the University By-Laws which govern the University, of which UOW Living forms an integral part. These by-laws may be found here.

**ENROLMENT CHANGES**

Because of the excess demand for accommodation at the University you must inform the Head immediately if you change your enrolment status from full-time to part-time or terminate your enrolment at the University of Wollongong. Please note that your accommodation fees may increase if you are no longer an enrolled student.

**RE-ADMISSION**

Re-admission for a further academic year is not automatic but contingent upon you having fulfilled several conditions relating to academic, behavioural and financial obligations, and demand for residency from newly enrolling students of the University. Failure to meet these obligations may result in a further offer of accommodation being delayed or not forthcoming or your priority in the waiting lists for specific styles of accommodation or room preference being suspended. In the cases of unsatisfactory academic progress, an offer of accommodation may be conditional upon certain academic performance targets being met. It is unlikely that a resident who has accumulated five Demerit Points under the terms of the Student Conduct in Residences Policy for proven breaches of community standards would receive an offer of accommodation for any or all of the University’s residences in the following year. This decision is at the discretion of the Head who may, after consultation with colleagues, act on behalf of all Heads in not making such an offer.

**Feedback**

If you wish to provide UOW Living with feedback, please raise it with your Residential Advisor or the Head. Alternatively, your feedback is actively encouraged through Feedback @ UOW.

**Emergency Contacts**

As part of your application process you will have provided us with an emergency contact. It is vital that if these details change you should inform the UOW Living Administration Office. If you are injured and we need to make contact with your family this information will be of vital importance.

**Employment With UOW Living**

Occasionally there are opportunities for casual employment at UOW Living. Where time and operational requirements permit expressions of interest will normally be called from all members of the residential community. UOW Living adheres to the University’s personnel policies.
This agreement is made between the University of Wollongong and the person named in Schedule A ("The Resident").

It is agreed that:

1.0 DEFINITIONS

**Common Facilities** means those parts of the Residence designated by the University for common use by all Residents

**Date of Arrival** means the date that the resident signs for and takes possession of keys/access card

**Date of Departure** means the date a resident vacates, including completing all paperwork and returning all keys, access cards and meal cards (meal cards applicable to Campus East only) to the residence

**Family Member(s)** means a person that the Resident has registered with the University as living with them in the Room/Unit at the Residence

**Graduating Student** means a student who is in the process of receiving or conferring an academic degree or the ceremony that is sometimes associated, where students become Graduates

**Guest(s)** means a person or persons invited to the residence by a Resident

**Handbook** means the residential Handbook provided to all residents after arrival at the residence. It contains rules, regulations and general information required regarding the residence(s) and as amended from time to time

**Head** means the senior officer appointed from time to time by the University to manage the Residence

**Late Payment Fee** means fee of $200.00

**New Resident** means a person who does not currently live in the residences of the University of Wollongong

**Other Person** means another resident, Family Member, Visitor or Guest

**Rental Prepayment** means a payment of $500.00, paid when the offer/Accommodation Agreement is accepted online

**Residence** means the Residence to which the Resident has been assigned

**Resident** means a person living in the residences of the University of Wollongong

**Room/Unit** means the study-bedroom to which the Resident has been assigned

**Shared Facilities** means the living/dining area, kitchen, bathroom, lavatory, shower room, store room, balcony, patio and passageways in the Unit together with the University’s property contained therein

**Unit** means the group of Rooms (including shared facilities) to which the Resident has been assigned

**University** means the University of Wollongong

**Visitor(s)** means a person or persons who come to residence uninvited to see a Resident

2.0 EXTENT OF AGREEMENT

The University grants to the Resident a licence to use:

2.1 The Room/Unit to which the Resident is assigned;

2.2 The shared facilities in common with the Residents of other Rooms in the Unit;

2.3 The common facilities in common with other Residents of the Residence.

3.0 TERM OF AGREEMENT

This agreement commences on the Commencement Date (listed in Schedule B) and ends on the End Date (listed in Schedule B) unless it is terminated earlier in the manner specified in this Agreement.

4.0 ASSIGNMENT AND SUB-LETTING

The Resident will not during the continuance of the Agreement assign or transfer this Agreement or otherwise deal with, or dispose of the Room/Unit or any part thereof to be assigned, transferred, demised, sub-let unto shared or put into possession of any person or persons.

5.0 PAYMENT OF FEES

5.1 The Resident agrees to pay any deposits and fees by the due dates or advise the Head promptly of any inability to pay a fee instalment by the due date.

5.2 If fees are not paid by the due date the University may take action to recover the outstanding debt including, but not limited to

5.2.1 applying a Late Payment Fee of $200 to the Resident’s account;

5.2.2 requiring all future payments of fees by the Resident to be made in advance of the period to which they apply;

5.2.3 preventing the Resident’s access to the Room/Unit;

5.2.4 withholding the Resident’s academic results; and

5.2.5 referring any outstanding fees to a debt collection agency.

6.0 ACADEMIC RESULTS

The Resident authorises the Head to obtain the Resident’s official academic results or confirm the Resident’s enrolment status from the University of Wollongong, Wollongong University College or other educational institution at anytime.

7.0 RESIDENT’S OBLIGATIONS

The Resident:

7.1 must only use the Room/Unit for residential purposes;

7.2 will be responsible for the behaviour of themselves, their Family Members, Guests or Visitors and will pay for any damage to or loss of University or other person’s property
ACCOMMODATION AGREEMENT

caus‌ed by themselves, their Family Members, Guests or Visitors;

7.3 must compensate for or meet any claims in respect of:

7.3.1 loss or damage to University property where loss or damage is caused by the Resident, Family Member, Guest or Visitor either by neglect or wilful act or omission;

7.3.2 any person for loss or damage to personal property where loss or damage is caused by the Resident, Family Member, Guest or Visitor by either neglect, wilful act or omission;

7.3.3 any injury to a person caused by act or omission of the Resident, Family Member, Guest or Visitor.

7.4 must not, through act or omission, place the lives of themselves or other persons at risk or commit an act of violence on themselves or any other person;

7.5 must not by act or omission create any disturbance, nuisance or annoyance to any other person;

7.6 must allow the University, its agents or employees access to the Room/Unit for the purpose of cleaning, the issues of notices or memos, Room inspections, maintenance and otherwise will not impede the University’s possession and control of the Room/Unit;

7.7 must not interfere with or permit interference with the reasonable use by other Residents of the shared or common facilities;

7.8 must not break any policy, rule or regulation as outlined in the

(i) Residence’s Handbook
(ii) Campus Access and Order Rules
(iii) Student Charter
(iv) IT Acceptable Use Policy
(v) Bullying Prevention Policy and Sexual Harassment Prevention Policy

failing which the Resident will submit themselves to the associated procedures for managing breaches of these policies, rules, codes, or regulations including any disciplinary sanctions that may be applied and may include termination of this Agreement and exclusion from the Residence.

8.0 THE UNIVERSITY’S OBLIGATIONS

8.1 The University will comply with all fire safety requirements and its obligation to comply with the Environment Protection and Assessment Act (Smoke Alarms) Regulation 2006 and will maintain in an operable condition all fire safety equipment.

8.2 The Resident acknowledges that the University takes no responsibility whatsoever for damage or loss of any item of personal property brought into the Residence.

8.3 The Resident agrees that if the Room/Unit is for any reason either destroyed or so damaged as to be unfit for habitation, the University may terminate the Agreement.

8.4 The University is not to be liable for any damage or loss that the Resident may suffer by the act, neglect, default, or accident of any other person or by reason of the University neglecting to do something to the Residence.

8.5 The University reserves the right to relocate the Resident to another Room/Unit within the Residence for maintenance purposes, conference trade purposes, or any other purpose deemed reasonable or necessary by the Head. A minimum of seven (7) days notice will be given to the Resident.

8.6 The Resident agrees that the University, its agent, representative and or contractor may enter the Room or Unit, without notice, for the following purposes –

8.6.1 in emergency or extraordinary situations to protect the health and welfare of the residents, or to clean or to make repairs;

8.6.2 to ensure that health, safety and fire regulations are maintained;

8.6.3 if, in the reasonable opinion of the University, the Resident is engaged in any illegal activity whatsoever, or is causing a disturbance, or the Resident’s behaviour is such that there is a likelihood that the safety of any other person at the Residence is at risk.

8.6.4 if, in the reasonable opinion of the University, the Resident is believed to have abandoned the Room/Unit, the Residence has been reported missing for more than 48 hours, or suspects that another person or a person other than the resident is residing in the Room/Unit.

8.7 The Resident agrees that the University may direct a Member of law enforcement agency who is seeking to establish the presence of the Resident to the Resident’s Room/Unit.

9.0 NOTICES

9.1 Any notice to the Resident by the University may be given to the Resident either personally, by leaving at the Residence or Room/Unit, or by delivery by electronic mail.

9.2 Any notice to the University by the Resident may be given to the University by leaving the same at the Residence’s Administration Office during normal business hours.

10.0 DEFAULT AND TERMINATION

10.1 Cessation of Enrolment

10.1.1 A Graduating student who wishes to remain in residence beyond the last day of session may do so until the Sunday of the last day of the week in which the Graduating Student shall graduate provided the Intent to Vacate Notice has been completed and provided to the University in accordance with clause 9.

10.1.2 The standard weekly rate shall continue to be applied for this period.

10.1.3 If the Intent to Vacate Notice has not been provided by the Graduating
10.1.4 The University reserves the right to relocate a Graduating Student to an alternate Room at the same rate being applied under this Agreement for this period of residence beyond the End Date.

10.1.5 Should the Resident cease to be an enrolled student for reasons other than graduating of the University of Wollongong, Wollongong University College or other educational institution approved by the Head, the Resident may terminate the Agreement by giving fourteen (14) days notice of their intended date of departure.

10.2 Vacating Residence during the Term of the Agreement

If the Resident wishes to depart the Residence during the period of the Agreement the Resident must provide the University with the period of notice specified in Schedule C during which the Resident shall remain liable for any fees payable during this period of notice up to, but not past, the end date of the Agreement listed in Schedule B.

10.3 Events of Default and Termination

The Resident agrees that in any of the following events the University may terminate the Agreement by giving:

10.3.1 a minimum of twenty-four (24) hours notice if, in the reasonable opinion of the University, the Resident is engaged in any illegal activity whatsoever, or is causing a disturbance, or the Resident’s behaviour is such that there is a likelihood that the safety of any other person at the Residence is at risk;

10.3.2 not less than seven (7) days notice in writing to that effect and specifying the breach complained of if:

10.3.3 Should it be necessary for the University to terminate the Agreement under clause 10.4.1 or 10.4.2, the Resident shall remain liable for the payment of fees for the maximum period specified in Schedule C, or as otherwise determined by the University of Wollongong. Such period shall not exceed the End Date as specified Schedule B.

11.0 NONWAIVER

11.1 The non-enforcement by the University of any term or condition of the Agreement shall not constitute a waiver of any subsequent breach of the same or any other term or condition of the Agreement.

11.2 Acceptance by the University of any payment of fees shall not be deemed a waiver of any breach of the Agreement other than the Resident’s failure to make a timely payment of fees so accepted.

12.0 AGREEMENT RENEWAL

The University is not required to renew the Agreement or to allow the Resident to continue to occupy the Room/Unit beyond the End Date.

13.0 UOW HANDBOOKS

The Resident acknowledges receipt of and is familiar with the contents of the Handbook for this Residence. The Resident is aware of its obligations described in the Handbook and accepts that a failure to fulfi the obligations described in the Handbook may lead to termination under this Agreement. The Resident is aware that the 2013 Handbook will be available on the Accommodation Services website at: http://www.uow.edu.au/content/groups/public/@ web/@accomm/documents/doc/uow117563.pdf. It is the responsibility of the Resident to read and understand the 2013 Handbook.
1. PURPOSE OF POLICY
1. The purpose of this policy is to communicate the requirements on a student who accepts an offer of accommodation in a Residence to:
   a. respect the basic philosophy of the Residence and community standards operating in each Residence as outlined below; and;
   b. abide by the process employed if a student breaches these standards to investigate and appropriately resolve such breach under the terms of this policy.

2. The purpose of this policy is also to define the rights and responsibilities of residents and staff and provide procedures and sanctions to be invoked and applied if community standards are breached.

2 DEFINITIONS

<table>
<thead>
<tr>
<th>Word/Term</th>
<th>Definition (with examples if required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation Agreement</td>
<td>The agreement made between the University and the Resident granting the Resident a licence to use the room/unit and other facilities at the Residence.</td>
</tr>
<tr>
<td>Authorised Person</td>
<td>As per the definition provided in the Campus Access and Order Rules.</td>
</tr>
</tbody>
</table>

| Behavioural Probation   | A specified period of time, for up to as long as the resident resides in one of the University Residences. During this period, the Resident is expected to maintain model behaviour. Any further breach of Community Standards would normally result in Exclusion from the Residence. |
| Central Register        | A register and file of student misconduct investigations, controlled and maintained by the Academic Registrar’s Division. |
| Community Service       | A sanction whereby the Resident provides an unpaid service for the benefit of the University or another relevant organisation. |
| Community Standards     | The expectations that the University has of each resident within a residence.                        |
| Demerit Points          | A points system whereby a resident may receive a point(s) as part of a sanction.                    |
| Exclusion               | A requirement that the Resident remove themselves (and all their property) permanently from the Residence. The Resident would normally be given seven (7) days to do so. |

| Director                | The senior officer appointed from time to time by the University to manage the Accommodation Services Division. |
| General misconduct      | As per the definition provided in the Student Conduct Rules.                                         |
| Hazing                  | Any mental or physical requirement or obligation placed upon any person or group of persons by another resident or group of residents, at a residence, which could cause discomfort, pain, fright, disgrace, injury or which violates any Commonwealth, State or Local Government statute or any University policy. |
| Head                    | The senior officer appointed from time to time by the University to manage the Residence or the person delegated the authority to manage breaches of community standards by the Head. |
| High-level outcome      | As per the definition provided in the Student Conduct Rules.                                         |
| Low-level outcome       | As per the definition provided in the Student Conduct Rules.                                         |
| Natural justice         | Principles that ensure that decision-making is fair and reasonable. These include decision-makers informing people of the case against them or their interests, giving them a right to be heard, not having a personal interest in the outcome, and acting only on the basis of logically probative evidence. |
| Person                  | Any resident, family member, visitor, guest or staff member.                                         |
| Prima Facie             | sufficient to establish a fact or case unless disproved.                                              |
| Reprimand               | A formal, written rebuke by an officer.                                                              |
| Residence               | The Residence (Campus East, Graduate House, Gundit, International House, Kooloobong Village, Keiraview, Marketview, The Manor, Weerona College or any other University place of residence) to which the Resident has been assigned. |
| Residence Handbook      | The Residence Handbook provided to all residents on arrival at the Residence. It contains the rules, regulations and general information regarding the Residence(s). |
| Resident                | A student currently living in a Residence.                                                            |
STUDENT CONDUCT IN RESIDENCES POLICY

<table>
<thead>
<tr>
<th>Suspension</th>
<th>A requirement that the Resident remove themselves and all their property from the Residence for a specified period of time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Student Leader</td>
<td>The student designated from time to time by the Head of a Residence to be the most senior student leader within the residential community. Where such a position does not exist within a Residence, seniority will be determined by the date of a student leader’s designation as same.</td>
</tr>
<tr>
<td>Staff member</td>
<td>Any employee of the University or employee of a company contracted to provided services at the Residence.</td>
</tr>
<tr>
<td>Student</td>
<td>A person currently registered for a course at the University or who is undertaking non-award study at the University.</td>
</tr>
<tr>
<td>Student Conduct in Residences Appeals Committee</td>
<td>The Committee that receives from the Vice-Principal (Administration) appeals from Residents against adverse determinations made by a Head.</td>
</tr>
<tr>
<td>Supporter</td>
<td>A person chosen by a resident who is required to meet with the Head, Director, Vice-Principal (Administration) or Appeals Committee to accompany the resident to such a meeting.</td>
</tr>
<tr>
<td>Termination of Licence</td>
<td>A document, issued over the signature of the Manager, Security (or delegate) withdrawing a person’s privilege to attend a particular campus/area of the University.</td>
</tr>
<tr>
<td>The University</td>
<td>The campuses, facilities, operations, resources and services of the University of Wollongong.</td>
</tr>
<tr>
<td>Vice-Principal (Administration)</td>
<td>The member of the Senior Executive appointed from time to time by the University to oversee the administrative and support divisions of the University.</td>
</tr>
<tr>
<td>Warning</td>
<td>Verbal or written advice to a Resident by an officer that a Resident’s actions have constituted a breach of community standards or are questionable. The University’s expectation of future behaviour is outlined to the Resident.</td>
</tr>
</tbody>
</table>

3 APPLICATION & SCOPE - EXCLUSIONS OR SPECIAL CONDITIONS

1. This policy applies to the management of alleged breaches of community standards within any University Residence by a resident.
2. Any general misconduct within one of the University’s Residences by a student who is not a resident will be managed under the Student Conduct Rules.
3. Nothing in this policy operates to limit the rights of the University to take action against a resident for breach under an Accommodation Agreement or on any other grounds.

4 BREACHES OF COMMUNITY STANDARDS

1. All of the members of the University community have a range of rights, including the right to:
   a. be treated courteously and fairly;
   b. be free from acts of violence, harassment, intimidation or discrimination;
   c. have their personal property respected;
   d. live, work and study in a safe environment.
2. Because of the nature of residential community living, it is not possible to codify all acceptable and unacceptable behaviours. The expectations that the University has of each resident within a residence are described as “community standards”, breach of which may be grounds for action against a resident under this policy.
3. Breaches of community standards may include, but are not limited to, the following:
   a. Failure to comply with the University’s rules, policies, codes, University Council regulations or other lawful directions of the University or to obey any reasonable direction of an authorised person in relation to conduct;
   b. Any conduct which impairs the reasonable freedom of other persons to pursue their studies, research, duties or lawful activities at the University or to participate in the life of the University;
   c. Wilfully littering, damaging, defacing or wrongfully dealing with any University property or any other property on campus or property on a location where a student is present under the auspices of the University;
   d. Unreasonable conduct, including criminal activity, which may disrupt the normal activities of the University or which may be prejudicial to the reputation, good order and governance of the University.
   e. Acts or threats of violence, harassment, intimidation, discrimination, coercion, deceit or other conduct (whether by physical, verbal, written or electronic means) that threatens or endangers the health, freedom or safety of any person or obstructs a University member in the performance of their duties.
   f. Providing information known to be false or the forgery, alteration or misuse of any document, record or instrument of identification.
   g. Any act of hazing.
   h. Providing false information before or during an investigation of any matter under the terms of this Policy.
   i. Breaches of any provision of the Residence Handbook or Accommodation Agreement imposing obligations on a resident.
   j. Any unreasonable failure by a resident to comply with a sanction arising from an adverse determination.

5 PROCEDURE TO BE FOLLOWED BY HEADS

1. Where a Head is notified of a possible breach of community standards by a resident, the Head will, within ten working days, communicate this to the resident outlining the possible breach and indicating that the
STUDENT CONDUCT IN RESIDENCES POLICY

resident and Head should meet to discuss the allegation.
2. In this communication to the resident, the Head will advise the resident:
   a. that the possible breach is being investigated in accordance with these procedures;
   b. the timeframe within which the proposed meeting between the Head and the resident to discuss the alleged breach of the community standards will take place;
   c. where a full copy of this policy may be obtained; and
d. that the resident may be accompanied to the meeting by a supporter.
3. If the resident does not respond, or fails to make themself available in the timeframe specified, then the meeting will proceed in the resident’s absence.
4. When the Head and resident meet, the resident may be accompanied by another person acting in the role of supporter and the Head may ask another staff member or Student Leader to also be present.
5. During this meeting, the Head will outline to the resident the alleged breach of the Head’s attention of the outcome of the matter.
6. The Head will either at that meeting or after further consideration and enquiries make a determination on the matter and inform the resident of this determination and the reasons for it, and, if necessary, impose an appropriate sanction.
7. It is preferable for the Head to inform the resident of this decision in a face-to-face meeting during which the resident can be given the opportunity to respond to the decision and the sanction. If considered appropriate, the Head may vary the sanction in light of this discussion with the resident.
8. The Head will then confirm in writing to the resident the content of the discussion, the determination, the reasons forming the basis of the determination, and any sanction within ten working days. The Head will also include advice to the resident on:
   a. The right of the resident to seek clarification from the Head on the determination, any sanctions and the reasons for the determination; and
   b. Where the resident can locate a copy of this policy.
9. The Head will also inform any person who brought the alleged breach to the Head’s attention of the outcome of the matter.
10. Where there is new and substantive evidence relevant to the breach and/or the sanction, and which was not available when the original decision was made, this should be brought to the Head within five working days with a request for reconsideration of the matter.

Sanctioning Philosophy
1. Where a resident has been found to have breached community standards, the Head may impose a sanction. These sanctions are designed to hold residents accountable for their unacceptable behaviour and are imposed primarily for their educative effect.
2. In determining an appropriate sanction, the Head will consider a range of factors including:
   a. the details of the current breach,
   b. the resident’s previous conduct,
   c. the resident’s level of contrition regarding the breach
   d. any other mitigating factors relevant to the matter.

Demerit Points
3. In response to a proven breach of community standards, the Head may, in addition to another sanction, apply demerit points.
4. While a Head may elect not to apply a demerit point(s) for a Level 1 breach (see Table 1), a Head must impose demerit point(s) for Level 2 and Level 3 breaches.
5. Demerit points are cumulative over time. If a resident’s total demerit points reach seven (7), the resident will, on the recommendation of the Head, and with the approval of the Director, be excluded from the Residence.
6. During Study Recess and Examination Weeks, a Head may impose additional demerit points (not exceeding twice the demerit points for the breach) for any breach that has an unacceptable impact on the right of residents to an environment conducive to study.
7. A Head may, by providing seven (7) days notice to the residential community, declare that double demerit points may be applied during a specified period of up to 28 days.
8. A resident may, at the end of an Academic Year, make application in writing to the Head for some or all of the demerit points accumulated during that year to be waived. The application will necessarily include evidence of how the resident has learned from their experiences and made positive contributions to their residential community during the intervening period.

Available Sanctions
10. When the Head makes a determination that a resident has breached community standards, the Head may apply one, or a combination of the following sanctions:
   a. Impose Demerit Points up to the maximum

6. PROCEEDURE TO BE FOLLOWED BY THE DIRECTOR
1. Upon receiving a recommendation for exclusion under clause 7.11, the Director shall make this determination as soon as possible
# STUDENT CONDUCT IN RESIDENCES POLICY

## Table 1

<table>
<thead>
<tr>
<th>Degree of Breach</th>
<th>Example of Breach (not limited)</th>
<th>Typical Sanction</th>
<th>Demerit Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor breach</td>
<td>Noise</td>
<td>Official Warning</td>
<td>0 to 2</td>
</tr>
<tr>
<td></td>
<td>Cleaning-related</td>
<td>Official Reprimand</td>
<td></td>
</tr>
<tr>
<td>Intermediate breach</td>
<td>Alcohol abuse</td>
<td>Official Reprimand</td>
<td>3 to 4</td>
</tr>
<tr>
<td></td>
<td>Disorderly behaviour</td>
<td>Suspension up to three (3) nights</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Safety-related (usually threat to self only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Failure to comply with a reasonable direction (lower level, usually from Student Leader or authorised person under the Campus Access and Order Rules)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Repeat of Level 1 Breach</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major breach</td>
<td>Vandalism or Damage</td>
<td>Official Reprimand</td>
<td>5 to 7</td>
</tr>
<tr>
<td></td>
<td>Failure to comply with a reasonable direction (higher level, usually from senior staff member of Residence or authorised person under the Campus Access and Order Rules)</td>
<td>Suspension up to five (5) nights</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Significant threat of safety of self and/or others</td>
<td>Behavioural Probation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Verbal or physical aggression or violence</td>
<td>Official Reprimand</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Illegal Drugs-Related</td>
<td>Suspension up to five (5) nights</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tampering with Fire Safety Equipment</td>
<td>Behavioural Probation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Repeat of Level 2 Breach</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

specified in Table 1 (noting that additional points may be imposed as specified in clauses 6.6 and 6.7).

b. Issue an oral or written warning.

c. Issue a written reprimand.

d. Place the resident on behavioural probation.

e. Suspend the resident from the Residence for up to five (5) nights.

f. Issue a “Termination of Licence” terminating the resident’s right of access to a specified Residence.

g. Demand for restitution for costs of replacing or repairing any damaged property up to a maximum of $1,000.

h. Withdraw or restrict resident privileges (for example, access to certain facilities, services, activities or events, permission to consume alcoholic beverages, drive or park a motor vehicle).

i. Require a formal apology.

j. Require the resident to undertake a community service activity for a non-profit organisation.

k. Require the resident to complete an on-line behaviour program or essay.

l. Change the resident’s room allocation within the same Residence.

m. Relocate the resident to another University Residence.

n. Advise the home university in the case of a Study Abroad or Exchange student.

o. In the case of urgent or serious matters, refer the resident to the Student Conduct Committee or to the Vice-Chancellor for consideration of an additional High Level Outcome as defined by section 8.12 of the Student Conduct Rules.

11. When a resident’s total demerit points have reached seven (7), the Head may make a recommendation that the Director exclude the resident from the Residence, in response to which, the Director may determine to exclude the resident.

## 8 APPEAL

### Procedure and Grounds for Appeal

1. A resident against whom an adverse determination has been made may appeal by lodging with the Vice-Principal (Administration) a letter outlining the reasons for the appeal. Except in exceptional circumstances this appeal must be received by the Vice-Principal (Administration) within five (5) working days of the written notification of the Head’s decision being received by the resident. If a resident lodges such an appeal, the Vice-Principal (Administration) may suspend any sanction imposed by the Head until the Vice-Principal (Administration) has made a decision on the appeal. In the case of the sanction of exclusion, the Vice-Principal (Administration) may suspend the student from the residence taking into account the resident’s behavioural history, pending the outcome of the appeal.

2. The grounds for appeal are limited to the following:

   a. That the Head did not follow the correct process provided in this policy in making the decision.

   b. That evidence or circumstances that should have been taken into account by the Head in reaching a decision were
STUDENT CONDUCT IN RESIDENCES POLICY

overlooked or were not given sufficient weight.
c. That the sanction was inappropriate given the nature of the breach of community standards.
3. When a resident appeals the decision of the Head, the burden of proof resides with the resident.
4. Upon receiving an appeal, the Vice-Principal (Administration) must decide whether the resident has presented an adequate prima facie case to justify further consideration of the appeal. The Vice-Principal (Administration) shall make this determination as soon as possible and within a maximum of five (5) working days of having received the appeal.

Appeal Dismissed
5. If the Vice-Principal (Administration) decides that there is insufficient prima facie evidence to warrant a full hearing of an appeal, the Vice-Principal (Administration) will dismiss the appeal and inform the resident of this, preferably in a face-to-face meeting during which the resident can be given the opportunity to respond. The Vice-Principal (Administration) will confirm the decision and the basis on which it was made in writing. The resident will have the right to a further appeal against any decision made by the Head resulting from this process.

Sufficient Grounds for Appeal
6. If the Vice-Principal (Administration) determines that there are sufficient grounds for the appeal and the matter should be considered by the Residences’ Student Appeals Committee, then the case is referred to the Residences’ Student Appeals Committee for consideration.

Student Conduct in Residences Appeals Committee
9. The Student Conduct in Residences Appeals Committee shall comprise:
a. Dean of Students (or nominee) as Chair;
b. Academic Registrar (or nominee); and
c. The Senior Student Leader (or nominee) of another Residence, that Residence being determined at random by the Vice-Principal (Administration) at the time a matter is referred to the Residences’ Student Appeals Committee.

Conduct of the Student Conduct in Residences Appeals Committee
10. The Student Conduct in Residences Appeals Committee will normally meet to consider the resident’s appeal within not less than five (5) working days but no longer than ten (10) working days of the matter being referred to it by the Vice-Principal (Administration).
11. The resident must make all reasonable efforts to be available to meet with the Committee.
12. The resident may be accompanied by another person who may act as a supporter.
13. Prior to the meeting all parties will be provided with a copy of any documentation relevant to the matter.
14. If the resident fails to attend the meeting the Committee may, without further notice, proceed in the resident’s absence to consider the appeal. If there are medical or compassionate reasons for the absence, the Vice-Principal (Administration) should be notified immediately. The Vice-Principal (Administration) will determine the acceptability of such reasons and whether the meeting should be adjourned.
15. The Committee is not bound by the rules of evidence or other technicalities or legal forms.
16. Upon convening, the Committee will give the resident the opportunity to present their case. The Committee will also hear from other relevant witnesses.
17. The Committee will consider the matter and may, if they believe it would assist their deliberations, recall either the resident or the Head or Director to ask additional or clarifying questions.
18. At the conclusion of these discussions the Committee will make a decision to put aside, confirm, modify (in full or in part), or decrease or increase the sanction(s) originally imposed by the Head or Director.
19. The Committee will hold all its proceedings in private and keep an accurate record of proceedings.
20. The Vice-Principal (Administration) will promptly inform both the Head or Director and the resident of the decision in the matter and confirm this in writing to the resident.

Finality of Appeal Decision
21. The decision of the Student Conduct in Residences Appeals Committee is final and there is no further recourse to appeal within the University.

9 SUPPORTER
1. A resident who is required to meet with the Head, Director, Vice-Principal (Administration) or the Student Conduct in Residences Appeals Committee may be accompanied by another person acting in the role of supporter.
2. The supporter’s role is to observe the meeting and provide support and guidance to the resident, as requested. The supporter may not represent the resident or speak on the resident’s behalf.
3. In choosing a supporter, the resident should be mindful of any potential conflict of interest, for example a witness or another resident involved in the matter under consideration may not be a suitable choice to act in this role.

10 POLICY PRINCIPLES
Natural Justice
1. Investigations of alleged breaches of
community standards will observe the principles of natural justice including:

a. informing all parties of the procedure being followed and providing them with access to all relevant Rules, standards, codes, policies, guidelines and procedures;

b. informing the Resident of any allegation made against them, and allowing time for a response in accordance with the timeframes stipulated in the procedures listed in this policy at sections 5 and 7.

c. providing the respondent with the opportunity to state their case, provide an explanation and/or put forward a defence;

d. conducting a factual investigation of the allegation, interviewing all relevant available parties and considering all relevant information; and

e. acting fairly, impartially or without bias by considering all relevant information, including any mitigating factors.

Standards of Evidence

2. The formal rules of evidence do not apply to any processes under this policy. In any investigation of an alleged breach of the community standards, the standard of evidence is the balance of probabilities.

a. In a case where facts are contested there is generally a “weight” of evidence on each side. The Head will place greater emphasis on evidence which, when fairly considered, produces the stronger impression and is more convincing. After considering all the available evidence the Head will decide whether there is a greater weight of evidence that the resident was responsible for the breach than the resident was not. The standard of “balance of probabilities” is not the same as “beyond reasonable doubt” which is a more rigorous requirement demanded by the courts in criminal cases. Given this, the Head need not attain the degree of certainty that is required to justify a criminal conviction.

Communication

3. For the purposes of this policy a letter addressed to the resident and either hand-delivered to the resident’s room or placed in the Residence’s mail boxes or an e-mail addressed to the resident’s student email address shall be deemed to have been received by the resident.

Other Jurisdictions

4. Where behaviour by a resident is under investigation under this policy and concurrently under investigation or is subject to any formal legal or other process either elsewhere in the University or outside the University, any action taken under this policy may proceed, irrespective of any action involving the resident elsewhere in the University or in any court, commission or tribunal, and irrespective of any other internal or external investigation of the same matter.

11 LIMITATIONS ON EFFECT OF THIS POLICY

1. Nothing in this policy shall be interpreted as limiting in any way any power vested in University Council by the Act or any other rule of the University or as limiting the right of the University to enforce by any other means any right vested in it or to take any other action which it may be entitled or empowered to take in the circumstances.

12 Record Keeping

1. All records relating to the management of breaches of community standards shall be retained and disposed of in accordance with the University’s Records Management Policy, State Records Act 1998, and the General Retention and Disposal Authority GDA23.

2. Outcomes of investigations of breaches shall be recorded and filed within the StarRez system.

3. Outcomes of investigations of Level 3 breaches or where a resident reaches seven (7) demerit points shall be reported to the Academic Registrar’s Division to be recorded and filed on the Central Register.

13 ROLES AND RESPONSIBILITIES

1. The Vice-Principal (Administration) oversees the following divisions: Academic Registrar’s, Accommodation Services, Facilities Management, Financial Services and Human Resources together with the Quality Assurance Unit and Performance Indicator Project. The Vice-Principal (Administration) determines whether a resident who has appealed the decision of a Head has presented an adequate prima facie case to justify further consideration of the appeal.

2. The Director, Accommodation Services has overall responsibility for management of the University’s residences. The Director has a responsibility to consider a recommendation from a Head for a student to be excluded from the Residence.

3. The Head has responsibility for the maintenance of community standards and appropriate living environment within each Residence. The Head has a responsibility for:

a. initiating and investigating breaches of community standards in accordance with the procedures set out in section 5;

b. imposing low-level outcomes in response to upheld allegations;

c. communicating the progress and outcome of an investigation to the resident and the complainant (if applicable);

d. where appropriate, advising the Academic Registrar’s Division to create and maintain a record of each investigation on the Central Register, and

e. where appropriate, referring cases to the Student Conduct Committee for high-level outcomes. In matters which involve residents from more than one residence the respective Heads may agree that one of them take responsibility for a particular matter.

4. Residents have responsibility to uphold community standards and observe the provisions of this policy.
CAMPUS EAST
INTRODUCTION

Campus East aims to provide an atmosphere conducive to academic study that is supportive and gives a sense of living in a friendly and multicultural community. It is envisaged that residents will be able to develop intellectually, socially and personally, in such an atmosphere.

Campus East currently comprises 616 beds located in a variety of fully catered and self-catered areas. Places are offered to undergraduate, postgraduate, Australian and international students. Campus East, together with Weerona College, International house, The Manor, Kooloobong, Graduate House, Gundì and Keiraview, is managed by Accommodation Services, an element within the University’s Administrative Services Division. As such Campus East is an integral part of the University’s educational activities and its management.

ETHOS

At Campus East our ethos is to develop a sense of pride and inspire passion for our college. We aim to:

- promote a sense of community that encourages diversity, respect and consideration.
- create an atmosphere where unity and equality are embraced and friendships are formed.
- provide a safe and secure environment for all residents.
- support and celebrate our individual and collective academic endeavours.
- value and encourage a balanced healthy lifestyle.

CAMPUS EAST DETAILS

ADDRESS:
Cowper St
Fairy Meadow 2519
Phone: +61 2 4221 3351
Fax: +61 2 4285 5334
Email: campus east@uow.edu.au
URL: http://accommodation.uow.edu.au

ACADEMIC SESSION OFFICE HOURS:
(Monday to Friday) 8.30am to 6.30pm
(Saturday and Sunday) 1.00 pm to 4.00 pm

STAFF AND STUDENT

Leadership Teams

Head
The Head is responsible to the Director, Accommodation Services for providing leadership to the residential community. The Head has specific responsibilities for the administration, pastoral care, and student development and works closely with business partners Scolarest, Spotless and Resolve FM who provide contracted catering, cleaning, maintenance and landscaping services.

The current Head, James Atkinson, was appointed to the position on 11 July, 2005 having previously served as Manager, Residential Life & Head, Belleden Ker College at Griffith University, Brisbane for many years. Prior to this he held various research, administrative and management positions in faculty and central offices at Griffith including terms as Executive Officer to three of Griffith’s four vice-chancellors. James also served as a Policy Advisor to The Honourable Wayne Goss, Premier of Queensland in the early 1990’s.

James was educated at The University of Queensland, Bowling Green State University (USA) and the University of Southern Queensland. His undergraduate studies were in economic theory and political science, moving on to earn postgraduate qualifications in public administration, higher education and student affairs, and management. He is an honorary Fellow of the National Association of Australian University Colleges (NAAUC), Inc. James’ wife, Bronte, is also an educator, having served most recently as a Senior Teacher with Education Queensland at Kelvin Grove State College prior to becoming primary carer for her children. She has taught in high schools in rural Queensland and for two years as an Australian volunteer in the Solomon Islands. Bronte also enjoyed secondments with the Queensland Museum and was instrumental in establishing the Wanpa-rda Matilda Outdoor Education Centre at Barcaldine. Bronte has earned her Diploma in Teaching, Bachelor of Arts, Graduate Diploma of Business and Graduate Certificate in Online Education, the last three awards as a part-time student by distance education. Bronte is currently studying Psychology on a part-time external basis with Central Queensland University.

James, Bronte and their children Elspeth, (8 years), Gwilym (7 years) and Oliver (5 years), live in the Head’s Official Residence located at the northern end of the Innovation Campus. Together with Deputy Head Rob Fembock, Rob’s wife Andrea Kornhoff and their daughter Mali and son Rudi, James, Bronte and their children attend college functions where appropriate and eat regularly in The George Matchett Dining Room.

Management
• James Atkinson, Head of College
• Rob Fembock, Deputy Head
• Thidarat Thongdang, Assistant Head

Administrative Staff
• Stana Pupovac, Administrative Assistant (Accounts)
• Kelly O’Connor, Administrative Assistant (Rooms Management)
• Rachael Phillips, Administrative Assistant (Reception)

Operations Team
• Nicole Mitchell, Operations Supervisor
• Danny Boskovski
• Helen Coomb

Cleaning Team (Spotless Services)
• Steve Waddell, Contract Manager
• Vincent Sackett, Facility Manager
• Bruce Marrott, Electrician
• Steve King, Plumber
• Jamie Burton, Handyman
• Sean Cooper, Landscape Supervisor
• Craig Whalley, Landscape Gardener

Catering Team (Scolarest)
• Marcia Hageman, Catering Manager
• Deborah Fitch
• Chris Turner
• Kova Balaban
• Amy Intongcha

Maintenance Team (Resolve FM)
• Steve Waddell, Contract Manager
• Vincent Sackett, Facility Manager
• Bruce Marrott, Electrician
• Steve King, Plumber
• Jamie Burton, Handyman
• Sean Cooper, Landscape Supervisor
• Craig Whalley, Landscape Gardener

Governance

The College is a non-profit company incorporated under the Corporations Act 2001 (Cth) and is incorporated as a company limited by guarantee under the Corporations Act 2001 (Cth). As such, it is administered by the Board of Directors who are appointed to the Board by the University’s Vice-Chancellor.

FACILITIES

• The head is responsible to the director, Accommodation Services for providing leadership to the residential community.
• Accommodation Services for providing leadership to the residential community.
• Accommodation Services for providing leadership to the residential community.
The Principal Residential Advisor, Danielle Smith, is responsible for facilitating a sense of community amongst the residents in their area of responsibility as well as providing advice and support to their residents. They work closely with, and report directly to one of the senior staff members at Campus East. Each evening from 5.00 p.m. to 8.00 a.m. the following morning and all day and evening on weekends and public holidays, one or two Residential Advisors are rostered for duty. During this time the Duty Residential Advisors are responsible for after-hours administrative operations, responding to resident behaviour that is inappropriate or in breach of acceptable community standards, in particular behaviour that has the potential to endanger the health and safety of community members or result in damage to University or personal property. In such circumstances they act for, and with the authority of the Head. Residents are expected to follow their requests or directions.

Challenging the authority of, or a reasonable direction from, a Residential Advisor acting in the performance of their duty is unacceptable at Campus East and will result in disciplinary action being taken against the resident, most likely leading to exclusion. Such actions or, for example, offensive language directed at a Residential Advisor may constitute harassment.

In the event of a fire or similar emergency the Residential Advisors will act as Building or Area Wardens. All Residential Advisors possess current Level 2 First Aid Certificates.

Residential Advisors for 2013 Academic Year are:

- West Block – Jessica Dellabosca, Thomas Pinson, Emily Ward & Ryan Schatz
- Trench Town – Joshua Hanrahan, Billie Townsend & Kate Bray
- A-B Blocks – Matt Dowling, Laura Hombsch & Ryan Lay
- C-D Blocks – Travers Dowling, Caitlin Miller, Mak Cavanagh & Jessica Mudie
- E-H Blocks – Ben Anderson, Sarah Navin, Joel Parr & Ali Khorsandian
- I Block – Douglas Simkin
- J Block – Sana Shahid

Activity Officers
Activity Officers work with the senior staff to provide a range of out-of-class student development experiences to complement residents’ academic programs. Activity Officers and their area of responsibilities for the 2013 Academic Year are:

- Team Leader/Community Engagement - Lauren Cole
- Environmental Initiatives – Campbell Young
- Social – Lucy Raftery
- Sport – Scott Kilpatrick

Information Technology (IT) Assistants
Our IT Assistants are casual student staff members who are well-qualified to assist you with any aspect of connecting your PC or laptop to the University network or using the Campus East Computer Laboratories. You can obtain their assistance by completing a Request for IT Assistance form at Accommodation Services Central Office.

Night Clerks
Our Night Clerks are former or current Campus East residents who contribute to the security of people and property between the hours of 12:00 am and 8:00 am daily. They undertake regular rounds throughout the precinct making sure exterior doors are locked, that residents who may have misplaced their keys have access to their rooms, and monitoring for the presence of uninvited persons. They also work to ensure that appropriate community standards with respect to noise are maintained and may ask you to reduce the level of your noise or move on from areas in which you may be creating a disturbance to other residents. If this is the case you should follow these directions. Challenging or not following a reasonable direction of a Night Clerk acting in the performance of their duty is unacceptable at Campus East and may result in disciplinary action being taken against the resident. Such actions or, for example, offensive language directed at a Night Clerk may constitute harassment of a University staff member.

ACCOMMODATION SERVICES’ CENTRAL OFFICE
The Director, Mr. Nigel Pennington, is responsible for the administration and management of the University’s multi-million dollar student and other accommodation program serving over 1,800 customers including undergraduate, graduate, family housing, summer session, and conferences. Mr Pennington focuses on managing changes that will lead to:

- upgrading accommodation services and products;
- increasing customer focus in services and administration;
- focusing staff roles to meet recommended directions;
- upgrading of financial processes and systems to generally accepted accounting principles;
- actively pursuing growth strategies for customer services and conferences;
- minimising overheads associated with streamlining back-end business activities and processes; and
and not bring Campus East’s reputation or that of the University, or any neighbour. At all times residents are expected to maintain an attitude of courteous academic endeavours. Residents of Campus East and indeed your prime responsibility is to pursue your reason for living at Campus East. You are expected to comply with the provisions of all relevant laws, regulations and University policies and procedures during your residency at Campus East. You are also obliged to remove yourself from any situation where a breach of any of these laws, regulations, policies or procedures is occurring. You are also encouraged to report any behaviour that compromises the safety or security of people or property. For example, if you are sitting with a group of friends around a picnic table and one of the persons present removes a marijuana cigarette from their pocket, lights it, and commences to smoke it, you are obliged to remove yourself from that situation rather than remain sitting at the picnic table and passively participate in an illegal activity.

You should also draw the illegal activity to the attention of the Duty Residential Advisor.

UNIT LIVING AGREEMENTS
Each five bedroom unit (whether they be in a flexi-catered or self-catered area) is required to submit to their Residential Advisor by the end of Teaching Week 1 of each session a Unit Living Agreement signed by all members. The Agreement is designed to engender a living environment within each unit where each member is aware of their rights and responsibilities. For example, you will be expected to have discussed and agreed upon key issues such as cleaning expectations and roster, appropriate noise levels during the day, when and under what circumstances will your friends be visiting, etc. The Residential Advisor for your area will meet with you as a unit to assist in completion of the Agreement and you can address any questions you may have during this meeting.

WHO TO SEE ABOUT WHAT
Campus East Administration

- Rooms management issues (room allocation, changes, applications for following year, etc).
- Lost keys/cards
- Payment of fees
- Change for washing machines, dryers or pay telephone
- Incoming and outgoing mail
- Telephone system enquiries
- Rental references
- Appointments with Head, Deputy or Assistant Heads
- Photocopying or electronic scanning service
- Facsimile service

Head

- General issues relating to the management of Campus East including mission and strategic direction, business management, information technology resources, marketing and external relations
- Alternate payment plans for rental fees
- Concerns about breaches of residential community standards
- Food service comments and suggestions
- Capital development and refurbishment/renovation program

Senior Staff Member
(Deputy Head or Assistant Head depending on which block you live in)

- Personal or academic concerns or referrals
- Issues relating to Accommodation Agreement
- Room allocations and changes
- Careers advice and assistance
- Advice and assistance relating to general University issues (particularly relating to student administration policies and procedures)
- personal or character references

Deputy Head

- Orientation and engagement of new residents
- Large-scale Campus East events (for example, International Food Fair)

Assistant Head

- Academic assistance programs (for example, Study Groups)
- Postgraduate Research and Postgraduate Coursework student support and assistance

COMMUNITY LIVING
Campus East is a high-density living community operating on a number of accepted community standards. As a resident you are required to follow the established norms, standards, rules and regulations. Your reason for living at Campus East and indeed your prime responsibility is to pursue your academic endeavours. Residents of Campus East are expected to maintain an attitude of courteous behaviour and consideration for the well-being of all who live on campus. Each resident is required to behave in such a way that no offence, inconvenience or disturbance is caused to any other resident, any person employed directly or indirectly by the University, or any neighbour. At all times residents should be considerate and sensitive to other people and not bring Campus East’s reputation or that of the University into disrepute.

AUTHORITIES
The Head is the ultimate custodian of good order and proper conduct at Campus East. Some of the Head’s authorities are exercised by virtue of his appointment as an “Authorised Person” within the meaning of section 4(vi) of the University’s Campus Access and Order Rules whilst others are vested in the Head by the University’s procedures for managing student conduct. Some of the Head’s authorities may be delegated to the Deputy or Assistant Head.

FAILURE TO COMPLY
You and your guests must cooperate with University staff members or student leaders acting in the performance of their duties. If you fail to comply with reasonable directions (including a reasonable request to meet with the Head or Campus Administration staff member) you may be subject to disciplinary action. Verbal or physical abuse of University staff may result in expulsion or prosecution of offenders.

PASSIVE PARTICIPATION
You are expected to comply with the provisions of all relevant laws, regulations and University policies and procedures during your residency at Campus East. You are also obliged to remove yourself from any situation where a breach of any of these laws, regulations, policies or procedures is occurring. You are also encouraged to report any behaviour that compromises the safety or security of people or property. For example, if you are sitting with a group of friends around a picnic table and one of the persons present removes a marijuana cigarette from their pocket, lights it, and commences to smoke it, you are obliged to remove yourself from that situation rather than remain sitting at the picnic table and passively participate in an illegal activity.

Other Central Office staff members are -
- Kelly Jones, Director’s Assistant
- Ted Lasek, Business Manager
- Edwina Ellicott, Marketing and Occupancy Manager
- Alex Seng, Information Technology Administration Manager
- Rebekah Murray-Smith, Housing Officer
- Sarah Morrison, Customer Services Assistant
- Sharon Peaston, Admissions Officer
- Rose Gilmore, Administration Assistant
(Accounts)

• upgrading the educational support services provided.

• Rose Gilmore, Administration Assistant
(Accounts)
Operations Supervisor
- Any concerns about re-occurring maintenance issues
- Issues relating to community development in your building
- Concerns about breaches of residential community standards (for example, disruptive behaviour by neighbours, etc.)

Residential Advisors
- Personal advice, support and referrals
- Concerns about security (for example, Medical emergencies or related issues
- Fire emergencies and evacuation procedures
- First Aid
- Noise and disturbances

Duty Residential Advisors (outside office hours)
- Lock outs and room access
- Fire emergencies and evacuation procedures
- Medical emergencies or related issues
- Concerns about security (for example, unauthorised visitors, etc.)

Manager, The George Matchett Dining Room
- Food service comments and suggestions

If you are uncertain who to speak with please contact Campus East Administration in person or on telephone (02) 4221 3351 in the first instance so you may be directed to the most suitable staff member to assist you.

ALCOHOL
If you are of legal drinking age you may consume alcoholic beverages but only in a moderate and sensible manner.

The abuse of alcohol at Campus East is seen as unacceptable behaviour.
A formal written reprimand may be issued to you if your behaviour whilst under the influence of alcohol is deemed disruptive or inappropriate. Appropriate educational sanctions may also be issued. The consumption of alcohol is not permitted in:
- Campus East Administration Reception and adjacent foyer area;
- Area outside Campus East Administration adjacent to the Campus East Shuttle Bus Stop;
- The George Matchett Dining Room (including the covered outdoor area);
- Cinema Room, Games Room, TV Lounge and Student Lounge;
- Other areas of the Administration Building (including the Casuarina, Grevillea and Banksia Rooms and Tutorial/Conference Rooms J1-J3);
- BBQ Area and adjacent grassed lawn area outside the Games Room.
- H1-H3 in the self-catered building;
- West Block Lawn (including patio areas of Units 1/2, 7/8, 15/16, 21/22, 27/28 and 35/36);
- Grassed lawn areas, playing fields and volleyball court.

You may not walk around Campus East precincts with open beverages.

RUBBISH DISPOSAL AREAS
Rubbish disposal areas are located –
- On the eastern side of A&B Blocks;
- At the southern end of the Games Room;
- On the western side of Trench Town (opposite the Bus Stop);
- recycling bins are also available in each of these locations.

THE CLEANING SERVICE
Cleaning services are one of the largest components of expenditure of UOW Living. Accordingly, everyone must work together to ensure that, as far as possible, unnecessary cleaning costs are kept to the absolute minimum. This can be achieved if everyone works together to ensure that if they generate rubbish they clean it up themselves. Cleaning services for UOW Living are provided by our contractor Spotless Services.

Catered Areas
At the start of the year, residents in fully-catered areas will receive a copy of the cleaning roster for their area. The roster will show the dates the cleaning staff will be coming to each unit. Residents in these areas will have their bedroom and common area cleaned once every two weeks and their bathroom cleaned once every week. (Variations may occur in exceptional circumstances.) Each resident is responsible for taking out their own rubbish from both the bedrooms and common areas. If for any reason a cleaner has to take the rubbish out for you then you will be charged a cleaning fee. It is highly advisable therefore for you to remove your rubbish from your unit prior to your scheduled cleaning day. The University conducts weekly inspections of common areas in each unit. If it is necessary for the University to engage its cleaners to bring a unit up to an acceptable standard of cleanliness, cleaning fees will be charged. If a unit continually fails to meet the required standard the University may take steps to reallocate the residents within that unit to a catered area or terminate the Accommodation Agreement of the residents within that unit.

COOKING FACILITIES (FOR CATERED AREAS)
There are two kitchenettes at Campus East (one in West Block; one in Trench Town), both are equipped with a stove and microwave oven. Please clean the equipment and area after use and make sure that all rubbish is removed and placed in the appropriate rubbish disposal area. You should advise Campus East Administration if any of the equipment is faulty, damaged or missing. A microwave is located in the A-B Block Laundry.

COOKING IN ROOMS
Regardless of the area in which you live, the only cooking activity which you may undertake in your study-bedroom is using an electric kettle with
automatic cutout for the preparation of beverages. If your unit has a kitchenette or kitchen, we strongly advise that you use these facilities for these activities rather than your study-bedroom.

**COOKING IN FLEXI-CATERED UNITS**

In A-D and I and J Blocks you may use an electric toaster or sandwich press in the kitchenette in your unit, but only these two types of equipment, nothing else. In doing so you acknowledge that if you burn your toast or sandwich and the building’s fire detection system is activated you will be responsible for any NSW Fire Brigades call out costs incurred by the University. Nowhere in any flexi-catered unit are you permitted to use rice cookers, electric woks or fry pan, hotplate, mini-grille or your own microwave.

**THE GEORGE MATCHETT DINING ROOM**

The George Matchett Dining Room is managed by contract catering company, Scolarest, a member of the Compass group of companies. Scolarest is committed to providing a quality food service to residents. The menus provide a balance of nutritionally balanced blend of restaurant style with emphasis on increased consumption of fibre, home cooked meals made from the five food groups.

Dining Room Hours

The Dining Room is open from 7.30 a.m. to 9.00 p.m. (Sunday to Thursday) and 7.30 a.m. to 8.30 p.m. (Friday & Saturday). The Café is always open during (Sunday to Thursday) and 7.30 a.m. to 8.30 p.m. The dining Room is open from 7.30 a.m. to 9.00 p.m.

Self-Catered Residents and Guests

Residents from self-catered areas and outside guests may simply pay cash.

Dining Hall Cutlery/Crockery

No Campus East cutlery or crockery may be taken from the Dining Room as this greatly affects the ability of staff to provide an efficient service to you. If you require your food to be taken away you may arrange for takeaway packaging through Scolarest staff. In late 2011 so much cutlery and crockery had been removed such that when staff visited units, some 850 items were recovered. The community performed marginally better in 2012 but it still an issue for us.

**Theft**

Stealing from the Food Court/Café (including eating items before you have reached the “checkout” in the Food Court) is prohibited and will be dealt with as a disciplinary matter.

**Dress Code**

It is a requirement that whilst in the Dining Room you wear footwear (thongs/flipflops are acceptable) and have your upper body covered by a minimum of a singlet top at all times. Bikini tops or bare chests are not acceptable.

**GAMES ROOM**

Access to the Games Room is gained by using the appropriate key card. The Games Room contains billiards and table tennis tables. Equipment for these tables together with a number of board games, etc. is available from Campus East Administration. The room is not available for parties, etc.

**LIBRARY**

A small library of donated text books and other reference materials is available in the Student Lounge. You are encouraged to donate any textbooks that you no longer require to this growing collection. Any resources that are borrowed should, of course, be returned.

**MAIL**

Incoming Mail -

If you wish to have mail sent to you at Campus East the correct address is –

<Your Name>
Campus East
PO Box 219
FAIRY MEADOW NSW 2519

Please do not include your unit number in the address.

Mail will only be redirected for six weeks after a resident has departed. You are asked to ensure that the University, all relevant institutions (banks, etc.), friends and family are advised of your new address when you depart Campus East. (Change of address forms for University mail are available from Student Central in Building 17.)

**MUSLIM PRAYER ROOM**

There is a dedicated Muslim Prayer Room located at Campus East. If you would like to use the room on a regular basis, an Access Card may be signed out to you at the Campus East Administration. Please be aware that if you lose this key a $50.00 replacement fee applies. There is also a prayer room located at the University. For more information please visit the UOW website.

**OFFICE HOURS**

During the 2013 Academic Year, Campus East’s Administration Office will be open on Mondays to Fridays from 8.00 a.m. to 6.30 p.m. and on Saturdays and Sundays from 1.00 p.m. to 4.00 p.m. On public holidays and during session recesses, opening hours may be reduced whilst on key weekends such as check-in or check-out, the office may be open for extended hours. Appropriate advice will be posted.

**PLAYING FIELDS**

Sporting activities such as cricket, baseball, football are encouraged but only on the playing fields. Ball games are prohibited inside, or near to, the living areas. There is a supply of sporting equipment that can be borrowed from Campus East Administration.
ROOM KEYS, CARDS AND FLEXI-CHOICE CARDS
You will be asked to sign the register for all keys and cards issued from Campus East Administration.

Room Keys –
You are encouraged to keep your room keys safe at all times. Losing keys have the potential to compromise the personal security of you and the other residents who live in your unit. Your property may also be at risk. If you lose your key the lock will be changed as soon as possible. The replacement lock will cost $110.00.

Room Access Cards –
All lost, stolen or misplaced key cards must be reported to Campus East Administration or the Duty Residential Advisor immediately. Such a card can be cancelled and a replacement card issued. The replacement card will cost $50.00. There will be no refund for returned access cards.

Flexi-Credit Meal Cards –
If you lose your meal card you should report this to Campus East Administration. The card will be cancelled and a replacement will be issued to you. Whilst Campus East Administration will make every effort to disable the card at the earliest opportunity it is not responsible for any unauthorised transactions that may be made on the card up until that point in time. The charge of $50.00 that will be added to your residential account covers the cost of a new card, reprogramming and associated administrative costs. If the old meal card is found it will be inactive but should be returned to Campus East Administration. There will be no refund for returned meal cards. Temporary or replacement keys or cards will only be issued to the occupant of the room.

Lock Outs
If you are locked out of your room you should either –
DURING OFFICE HOURS - go to the Administration Office and collect a temporary card or key to access your unit/room. This should be returned immediately.

OUTSIDE OFFICE HOURS - telephone the 24-Hour Assistance Line. You will be asked to go to the Administration Office to meet the Duty Residential Advisor or Night Clerk. Staff members are required to establish your identity either by way of Photo ID and/or by verification of a significant piece of personal information. It is important that the significant cost involved in providing and administering this lock out service is recovered from those who habitually do not take their keys/access cards with them upon leaving their room/unit. A $5.00 charge will apply following the third lockout in an Academic Year. You should be aware that outside office hours, the Duty Residential Advisor or Night Clerk may be performing other, and higher priority, tasks. This being the case you may need to wait for these to be completed before your request can be attended to. If there is likely to be a delay you will be advised of this at the time of your call. However, if an urgent matter arises between your call and the staff member attending to you it may not be possible to let you know. Please be patient.

SECURITY
Security at Campus East is everyone’s concern and you must play your part. You should make sure that room or unit doors are locked when you are not in room or unit and that if you use common areas (for example, TV Room, Games Room, etc.) late at night you make sure that you close and lock all doors and windows when you leave. You are strongly encouraged not to leave any personal items in common areas, low balconies, etc. where they may be stolen. Clothes should not be left on clothes lines overnight or left for extended periods of time in the laundry. You should not prop open or otherwise disable the latching or locking mechanism of any security door nor should you lend, duplicate or modify any keys or electronic access device, or add additional locks or mechanisms to bar entry into or out of your room.

Residents who live in ground floor rooms in West Block and Trench Town have security mesh installed on their windows. Residents of “D” rooms in West Block have a security mesh sliding door installed. Residents of ground floor units in E-H block also have such doors installed in their Living/Dining Rooms. Keys are not issued for any such doors for safety reasons (that is, a person may lock the door with the key, remove it, and not inform other members of its whereabouts). The doors can be locked from the inside. Whilst the Duty Residential Advisors, Night Clerks and UOW Security Officers undertake regular patrols throughout Campus East and, whilst doing so, close and lock exterior unit doors, this may not necessarily be possible if other more important priorities eventuate. You should not, therefore, rely on your exterior unit door to be locked on your behalf. The residential areas of Campus East are not public areas and individuals should only be admitted at the invitation of a current resident. If you see a person who you believe is acting in a strange or suspicious manner please telephone Campus East Administration immediately. You are asked to be very careful when walking to/from Campus East after dark. It is strongly recommended that you use the “Gong Shuttle” Bus Stop on Squires Way adjacent to the UOW Science Centre/IC Central buildings. The pathways from these bus stops is illuminated at night and there are a series of CCTV cameras installed. It is not recommended that you use the “Gong Shuttle” Bus Stops near the corner of Squires Way/Elliott’s Road as the walk across the playing fields and adjacent to the Outside School Hours Care Centre is not well lit at night.

SMOKING
Smoking is only permitted in the designated smoking areas around the Campus East precinct. Smoking outside such an area will constitute a breach of residential community standards.

STUDY ROOMS
There are a number of study rooms available for individual or group study. There are the Grevillea and J1-J2 rooms upstairs from Campus East Administration as well as H1-H3 rooms in the new building. Please see Campus East Administration about obtaining access. You should be aware that if you lose the key or card to one of these rooms the usual key/card replacement fees of $110.00 and $50.00 respectively will apply.

TV AND CINEMA ROOMS
There is TV room at Campus East located downstairs from the foyer area and Campus East Administration. Please be sure to switch off the TV, fans and heaters if you are the last to leave the room and lock the doors. A Cinema Room is located adjacent to the Games Room. To gain access to this room please visit Campus East Administration during office hours or contact the Duty Residential Advisor outside office hours. You will be asked to leave your UOW Student Card when you are given access and to telephone the Duty Residential Advisor when you wish to leave the room such that it can be checked for cleanliness and that there has been no damage to the equipment it contains. It is in your best interests not to leave the room vacant until that process has occurred.
VENTILATION SYSTEM
Blocks E to I are fitted with mixed mode stack ventilation systems that also act as smoke purge systems. The systems use a combination of natural and mechanical ventilation for normal comfort ventilation and mechanical ventilation for the smoke purge operation. The ventilation system will operate on low speed when the outside air temperature is between 18°C and 26°C and on high speed when the temperature is above 26°C or when the building is in fire evacuation mode. Residents will probably not detect the fans’ operation and low speed but may notice them at high speed.

VACUUM CLEANERS
Vacuum cleaners are provided in each unit in the self-catered building and shared between the one and two-bedroom self-catered units in West Block. Occupants of other areas may borrow a vacuum from Campus East Administration during office hours.

CONDOM VENDING MACHINE
UOW Living encourages residents to act responsibly and safely at all times. A condom vending machine is located at Campus East in the toilet opposite the Administration Office.

FEMININE HYGIENE PRODUCTS VENDING MACHINE
A vending machine containing feminine hygiene products is located in the toilet adjacent to Campus East Administration. The toilet is unlocked 24 hours per day. (locations in other residences).
WELCOME

Dear Residents,

It is a pleasure to welcome each of you to your home away from home. Some of you are returning residents and it is great to have you at Graduate House for 2013. Others have come from near and far to live and learn at the University of Wollongong. This year will bring many new adventures to each of you. We are all excited about providing you with a community that is supportive of you, your academics and your personal and professional goals and also some have also brought your families and we welcome them as well and hope you enjoy your stay.

Our Senior Residents (SR) will be available to help you when you need personal, academic and social support. They will work closely with the Keiraview/Marketvies office to give you many outlets for developing positive relationships with your neighbours at Graduate House and also with residents at other colleges.

The community at Graduate House is based on respect for yourself; respect for your neighbours; respect for your property; respect for the University’s property and the overall environment you live in. We are working together in a supportive, encouraging and friendly atmosphere and would like to see everyone join in.

There are a number of policies and expectations which apply to residents and their guests at Graduate House, and you are expected to know them and adhere to them while living here. If you have any questions, there are a number of people that you can see. They are: a Senior Resident, the staff at Accommodation Services, Building 17 on the main campus, Keiraview office staff or me.

Graduate House is a great place to live and learn. I look forward to sharing in your triumphs and promise to support each of you during your time with us. On behalf of the Graduate House Staff, welcome to your new home!

Best wishes in 2013

Mary Sparks
Student Residence Manager
Graduate House

CONTACT INFORMATION

Mary Sparks
Office:
Marketview
60 Market Street
Wollongong NSW 2500
Office Phone: 42528242
Email: msparks@uow.edu.au

By appointment: Please contact Keiraview Office

PRINCIPLES FOR COMMUNITY LIFE

Living in a Community is a unique experience. It allows for personal and social development and the forming of lifetime friendships. Our goal is a community that embraces our Mission. The following general principles are guidelines to apply to daily decision-making. Our good efforts in applying them will enable our college community to be nurturing and a great place to be!

1. Principle of Accountability
Structure of some sort is an integral part of all communities. All members of our community share responsibility and accountability to uphold the community policies we have agreed to accept.

2. Principle of Consideration
For our community to be genuine and not just a “group of members”, dislikes, differences and prejudices must be overcome. Considering others’ interests before your own is hard work and takes time, and a willingness to be vulnerable and to communicate lovingly and honestly.

3. Principle of Encouragement
Within community there are times when things in individual’s lives don’t go according to plan, and at such time need encouragement to get through the particular period. Encouragement conveys the idea of putting strength into someone’s hands, arms or body so they can handle the pressure. Encouragement is powerful as it empowers individuals to persevere and grow through difficult times.

4. Principle of Integrity
Individual integrity requires remaining true to oneself and encompasses our ethical standard of living, and how we live our lives. It means in part to follow the policies and procedures in this handbook. What a challenge!

5. Principle of Worth and Dignity of Individuals
Foundational to community life is a belief in the worth and dignity of individuals. Everyone is worthy of respect and responsible to respect others. We will seek to be tolerant of the unique personalities of others in our community.

6. Principle of Respecting Property
A natural outcome of planning and hard work is the acquisition of property, both individual and institutional. Attention to its maintenance, protection and stewardship calls for our consideration when using or altering any of our community property.

GRADUATE HOUSE MISSION

To provide a living, learning respectful environment which fosters the intellectual development, personal growth of all residents so as to ensure the academic and social success of each resident who make their Home Graduate House.

Graduate House Details
Address:
Northfields Ave
Gwynneville NSW 2500
Phone: +61 2 42528242
Fax: +61 2 4225 7577
Email: msparks@uow.edu.au
Administration Office Hours Open 7 days 8am - 8:30pm phone 422 99700
Senior Residents (SRs) are usually students who have been in one of the residences for some time. They are responsible for creating a sense of community amongst the residents in their area of responsibility as well as being a source of personal and social advice and support for their residents.

Senior Residents are responsible for after hours administrative operations responding to resident behaviour that is inappropriate or in breach of acceptable community standards, in particular behaviour that has the potential to endanger the health and safety of community members or result in damage to University or personal property. SRs can assist you with many issues, such as letting you in if you lock yourself out, have trouble studying because of the noise level in your area, or an emergency has arisen and requires immediate attention. They may be approached at any reasonable time (between 7am - 9am or 5pm to 10pm). Challenging the authority of or a reasonable direction from the Senior Resident acting in the performance of their duty is unacceptable at Graduate House and may result in disciplinary action being taken against the resident. An example of this would be offensive language directed to the Senior Resident as this may constitute harassment.

On each evening and at weekends there will be a Senior Resident On-Duty who will be responsible for locking all external common areas. After 10:00pm ALL residents are responsible for keeping these areas locked. It is a serious breach of security to leave doors unlocked, even temporarily. SRs are not to act as porters when you come home late (after 10:00pm) and have lost your keys or left your keys at home.

Names and contact details of Senior Residents for Graduate House are listed below:

- Chulantha: Unit 4 (1st Session)
- Devinda: Unit 32
- Shahid: Unit 40
- Pamela: Unit 41
- Ali: Unit 77
- Miftadi: Unit 78

In the event of a fire or similar emergency the Senior Residents will act as Building or Area Wardens. All Senior Residents possess current Level 2 First Aid Certificates.

The SRs are more than happy to assist you with any issues you may have, however we do ask that you not abuse the services that SRs provide.

REMININDER: If you have locked yourself out of your unit, the SR On-Duty will respond to your request to be let in at a time that is suitable to him/her. Lock-outs are reported to the Manager of Graduate House regularly. Repeated lock-outs will require a meeting with the Manager of residence.

ACCOMMODATION SERVICES OFFICE HOURS

The Accommodation Services office is open Monday-Friday from 9am-5pm. Please be advised, however, the office is not open weekends, Christmas-New Year Period, and public holidays. The Accommodation Office is located on the Ground Floor of Building 17, near the Library and opposite STA Travel and Post Office.

Tel: 02 4221 5467
Email: info@keiraviewaccommodation.com.au

University website: www.uow.edu.au

Mail should be addressed in the following manner:

Dr/Mr/Mrs or Ms ......................... (your name)
1/43 Northfields Avenue
WOLLONGONG NSW 2500
AUSTRALIA

Do NOT use the names ‘University of Wollongong’ or ‘Graduate House’ in your address as your letters may go into the University mailroom and get lost.

The mail is delivered each day Monday - Friday. Units 37 to 48 have keys for mailboxes that should be collected on arrival and returned on departure in the same manner as other keys. We are not responsible for redirecting any mail after the resident has vacated.

DESIGN OF UNITS

Graduate House has a variety of units available for Post Graduate students and these are allocated with preference to the following:

Single Bedsit - One single person
Couple Bedsit - A couple sharing a double bed
2 Bedroom - A couple with one or two children
3 Bedroom - A couple with three or four children.

CLEANING – ROOMS AND COMMON AREAS

Residents are responsible for cleaning their own rooms/units and for keeping the Unit and Common Areas clean and tidy. Cleaning inspections will be carried out randomly throughout the year and in 2013 will be conducted by cleaning staff. Any special problems, eg. the need for shampooing of carpets, should be reported to Accommodation Services or staff at Keiraview. The residents are responsible for any loss or damage to the vacuum cleaner.

Mail should be addressed in the following manner:

Dr/Mr/Mrs or Ms ......................... (your name)
1/43 Northfields Avenue
WOLLONGONG NSW 2500
AUSTRALIA

Do NOT use the names ‘University of Wollongong’ or ‘Graduate House’ in your address as your letters may go into the University mailroom and get lost.

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2 Bedroom - A couple with one or two children
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MAIL

Your postal address for correspondence whilst living at Graduate House is:

- Units 1 to 8 are 43 Northfields Ave
- Units 9 to 18 are 6 Madoline St
- Units 19 to 28 are 4 Madoline St
- Units 29 to 36 are 2 Madoline St
- Units 37 to 48 are 2 Irvine St
- Units 49 to 60 are 35 Northfields Ave
- Units 61 to 66 are 37 Northfields Ave
- Units 67 to 72 are 39 Northfields Ave
- Units 73 to 78 are 41 Northfields Ave.
washing is to be hung up on balconies or out of windows under any circumstances. On vacation of a unit all rubbish must be removed by residents or a rubbish removal charge will be applied. A number of students departing in 2012 left their unit with a lot of rubbish, this incurs additional cost which is then passed onto you. Please ensure units are left tidy to avoid a cleaning charge/fee.

IMPORTANT PHONE NUMBERS

Senior Resident on duty - 0439 454 924
Accommodation Services Office 4252 8776
Student Residence Manager, Mary Sparks 4252 8242
SECURITY (Enquiries only) 4221 4555
(Emergencies only) 4221 4900
(Supervisor On-Duty) 0407 287 750
CLOSEST MEDICAL CENTRE 4254 2600
Emergency Services Dial 0, then 000 for emergency assistance
Keiraview Office 42299700
Marketview Office 4252 8242

IMPORTANT REMINDER:

It is against your Tenancy Agreement to sub-lease a room or unit to another person. It is also against your agreement to operate any business out of your residence that competes with services provided by the University. This may result in exclusion from University Accommodation and you may/will be subject to various fees/penalties. Please be advised, this reminder acts as your first and only warning regarding this Policy.

TRASH REMOVAL AND RECYCLING

There are 2- three metre bins at Graduate House. One in the eastern car park and one near the western car park on Northfields Avenue. Garbage is collected weekly. Garbage left outside the bins will not be collected. The lids on the bins must be closed for hygiene purposes and to prevent vermin. Please do not park in front of the bins as this may stop the bins from being emptied.

Also note that the lids are sometimes on the bin and if you have your children taking out rubbish they may not be able to dispose of the rubbish properly - this is your responsibility so please accompany your children to ensure that the rubbish is placed in the bin.

DO NOT PLACE NON-RECYCLABLE MATERIAL IN THE RECYCLE AREAS. There are two recycle areas at Graduate House. Please follow the signs and put the correct material in each bag or bin provided. Ask a SR if you are unsure of how to use these services.

For the Safety of residents please ensure the hallways are kept free. These are the escape route in fires so please ensure there are no bikes or shoes in the hallways.

SMOKING

Smoking is not allowed in ANY UNIT in the Student Residences. This includes bedrooms. Smoking is not allowed in doorways, stairwells, or on balconies within 10 metres of the residence. Cigarette butts are considered to be LITTER. Please dispose of them thoughtfully in the ‘Smokers’ trays provided. If you have any questions or concerns about this policy, please notify a SR as soon as possible or consult the Student Residence Manager.

Any resident or guest of a resident seen discarding a cigarette butt (or any other litter) in an inappropriate manner will be subject to disciplinary action.

Reminder: NO SMOKING POLICY - ALL UNIVERSITY BUILDINGS ARE SMOKING FREE ZONES. There are NO exceptions to this rule. Violation of this policy will result in disciplinary action.

PRIVATE FUNCTIONS/PARTIES

Having a social life and community interaction is an important part of the Graduate House experience. If you would like to have a party, please gain permission from the Student Residence Manager or her designated SR. Parties must finish by 10:00pm from Sunday-Thursday and by 12:00am/Midnight on Fridays and Saturdays. Out of courtesy for your neighbours, the noise level should be within ‘tolerable’ levels at all times and MUST adhere to the ‘Acceptable Noise Policy’. Requests should be made in writing and must be received 72 hours/3 days before the proposed party. Parties that have not been approved will be disbanded by the SR or Security.
INTRODUCTION
Gundi aims to provide an atmosphere conducive to academic study that is supportive and gives a sense of living in a friendly community. It is envisaged that Residents will be able to develop intellectually, socially and personally in such an atmosphere. Gundi differs to most other colleges in the fact that there is no on-site Student Residence Manager. The Student Residence Manager at Weerona has responsibility for the administration of Gundi. Because of this, residents are seen as major stakeholders in the development of the aims and are expected to act in a responsible manner towards the College, its staff, fellow residents and the immediate environs of the College and the University.

The staff members at both Accommodation Services and Weerona are always willing to help where possible. The Student Residence Manager has ultimate responsibility for all matters pertaining to Gundi. The staff at the Accommodation Services Office which is located on the main campus also have an integral role in assisting with the running of Gundi and other University residences.

GUNDI MISSION STATEMENT
To provide residential accommodation for Post Graduate students of the University that includes academic, cultural and social support; To encourage the collegiality and goodwill available through residential life where 34 young adults associate in mutual support and scholarship; To encourage and develop the values amongst its residents that extend beyond personal ends towards a more global view of the community to which they may contribute in a personal and professional capacity;

To develop self-reliance through interaction with the community and the alumni in pursuing the overall aims and mission of the University.

GUNDI DETAILS
ADDRESS:
Cnr Gipps & Marr Sts
Wollongong 2500
Phone: +61 2 4221 5240
Fax: +61 2 4229 6136
Email: accomm_weerona@uow.edu.au
URL: http://accommodation.uow.edu.au

OFFICE HOURS
The Weerona College office is located on Throsby Drive, Gwynneville and can be used by all Gundi residents for payments and general enquiries. The same services are available for residents at Accommodation Services on Campus in Building 17. Weerona College Office Hours
9.00am – 5.00pm Monday to Friday
The Office is closed on weekends and Public Holidays

MAIL
Friends and relatives should address your mail as follows:
………………………………………. (your name)
(your unit number) / 11 Gipps Street
Wollongong, NSW 2500
Australia

The mail is delivered each day Monday-Friday. Mailboxes are situated on Gipps Street. There is a key supplied for each mailbox which should be kept on a hook in the kitchen of each unit. If the mail in your box does not belong to anyone in your unit, please give that mail to the Residence Life Assistants or return it to the Weerona office. Students are responsible for notifying Student Services on the main campus of any changes of address. We are not responsible for redirecting any mail after the resident has vacated. Changes of address forms for University mail (term address) are available from the University Student Services office in Building 36. Redirection notices for general mail are available from Wollongong Post Office. You must notify Australia Post and the University of your forwarding address when you leave.

STAFF AND STUDENT LEADERSHIP TEAMS

STAFF: THE STUDENT RESIDENT MANAGER-Leanne Robinson
The Student Residence Manager is available Monday through Friday, from 9.30am until 5pm unless otherwise advised. It is advisable to make and appointment if you wish to ensure that the Student Residence Manager is available to see you. Appointments may be made at the Front office. You may also inquire at the front Office if you wish to see the Student Residence Manager immediately, or, if the door to the Student Residence Manager’s office is open, simply drop in. If you have an urgent problem after hours and do not wish to discuss it with a Senior Resident please feel free to contact the Student Residence Manager on extension 5206.

ADMINISTRATIVE ASSISTANT – OFFICE
Sandy –Lee Riley
The Front office is open from 8am until 5pm Monday to Friday. Enquiries outside of these times should be made to the Senior Resident on duty. The general office phone number will be diverted to the Senior Resident at these times. The Administrative Assistant is responsible for accounts,
petty cash, reconciliations and customer service, reservations and bookings, enquiries, and is a WH&S representative. You may address any enquiries regarding any of these areas directly to her.

OFFICE ASSISTANT – RECEPTION

Rene Bitabara
Viktoria Michel

The Office Assistant deals with customer enquiries, payments, renewal of keys, lock outs, mail, parcel notifications, tenancy references, cleaning requests, Arrival and Departure enquiries, transfer enquiries and booking appointments to see the Student Residence Manager. Our staff members are also part of the Quality Assurance Program to ensure ongoing quality customer service and client satisfaction.

RESIDENT LIFE ASSISTANTS (RLA’S)

The RLA’s role is to provide support and care to residents, to ensure the good order and smooth running of the College at all times and to assist the Student Residence Manager as necessary. An important aspect of living in Gundí is the recognition that everyone is living in a small community made up of different cultures and people with different interests. We encourage these interests and the social interaction of residents from different cultures. Gundí organises a number of special events throughout the year to bring residents together. Attendance at these events is strongly encouraged. Entertainment and/or guest speakers may be a feature at these events.

WHO TO SEE ABOUT WHAT

The Student Residence Manager is available Monday through Friday, from 9.30am until 5pm unless otherwise advised. It is advisable to make an appointment if you wish to ensure that the Student Residence Manager is available to see you. Appointments may be made at Weerona. You may also inquire at Weerona if you wish to see the Student Residence Manager immediately.

COMMUNITY LIVING

Gundí is a residential student community operating on a number of accepted community standards. As a resident you are required to follow the established norms, standards, rules and regulations. Your reason for living at Gundí and indeed your prime responsibility is to pursue your academic endeavours. Residents of Gundí are expected to maintain an attitude of courteous behaviours and consideration for the well-being of all who live on campus. Each resident is required to behave in such a way that no offence, inconvenience or disturbance is caused to any other resident, any person employed directly or indirectly by the university, or any neighbour. At all times residents should be considerate and sensitive to other people and not bring Gundí’s reputation or that of the University into disrepute. In addition, Gundí is located amongst the local Wollongong community. Respect for and awareness of others living in your local neighbourhood is expected from all Gundí residents.

GUESTS/ VISITORS

Guests and visitors are the responsibility of the host resident. All rules and regulations related to residency at Gundí will apply to your guests/visitors whilst they are on the premises at Gundí, whether this is in the buildings or in the grounds. Any guests or visitors found to be causing a disruption/disturbance, or in breach of any of the Gundí or University of Wollongong regulations/codes of conduct will be advised to leave the premises by the RLA. Failure to comply will result in University Security intervention, and an Incident Report will be raised. In this event, guests/visitors who may be students at UOW, may face the Student Conduct Committee. Guests/visitors who are not UOW students, but members of the general public may be subject to charges under the Enclosed Lands Act if warranted.

DURING OFFICE HOURS

Office Assistant – Reception:
Broken or faulty equipment (utilise the online Maintenance Reporting system via the Accommodation Services website)
Lost key and room access
Payment of accounts
Tenancy references
General inquiries
Referral service for all matters and appointments with the Student Residence Manager
Emergency Cleaning Requests

Administrative Assistant – Office
Furniture and room problems
Account enquiries
Operation of facilities
Cleaning & maintenance problems
Centrelink Accommodation statements
Network problems
Tenancy references

Student Residence Manager:
Academic Concerns
Personal Concerns and referrals
Financial advice/payment plans
Personal and character reference

Social calendar & events
College development

AFTER HOURS

Resident Life Assistants
Academic consultation
Room Access
Local noise and disturbance
First Aid
Personal Support
Fire Emergencies & Evacuation Procedure
General order in the Residence
Security
Emergencies (Other)

ACTIVITIES

At the beginning of the year RLA’s will ask residents what kinds of community activities they would like to participate in over the year. These may include, but are not limited to:
• Social BBQ’s (there is a BBQ at Gundí)
• Commencement
• Day trips
• Sports – beach volleyball, bush walking, bowling etc.

SMOKING

The College and the University are smoke free environments. Smoking is prohibited in resident’s rooms, common rooms and any internal areas of the college, including the areas around entrance doors and grounds and 10 metres from windows and doors. The University of Wollongong Non-Smoking Policy may be found at http://staff.uow.edu.au/admin/personnel/ohs/smoking.html.
INTERNATIONAL HOUSE AND THE MANOR
INTRODUCTION

International House aims to provide an environment for students of the University of Wollongong to develop as a whole person, with particular emphasis on developing intercultural knowledge, skills and attitudes. This is reflected in the vision and mission of International House stated below. International House is run as a community of people, rather than a service where you just eat and sleep. The more you put into the community, the more you will benefit.

Residents are predominantly undergraduate students, with some postgraduate students also accommodated. International House provides catered, dormitory style accommodation. There are 222 beds, 16 shared rooms (32 beds) and 190 single rooms. International House is fortunate to have numerous common areas including the Dining Room and The Courtyard, Red Room, Library, Computer Labs, Games Room, Outdoor Chess and BBQ area and the very popular Kitchenettes on most Decks.

International House is superbly located between Wollongong University College and 16th Street, providing transport to central Sydney, an international city, in approximately 90 minutes. International House was formerly a YMCA hostel, approximately 90 minutes transport to central Sydney, an international city, in the North Wollongong Railway Station providing the University, Beach, CBD and immediately next to the North Wollongong Railway Station providing transport to central Sydney, an international city, in approximately 90 minutes. International House is run as a community of people, rather than a service where you just eat and sleep. The more you put into the community, the more you will benefit.

Residents are predominantly undergraduate students, with some postgraduate students also accommodated. International House provides catered, dormitory style accommodation. There are 222 beds, 16 shared rooms (32 beds) and 190 single rooms. International House is fortunate to have numerous common areas including the Dining Room and The Courtyard, Red Room, Library, Computer Labs, Games Room, Outdoor Chess and BBQ area and the very popular Kitchenettes on most Decks.

International House is superbly located between Wollongong University College and the University, Beach, CBD and immediately next to the North Wollongong Railway Station providing transport to central Sydney, an international city, in approximately 90 minutes. International House was formerly a YMCA hostel, established in 1966. It was enlarged between 1970 and 1975 and became a residential college of the then Wollongong University College. In 1980 the YMCA sold it to the University of Wollongong and it became the University’s first hall of residence.

INTERNATIONAL HOUSE MISSION

Promoting global wellbeing by enabling UOW students in International House to be intercultural leaders.

THE INTERNATIONAL HOUSE MOVEMENT

International Houses Worldwide is an affiliation of International Houses united by one mission:

To provide students of different nationalities and diverse cultures with the opportunity to live and learn together in a community of mutual respect, understanding and international friendship.

International House movement began in the early part of the last century with International House New York opening in 1924 and International House Berkeley in 1930. Currently there are 18 International Houses Worldwide members. University of Wollongong International House became a member in January 2006.

In describing their members, International Houses Worldwide, states: “All Houses offer young people from every corner of the globe the opportunity to gather under one roof to live, eat and work together, to learn more about one another and the world in which they live, while pursuing their own personal goals. In a carefully nurtured environment, boundaries are crossed, cultural gaps are bridged, and people of vastly divergent beliefs learn to accept differences in thought and tradition. Future leaders of the global community begin the process of international understanding which they carry with them throughout their lives.”

The following is a listing of International Houses worldwide. These houses are displayed on the poster in the main foyer. If you wish to arrange accommodation at one of these locations, please contact the Student Residence Managers as they are in contact with the other Directors around the world.

Asia
• International House, Taipei

Australia
• International House, University of Melbourne
• International House, University of Sydney
• International House, University of Wollongong
• International House, University of New South Wales (Sydney)
• International House, University of Queensland (Brisbane)

Europe
• International Students House, London
• International House, Paris

North America
• International House, New York
• International House, Berkeley
• International House, Philadelphia
• International House, Chicago
• International Student House, Washington DC
• International House, University of Alberta, Canada

DO’S AND DON’TS AT INTERNATIONAL HOUSE UOW

While this handbook includes formal rules and regulations living for at International House UOW, the Accommodation Agreement and UOW policies, living at International House can be fairly easy. Follow these 10 Do’s and Don’ts and you are very likely to have a hassle free stay. If in doubt, ask a Mentor.

DO
• Study
• Celebrate each other’s culture
• Seek support from Student Leaders and Administration Staff
• Contribute to the community
• Make suggestions on improving the experience of living at International House

DO NOT
• Let strangers into the House
• Make noise that disturbs others
• Tamper with fire equipment
• Drink alcohol on site
• Violate the UOW policies (outlined on UOW website)

The Student Residence Manager is empowered by the University of Wollongong to discipline residents within the Rules for Student Conduct and Discipline. This discipline may include exclusion from residence. A resident needs to be aware of (a) The rules and regulations of International House UOW (b) the accommodation agreement with the University of Wollongong and (c) the UOW policies including the Rules for Student Conduct and Discipline.
WHO’S WHO AT INTERNATIONAL HOUSE?

RESIDENTS, STAFF AND STUDENT LEADERS

The residents’ first name and photos are posted in the Foyer. Each year International House usually has approximately one third Australian residents, one third International residents and one-third Study Abroad residents who stay for six months, predominately from the USA.

The Student Residence Manager, Ms Alison Hemsley has the responsibility for all matters pertaining to International House, reporting to the General Manager of Accommodation Services, Mr Nigel Pennington. Ms Alison Hemsley lives in residence with her husband Dr Lindsay Oades and their sons Bodhi and Jai. This allows Alison to provide after hours support for the collage.

Alison can be contacted through her email on alisonh@uow.edu.au

Mr Fiore Costa and Jodie Lawer are the Deputy and Assistant Student Residence Manager respectively, they assist the Student Residence Manager in the leadership of the community. Fiore resides at Koolooong where he also provides leadership to the Koolooong community.

Mrs Patricia Garde (JP) (patsy@uow.edu.au), Ms Kim Morland (kmorland@uow.edu.au) and Mrs Marena Kampers (marena@uow.edu.au) are the Administrative Assistants located in the front office of the Student Residence Management suite.

Mr Grahame Hynard is the helpful Maintenance Supervisor who is supported by Mark Slater.

Ms Jeanette Lee is our responsive Chef Manager, supported by the friendly kitchen staff including Sigrid Thorne (Supervisor), Linda Palmer, Stella Gaggero, Aida Martinez, Katie Silveri, Megan Virtue, Rhonda Williams and Raul Bertufo (JR). They provide a 19 meal a week service in an indoor/outdoor Tuscan/Piazza style dining setting from the Scolarest Catering Company.

Mrs Gail Davies is the Cleaning Supervisor, from Spotless. Gail is supported by the friendly cleaning team, Donna Wray, Toni Lacey, Petula McKinnon – say hello to them!

The International House UOW staff is supported by Accommodation Services staff, located in Student Central in Building 17 on the Main Campus.

STUDENT LEADERS

International House promotes resident involvement in its management. This is underscored by the large multicultural Student Leader Team providing support to the community. The Student Leader Team is made up of two streams – the Assistants who provide a range of support services to residents, and the Mentors, who are on after hours duty, promote student wellbeing and assist the Student Residence Manager with discipline procedures and recognition of commendable behaviour within the community. The Student Residence Managers seeks applications for Student Leadership Team positions in October each year. Members of the Student Leader Team are remunerated for their contribution to International House.

The roles of Student Leader Team are as follows:

Resident Life Coordinator (RLC)

Role: To support the wellbeing of residents and promote good conduct, by coordinating and supporting Mentors, Assistants and liaise with staff, and daily contact with the RPC and daily reporting to Student Residence Managers regarding wellbeing and resident conduct.

Resident Program Coordinator (RPC)

Role: To coordinate programs run by and for International House in close liaison with the Administration Coordinator and with support from the Student Development Assistants. To promote community activities supported by the Community Activities Fund and administered by the Community Activities Committee.

Student Development Assistants (SDO/A)

Role: To promote and support student development activities within the residence (eg assisting residents to become intercultural leaders and academic performance). Additionally the SDO role provides assistance to office staff including front counter service.

Mentors

Role: To promote and support resident wellbeing, discipline and recognition of commendable actions within the resident community. In the event of a fire or similar emergency the Mentors will act as Building or Area Wardens. All Mentors hold current Level 2 First Aid Certificates.

<table>
<thead>
<tr>
<th>TITLE</th>
<th>NAME</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident Life Coordinator</td>
<td>Ms Claire Fenwicke</td>
<td><a href="mailto:cif279@uowmail.edu.au">cif279@uowmail.edu.au</a></td>
</tr>
<tr>
<td>Resident Program Coordinator</td>
<td>Mr Dylan Berkrey</td>
<td>dbj498@<a href="mailto:498@uowmail.edu.au">498@uowmail.edu.au</a></td>
</tr>
<tr>
<td>Mentor</td>
<td>James Walsh</td>
<td><a href="mailto:jrw450@uowmail.edu.au">jrw450@uowmail.edu.au</a></td>
</tr>
<tr>
<td>Mentor (Session1)</td>
<td>Danilo De Souza</td>
<td><a href="mailto:dpds333@uowmail.edu.au">dpds333@uowmail.edu.au</a></td>
</tr>
<tr>
<td>Mentor</td>
<td>Maddison Jones</td>
<td><a href="mailto:mgh862@uow.edu.au">mgh862@uow.edu.au</a></td>
</tr>
<tr>
<td>Mentor</td>
<td>Dean Warren</td>
<td><a href="mailto:dpcw819@uowmail.edu.au">dpcw819@uowmail.edu.au</a></td>
</tr>
<tr>
<td>Mentor</td>
<td>Sophie Lumsden</td>
<td><a href="mailto:sl452@mail.edu.au">sl452@mail.edu.au</a></td>
</tr>
<tr>
<td>Mentor</td>
<td>Tim Godman</td>
<td><a href="mailto:tww343@uow.edu.au">tww343@uow.edu.au</a></td>
</tr>
<tr>
<td>Mentor (session 1)</td>
<td>Jacky Tong</td>
<td><a href="mailto:jtw046@uow.edu.au">jtw046@uow.edu.au</a></td>
</tr>
<tr>
<td>Mentor</td>
<td>Amanda Muscat</td>
<td><a href="mailto:aim51@uowmail.edu.au">aim51@uowmail.edu.au</a></td>
</tr>
<tr>
<td>SDO</td>
<td>Adam Hunt</td>
<td><a href="mailto:ajh987@uow.edu.au">ajh987@uow.edu.au</a></td>
</tr>
<tr>
<td>SDO (Session1 - 6 months only)</td>
<td>Devon Burton</td>
<td><a href="mailto:db774@uow.edu.au">db774@uow.edu.au</a></td>
</tr>
<tr>
<td>SDO</td>
<td>Melchizedeck Bett</td>
<td><a href="mailto:mk6963@uowmail.edu.au">mk6963@uowmail.edu.au</a></td>
</tr>
<tr>
<td>SDO</td>
<td>Caitlyn O’Rourke</td>
<td><a href="mailto:cmor592@uow.edu.au">cmor592@uow.edu.au</a></td>
</tr>
<tr>
<td>The Manor Mentor</td>
<td>Morakot Ditta-apichai</td>
<td><a href="mailto:mda302@uow.edu.au">mda302@uow.edu.au</a></td>
</tr>
</tbody>
</table>
WHO TO SEE ABOUT WHAT

There are numerous staff members to assist you at International House. This is a guide to ensure you get your needs met most promptly. The majority of issues can be resolved by consulting with a member of the Administration Staff or Student Leadership Team. The Student Residence Managers are keen to meet with you, but due to time restrictions, for issues requiring an extended face-to-face discussion, they are available by appointment only.

DURING OFFICE HOURS

Administration Staff:
• Appointment with Student Residence Manager
• Lost key cards and room access
• Payment of accounts
• Change
• Fax
• Incoming and outgoing mail
• Phone cards
• Tenancy references
• General inquiries
• Referral service for all matters and appointments with the Student Residence Manager
• Emergency cleaning requests
• Furniture & room problems
• Account inquiries
• Operation of facilities
• Cleaning & maintenance issues (will refer your issue to cleaning and online maintenance form)
• DSS accommodation statements
• Network problems

Student Residence Managers:
• Academic issues
• Personal concerns and referrals
• Financial advice/payment plans
• Personal and character references
• International House development
• Grievances and conflict resolution

Chef Manager:
• Food comments & suggestions
• Late meals
• Special Dietary Requirements

AFTER HOURS

RLC/Mentors
• Room access
• Local noise & disturbance
• First Aid
• Fire Emergencies & Evacuation Procedure
• Personal concerns and referrals
• Information on public health e.g. safe drinking, Quit packs, vaccinations, sexual health
• How to walk Atlas

RPC
• Information on how to get money to run an event
• How can I help with an event?
• Scheduling of upcoming events
• First Aid

Student Development Assistants
• General resources on Study Skills

Information on events related to student development
• International House Library resources
• Schedule for Tuesday Topicals
• Schedule for Global Visions
• Information on how to get subsidies for running study groups

Security
• Emergencies
• First Aid

GENERAL INFORMATION

INTERNATIONAL HOUSE FRONT OFFICE HOURS
9.00am – 5.00pm Monday to Friday
The Office is closed on Public Holidays. Call Mentors on 8244 after hours.

DINING ROOM ACCESS AND MEAL TIMES
The Chef Manager (Scolarest) is responsible for the food operations of the Dining Room. Your fee pays for 19 meals a week. A gift is given to residents in the form of a Tuesday evening Supper or a weekend BBQ depending on the session and is intended to foster casual community interaction. The meal times are as follows:

Monday to Friday
Breakfast 7:30am – 10:45am
Dinner 5:30pm – 7:30pm

Saturday, Sunday, Public Holidays
Courtyard Brunch 9:00am - 11:00am
Dinner 5:30pm – 7:00pm
These times are subject to variation during the year. Please see the Administration Notice Board and other communication media. Weekly menu available online, access via IH website. Late meals can be ordered Mon-Fri for late classes or work. Order via email jeanette@uow.edu.au before 3pm on that day.

COMPUTER LAB
There are computers available in the computer labs on A Deck and you may access it using your key card. There is NO SMOKING allowed in the Computer Room. No food and/or drinks are to be taken into the Computer Room. Network connection facilities are also available for residents in their rooms. This allows connection to the University computer network and the Internet. Information on connecting your computer to the Internet is available from the office.

MUSIC ROOM
International House has a drum kit, piano and keyboard adjacent to the Games Room. It is not to be used between 10pm and 8am.

BASKETBALL COURT
International House has a basketball court-exit via the Courtyard, adjacent to the DEF block and walk south – or just ask a Mentor.

STORAGE
During vacation breaks a limited amount of personal effects may be stored in lockable storage rooms. This is entirely at the owner’s risk and International House accepts no liability for damage or theft. If any personal effects, including bicycles, are not claimed within three months of the resident permanently leaving International House, they shall be removed and become the property of International House, unless arrangements are made with International House Administration.
MOTOR VEHICLES, MOTOR CYCLES AND BICYCLES
The parking of vehicles/motor cycles is permitted only in designated parking areas at the front of International House. This does not include the driveway area in front of the Student Residence Manager’s Residence or the Staff car park near D Deck.

Parking in either staff carpark or Student Residence Managers carpark will result in the offending vehicle being wheel clamped by a UOW staff member and a $100 fine imposed on the owner of the vehicle to remove the clamp.

Availability of parking space is not guaranteed. Parking spaces are available on the Eastern side of the Hindmarsh Gardens units near the railway line.

International House does not accept any responsibility for loss or damage to residents’ motor vehicles, motor cycles or bicycles.

Bicycles should only be placed in the bicycle shed and should be marked with the student’s name, and secured by means of an appropriate chain or locking device within the shed. Bicycles may not be kept within the study bedrooms, stairwells or near windows within 10 metres of the residence.

AIR TRAVEL
If you need to go to the airport, you may take the train or you may arrange transport through Leisure Coast Limousine Services by calling 4261 7393.

ATLAS THE COMMUNITY DOG
“Atlas” is a pedigree black Labrador who has been trained to respond to several commands. Do not touch Atlas’s head at any time as this encourages him to bite. Please do not feed Atlas as Labradors are prone to obesity. Atlas lives behind the Student Residence Manager’s residence and can be walked by residents during daylight hours. Ask a Mentor how. Please respect the privacy of the Student Residence Managers when doing so. Please walk Atlas.

SMOKING
Smoking is not allowed in any indoors area of International House. This includes bedrooms, common areas or the Courtyard. Smoking is not allowed in doorways, stairwells or near windows within 10 metres of the residence.

Cigarette butts are considered to be litter. Please dispose of them thoughtfully in the ‘Smokers’ trays provided. If you have any questions or concerns about this policy, please notify a mentor as soon as possible or consult the RLC or RPC.

Any resident or guest of a resident seen discarding a cigarette butt (or any other litter) inappropriately or ignoring the smoking outside 10 meters of a window or doorway will result in disciplinary action.

STUDENT ACTIVITIES
WHAT ARE THE STUDENT ACTIVITIES AT INTERNATIONAL HOUSE?
The student activities are an important part of the experience of International House. The activities are guided by the mission of enabling residents to be intercultural leaders – to promote global wellbeing, including intellectual, social, psychological, economic, environmental and physical wellbeing.

There are two types of activities. Pre-planned activities are already planned and can be found in the Event Calendar. To support community involvement International House allows you to place the preplanned events on your accommodation account (ie if you are short of $40 that week, it can go on your account to be paid a little later, enabling you to attend the event). Be sure to get involved, and see if you can assist! The other types of activities are the sponsored events, events that you can plan and run – these are funded by the Community Activities Fund.

Some of the key events to look out for in 2013 include those listed below. Check out your Activities Calendar for dates. Also view notices in the foyer and check out http://ihouse.uow.edu.au regularly, or ask the RPC!

- **BYO Academic** – A trivia night where residents invite an academic (Faculty) staff member. Full three course meal and the works! Ask your SDA. (Spring Session)
- **Tuesday Topicals** – Eight Tuesday nights per session in the Red Room. Topics and formats vary greatly – but it will be interesting! Ask your SDA.
- **GlobalVisions** – Intercultural leaders series. – Eight Thursday nights per session in the Red Room. Topics from prominent speakers, performers etc will highlight global issues.
- **Study Groups** – if you are involved in a study group and inform the Student Development Assistant you may be able to access free food and stationery.
- **Stella Thai Cuisine** – Free Thai Cooking classes with our very own Stella
- **Global Highway** – International House leads the other residences on campus for a celebration of global cultures.
- **Welcome to Country** – Welcome to Australia from the traditional owners – a unique insight into Australian indigenous culture
- **iFeast** – International Food Festival – Do not miss this one. Cook the food from your country, and share it with your friends at International House
- **Farewell Formals** – At the end of each session, it is time to celebrate, recognize achievements and say farewell.
- **Volunteering** – Are you interested in contributing to the local community? Ask the RPC how?
- **Cultural Ambassador** – Are you an international student interested in teaching others about your country and culture – in local schools? Ask the RPC how?
- **Combined Residences Formal** – Join your friends from International House and other residences for a fantastic evening.
- **Cross Community Sports** – Represent International House in sports of your choice. Talk to your RPC!
- **Avant Gardeners** – Join the community gardeners to grow corn, herbs, carrots, spinach, strawberries
COMMUNITY ACTIVITIES FUND

The Community Activities Fund is a fund generated from the compulsory Community Activities Fee paid by every resident in Accommodation Services each session. This fund is to assist community activities within each residence and some across residences. The aim of the fund is to provide equitable spending on social, sporting, cultural, community service activities and equipment directly for resident use. For a residence the size of International House UOW, the fund will be approximately $8800 per session.

The Community Activities Fund is a full accounted and audited budget line of Accommodation Services, University of Wollongong. International House also sponsors four children through World Vision. Information on this sponsorship is available in the foyer.

The Committee is reconstructed each session and consists of the following members:

- The Student Residence Manager (ex officio) or designated delegate
- The Resident Program Coordinator (Chair)
- Elected member who is an Australian resident and not a member of Student Leadership Team
- Elected member who is an International resident and not a member of Student Leadership Team
- Elected member who is a Study Abroad resident and not a member of Student Leadership Team

The role of the committee is to approve submissions for funding to run activities on dates specified in the International House UOW Activities Calendar. The activities will be social, sporting, cultural or community service oriented. A portion of the funds will also be allocated to cross community events for example, Concert in the Park, Global Highway, Combined Residences Formal, and Cross Community Sport.

The Resident Program Coordinator (RPC) is a senior appointed member of the Student Leadership Team whose role includes promotion of the Community Activities Fund and how residents can apply for funding and support to run activities. The RPC will provide public minutes from the fortnightly meetings of this committee. The RPC will also liaise with the office administration for the physical handling of funds. A template/form of how to apply for funding is provided to residents.

Applications that involve proposed alcohol subsidies will not be processed by the committee. For large events, applicants may be invited to attend the committee meeting to explain their proposed activity. Funds generated from the International House UOW “coke machine” will also be allocated to Community Activities Fund. Some examples of events that could be sponsored are below. These are examples only – innovation and events that promote intercultural leadership and understanding are sought after.

- Holi
- Dewali
- Charity events
- Sydney Harbour Cruise
- Nan Tien Temple Visit
- Sand Castle competitions at North Beach
- Tea Party
- International House Play
- International House Performance Night
- How to paint and sketch
- Lunchtime sports
- Netball
- LAN Party
- Chinese Moon Festival
- Bushwalking
- Sydney Opera
- Watching Rugby League
- Watching AFL
- Buying new equipment for International House eg Games Room
- Using the fund to subsidise the cost of larger events eg Farewell Formal

RECOGNISING ACHIEVEMENT AT INTERNATIONAL HOUSE

International House recognises the achievements of its residents in multiple ways. Firstly, at a day-to-day living level residents are encouraged to “commend” each other for community oriented behaviours – ie just doing something good for someone else. This should be done directly to the person, or via the online commendation system on http://ihouse.uow.edu.au. The online Commendations go to the Student Residence Managers and RLC/ RPC and are also used for the more formal awards described below.

International House has four major awards that we will be awarded at the Farewell Formals in 2013.

Overall Best Academic Performance Award: This is awarded to the returning student who obtains the highest weighted average mark at the University of Wollongong in the previous session (obtained whilst living at International House).

Concordia Award: This award, consistent with the original mission of the International House movement is awarded to the resident who best personifies intercultural harmony. It is the resident who most actively and visibly works towards helping people from different cultures better understand each other to build international friendship.

Community Engagement Award: This award recognises a resident(s) that have made significant contributions to the local community.

Character and Service Award: This award is for the resident of good character who works tirelessly to serve the other members of the International House community.

Lorraine Kalpakam Resident’s Award for Community Service: This award recognises a resident(s) that have made significant contributions to the local community.

**Recipients:**

<table>
<thead>
<tr>
<th>Year</th>
<th>Recipient</th>
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<tbody>
<tr>
<td>1988</td>
<td>DANIEL BOCK, PAULINE MOORHOUSE, GOLIN GOOGER</td>
</tr>
<tr>
<td>1989</td>
<td>MELISSA HERD, SUZETTE SMITH, DANIEL BOCK, BRETT LUDWIG, GOLIN GOOGER</td>
</tr>
<tr>
<td>1990</td>
<td>MARTIN MCKENNA, CAROLINE CHIN, MARTIN BYRON</td>
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<td>1991</td>
<td>JOELLE LIPSIES, ANDREAS ISMANTO, HAYDN KIRRAGE</td>
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<td>1992</td>
<td>NICKI GREGAN, MICHAEL SAYER, CLARE WOODS</td>
</tr>
<tr>
<td>1993</td>
<td>BRYAN COOLEY, GLEN CISCATO, SUNIL CHANDRA</td>
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<td>1994</td>
<td>PHILLIP TRAYNOR, MICHAEL TADUK, DAMION MILLKEN, GARETH THOMAS</td>
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<td>1995</td>
<td>DEBRA ATKINSON, MICHAEL TADUK, CHRIS CHARD, STEWART CRAINE</td>
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<td>SALLY TRAYNOR, RAJINIE SINGH, STEWART CRAINE</td>
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<td>1997</td>
<td>CHANG YING KI, BANCRO, CHRISTOPHER MAR, WARREN HOUCH, DANIEL MAY, ASTRID TAYLOR</td>
</tr>
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<td>1998</td>
<td>GEOFF METCALF, PAUL JACOB, PETER HARVEY</td>
</tr>
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<td>1999</td>
<td>BEN ROXBOROUGH, PAUL JACOB, NICK HARDERS</td>
</tr>
<tr>
<td>2000</td>
<td>MICHAEL CHENG, SUNIL LOPEZ, STUART REID, EVA CHENG</td>
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</table>
you should also register that you were a resident at International House, and you will receive information about being part of the International House family. See http://www.uow.edu.au/alumni/

In addition to being a graduate of University of Wollongong, you may also consider visiting other International Houses around Australia and around the world – as they share the same overall mission.

INTERNATIONAL HOUSE ALUMNI FACEBOOK

You can keep up to date with the ongoing planning of our celebrations on a new dedicated I-House Facebook site: http://www.facebook.com/group.php?gid=119306044065. This site will also prove as a useful means of keeping in touch with both I-House happenings and your I-House friends once you leave.

GLOBAL WELL-BEING SCHOLARSHIPS

Through the generosity of our Alumni, International House has been able to offer 5 x $1,000 residential scholarships to our residents who have demonstrated intercultural leadership and embody our goal of fostering intercultural friendship and understanding. If you wish to “leave your mark” at International House consider the following: Alumni who donate over $200 will receive their own personalised postcard, placed on the wall near the International House Globe.

However donations can be for as little as $10.00 and are fully tax deductible. More information on this can be found at: http://www.uow.edu.au/about/accommodation/alumni/ihouse/overview or just drop in to the I-House office.

ALCOHOL POLICY

The personal consumption of alcohol is strongly discouraged on the premises at International House and is subject to the following conditions:

- That the bedrooms and common areas are not used for parties, such that others may be affected, where alcohol is distributed;
- That there is no group drinking in the grounds without the prior written consent (eg email) of the Student Residence Manager or his/her delegate. A group is considered 3 or more persons.

The grounds include:

- all areas owned and controlled by International House – this include;
  - the car park and turning circle area the front of International House
  - the basketball court and the road adjacent to the community vegetable
  - garden outside the black perimeter fence;

- That alcohol may not be consumed in the “Dry zone” – which includes the Foyer, Red Room, Outdoor Dining Room, Outdoor Dining area known as “The Courtyard” & Games Room;
- No drinking in corridors.
- You may not walk around International House with open alcoholic beverages
- Mentors, Resident Life Coordinators and the Student Residence Manager reserve the right to disperse groups of residents who are drinking on the premises. Residents who do not comply will receive written reprimands that can lead to exclusion from the residence.

THE MANOR

The Manor is a prestigious, well-appointed facility that maintains the same vision and mission of International House, and is located not far from International House main grounds. The facility is especially designed for International postgraduate research students at the University. Residents of the Manor are strongly encouraged to get involved with the main International House campus, with Community Activity Fund events, social activities, Tuesday Topical and Thursday Global Visions, and other formal functions such as Farewell Formal, BYO Academic, Faculty Faceoff and Projects for Peace.

Manor residents will have access to a site mentor who can help with First Aid, orientation to the University, Fire Safety, registration of guests on site, catering available at IH main campus and other general functions. Residents of the Manor, like in International House, are expected. Rules and Regulations of the Manor are covered under the International House Section.
Dear Residents,

The staff and I would like to offer a warm welcome to each of you and we hope you will begin to think of Keiraview as your home away from home. You have come from near and far to live and learn at the University of Wollongong. For those of you returning to Keiraview we welcome you and are very happy to have you back. This year will bring many new adventures to each of you.

Keiraview was officially acquired by the University on 23 January 2006. 2013 is an exciting opportunity for all of us to create a unique living environment in the heart of the Wollongong CBD. Keiraview is already unique, because it houses three types of residents: University Students, Backpackers and Commercial Guests. We invite you to actively participate in making this the residence that others strive to live in each year. The staff and I would like to see you make Keiraview a positive, healthy and supportive community to live, learn and have fun in throughout 2013.

Our common room/entertainment room located across from Reception is known as “The Fishbowl”. This is our meeting place and where you can sit and talk, watch TV, DVD, Wii, use the computers and enjoy the activities that we will hold during the sessions.

Our Student Leaders will be available to help you when you need social support. They will work closely as a team to give you many outlets for developing positive relationships with your neighbours at Keiraview and also with residents at other colleges. If you would like to assist your Student Leaders in planning and organizing social/cultural/academic activities at Keiraview, please let a Student Leader or staff member know. If you have problems at night when the office is closed then please contact our Night Duty Clerk who will assist you until the office staff are here. The Night Duty person will assist you with lock outs, noise complaints or any problems including emergencies from 8.30pm to 8.00am the next day.

The community at Keiraview is based on respect for yourself, respect for your neighbours, respect of your property, respect for the University’s property and the overall environment you live in. There are a number of policies and expectations which apply to residents and their guests at Keiraview, and you are expected to know them and adhere to them while living here. If you should have any questions, please see a Student Leader (SL), the office staff or myself.

Keiraview is a great place to live and learn. I look forward to sharing in your triumphs and promise to support each of you during your time with us. On behalf of the Keiraview Staff, welcome to your new home!

Best wishes in 2013!

Mary Sparks

KEIRAVIEW MISSION

To provide a living and learning environment which fosters respect along with the intellectual development and personal growth of all residents ensuring the academic and social success of all residents who make Keiraview their home. To co-exist in an environment of students, backpackers and commercial guests that show respect and acknowledge the rights of each group.

KEIRAVIEW DETAILS

Address:
75-79 Keira St
Wollongong 2500
Phone: +61 2 4229 9700
Fax: +61 2 4229 1875
Email: keiraview@uow.edu.au
URL: http://www.keiraviewaccommodation.com.au

PRINCIPLES FOR COMMUNITY LIFE

Living in a community is a unique experience. It allows for personal and social development and the forming of lifetime friendships. Our goal is a community that embraces our Mission. The following general principles are guidelines to apply to daily decision-making. Our good efforts in applying them will enable our college community to be nurturing and a great place to be!

1. PRINCIPLE OF ACCOUNTABILITY

Structure of some sort is an integral part of all communities. All members of our community share responsibility and accountability to uphold the community policies we have agreed to accept.

2. PRINCIPLE OF CONSIDERATION

For our community to be genuine and not just a “group of members”, dislikes, differences and prejudices must be overcome. Considering others’ interests before your own is hard work and takes time, and a willingness to be vulnerable and to communicate lovingly and honestly.

3. PRINCIPLE OF ENCOURAGEMENT

Within a community there are times when things in individual’s lives don’t go according to plan, and at such time need encouragement to get through the particular period. Encouragement conveys the idea of putting strength into someone’s hands, arms or body so they can handle the pressure. Encouragement is powerful as it empowers individuals to persevere and grow through difficult times.

4. PRINCIPLE OF INTEGRITY

Individual integrity requires remaining true to oneself and encompasses our ethical standard of living, and how we live our lives. It means in part to follow the policies and procedures in this handbook.

5. PRINCIPLE OF WORTH AND DIGNITY OF INDIVIDUALS

Foundational to community life is a belief in the worth and dignity of individuals. Everyone is worthy of respect and is responsible for respecting others. We will seek to be tolerant of the unique personalities of others in our community.

6. PRINCIPLE OF RESPECTING PROPERTY

A natural outcome of planning and hard work is the acquisition of property, both individual and institutional. Attention to its maintenance, protection and stewardship calls for our consideration when using or altering any of our community property.
KEIRAVIEW AND THE STAFF

STUDENT RESIDENCE MANAGER
The Student Residence Manager is responsible to the General Manager of Accommodation Services for providing leadership to the residential community. The Manager has specific responsibilities for the administration, pastoral care and student development and works closely with Accommodation Services Central Office staff with respect to operational matters (cleaning, maintenance and landscaping services).

The current Manager of Keiraview Ms Mary Sparks was appointed to the position in April 2006 previously having over 8 years experience at Campus East. Should you require a private meeting with her, please contact her or the Reception Staff during business hours to schedule an appointment. She welcomes the opportunity to get to know each of you personally over the coming months. Likewise, you can contact her via email: msparks@uow.edu.au

The Administrative staff play an important role and if you need any assistance or questions answered please contact them.

ADMINISTRATIVE STAFF
Eleanor Smith and Liz Mandygral

CASUAL STAFF
Helena Groves, Madison Fredericks, Sia Onesi

MAINTENANCE STAFF
Brent Michell is Maintenance Supervisor
Alex Pupovac is Maintenance Officer

STUDENT LEADERS AND NIGHT DUTY STAFF
Student Leaders are here to provide you with social support and activities. Mary and the staff will assist you with personal and academic support. All of you have a group of people that are here to help make your transition easier and more enjoyable. If there are specific events you would like to attend please talk to your Student Leaders, they will help you make it happen. Night Duty Staff may be approached at any reasonable time (between 7am - 8am or 8pm to 10pm) if you have any problems (eg. you lock yourself out, have trouble studying because of the noise level in your area or an emergency has arisen and requires immediate attention). At no time will any staff use their keys to permit you to enter another resident’s room without that resident’s prior permission. It is a serious breach of security to leave doors unlocked, even temporarily. Staff are not to act as porters when you come home late (after 10:00pm) and have lost your keys. Please do not abuse the Night Duty Staff and the services they provide. We have outstanding Staff and they are looking forward to 2013 and sharing it with you!

STUDENT LEADERS
Ben Hall
Nicholas Allan

NIGHT DUTY STAFF
Martin Blume-Poulton
Chelsea Fraser
Cameron Barlin

In the event of a fire or similar emergency the Night Duty Staff and Student Leaders will act as Building or Area Wardens. All Night Duty Staff and Student Leaders possess current Level 2 First Aid Certificates.

REMINDER: If you have locked yourself out of your unit, the Night Duty Staff will respond to your request to be let in at a time that is suitable to him/her. However, if you need immediate access to your room due to an emergency, please advise the Night Duty Staff. Lock-outs are reported to the Student Residence Manager regularly. Repeated lock-outs will require a meeting with the Student Residence Manager and will incur a financial fee after the third lock out.

IT SUPPORT
Martin Blume-Poulton

Our IT Support Assistant is a casual student staff member who is well qualified to assist you with any aspect of connecting your PC or laptop to the University network. You can obtain his assistance either via email or visit him in his room. Please refer to your information sheet, or ask the Reception Staff.

RECEPTION HOURS
The Reception Desk is open from 8:00am-8:30pm, Monday to Sunday including Public Holidays. Our Administrative Assistants will gladly assist you with any questions or concerns you may have and will do their very best to provide you with outstanding customer service and a friendly smile. If you require information regarding YHA membership while in Wollongong, they can assist you!

MAIL
You can collect your mail from Reception between 8.30am to 8pm. If you need to post items or require stamps, please visit the Australia Post shop in Building 11 on campus. Students are only permitted to collect mail addressed to them, and are not permitted to collect mail or packages on behalf of other guests.

Your postal address for correspondence whilst living at Keiraview is:

.........................(your name)
Keiraview Accommodation
75-79 Keira Street
WOLLONGONG NSW 2500
Phone: 61 (2) 4229 9700
Email: info@keiraviewaccommodation.com.au

CLEANING SERVICES
Your room will be cleaned fortnightly by the cleaning staff. Please make sure that the floors are clear, so that they can vacuum. Do not leave any private/personal items in plain view. Our cleaners will also provide each kitchen with a tidy-up, but it is the responsibility of the residents sharing each kitchen to keep them clean daily. Our cleaners will be professional at all times and do their very best to ensure your room and the common areas you share with other residents are cleaned regularly. We strongly encourage you to maintain a clean, safe living environment for yourself and others and to support our fabulous cleaning staff during your stay. You cannot refuse to have your room cleaned as we must maintain rooms to a satisfactory standard and we need to clean on a regular basis.

IMPORTANT PHONE NUMBERS
STUDENT RESIDENCE MANAGER/OFFICE
4229 9700
COMMUNAL LIVING

THE FISHBOWL AND COURTYARD
The Fishbowl and Courtyard are great places to socialise, have a BBQ or just relax in front of the TV or watch a DVD. A DVD player is available in the Fishbowl and staff have a variety of board games, sporting equipment and Wii Games. Please note if you would like to use these items, student ID card is required. A snack/soft drink machine and Internet Café are also available there.

The Courtyard has BBQ facilities and outdoor furniture available for you to relax and socialise with your fellow residents. We take great pride in these areas and ask that you do the same. Please refer to all policies outlined in this Handbook, as they apply in these areas as well. Please pay special attention to the Acceptable Noise Policy, Alcohol and KAVA Policy, and all policies referring to standards of cleanliness.

KITCHENS
Kitchens are to be kept clean and free from rubbish, food scraps and spoiled food/beverages. Kitchens should be cleaned regularly and dishes washed daily. Trash should be removed and placed in the trash bins provided if they are full. Please take care to clean your refrigerator, microwave and other kitchen appliances frequently.

QUIET HOURS
Please note that quiet hours at Keiraview are:
Sunday to Thursday night from 10.00pm
Friday and Saturday night from 12 Midnight

TOILET AND BATHROOM
There is a waste water drainage grid in the toilet areas. These are not urinals. Showers are for showering only and are not to be used as toilets. Toilet and bathroom areas should be kept in a reasonably clean condition at all times. Please refrain from placing tampons or sanitary pads, paper towels and other items in toilets. Toilet paper should be the only product (other than the obvious) that is flushed down the toilet drain. All bathroom trash should be emptied regularly and placed in the trash bins provided if they are full.

TRASH REMOVAL AND RECYCLING
Trash is collected on a weekly basis. Please make sure to remove rubbish from your rooms and kitchens when the bins are full. You can place your rubbish in the bins provided in the basement. These bins have RED lids. Recycle bins are available for your use. They are located in the basement. Only the appropriate papers, glass and plastics can be placed in these bins. These bins have YELLOW lids. We strongly encourage all residents and guests to be environmentally aware while living at Keiraview.

SMOKING
Smoking is NOT permitted anywhere on the Keiraview premises. This includes the bricked area directly in front of the residence. Smoking is not allowed in ANY ROOM or UNIT in the Student Residences. This includes bedrooms. Smoking is not allowed in doorways, stairwells, entrances or on balconies within 5 metres of the residence. Cigarette butts are considered to be LITTER. If you have any questions or concerns about this policy, please notify a staff member as soon as possible or consult the Student Residence Manager. Any resident seen discarding cigarette butts inappropriately will be subject to disciplinary action.

Reminder: NO SMOKING POLICY - ALL UNIVERSITY BUILDINGS ARE SMOKING FREE ZONES There are NO exceptions to this rule. Violation of this policy will result in disciplinary action.
to the Kooloobong Village community - a place for you to call home. 2013 is a very special year for the Kooloobong community as it grows from 193 to 553 residents with the opening of the new extension. The additional 360 friends that you will make will contribute to the rich and diverse community living within Kooloobong Village. We will have over 25 nations represented which makes for a fun, unique and special opportunity for you to learn about others and yourself.

Another exciting development to tell you about is the fact that Kooloobong Village will be known as the World's First Positive University managed residence that applies this as the year unfolds but put simply it is a unique and special opportunity for you to learn all that is known about positive organisations, positive education and positive psychology. The science of human functioning only academically but in your own and others wellbeing. The mentors and SDOs living alongside you in Kooloobong Village. The Student Residence Managers seeks applications for Student Leadership Team positions in October each year. Members of the Student Leader Team are remunerated for their contribution to Kooloobong Village.

To promote and support student development activities within the residence (eg assisting residents to become intercultural leaders and academic performance). Additionally the SDO role provides assistance to office staff including front counter service.

**Mentors**

Role: To promote and support resident wellbeing, discipline and recognition of commendable actions within the resident community. In the event of a fire or similar emergency the Mentors will act as Building or Area Wardens. All Mentors hold current Level 2 First Aid Certificates.

Also while you live and develop in Kooloobong Village there are many resources for you which will enable a comfortable, secure, fun and rich experience. Some of these helpful hands are the Student Leaders who are responsible for the residence after hours. These student leaders provide advice support and advocacy for you within the residence as well as provide a valuable link between the administration and student experience. They are also chartered with finding out what activities you would like to see at Kooloobong Village and how we can support your overall wellbeing.

Other supports I encourage you to make links with are the Accommodation Services staff based in building 17 on the main campus, the administration team at Kooloobong Village, the Resident Life Coordinator (RLC) and Resident Program Coordinator (RPC) in addition to the Mentors and SDOs living alongside you in Kooloobong Village. 2013 will be an exciting and rewarding year.

Best Regards,
Alison Hemsley
Student Residence Manager

**STUDENT LEADERS**

Kooloobong Village (KBV) promotes resident involvement in its management. This is underscored by the large multicultural Student Leader Team providing support to the community. The Student Leader Team is made up of two streams - the Assistants who provide a range of support services to residents, and the Mentors, who are on after hours duty, promote student wellbeing and assist the Student Residence Manager Team with discipline procedures and recognition of commendable behaviour within the community. The Student Residence Managers seeks applications for Student Leadership Team positions in October each year. Members of the Student Leader Team are remunerated for their contribution to Kooloobong Village.

**THE ROLES OF STUDENT LEADER TEAM ARE AS FOLLOWS:**

- **Resident Life Coordinator (RLC)**
  Role: To support the wellbeing of residents and promote good conduct, by coordinating and supporting Mentors, Assistants and liaise with staff, and daily contact with the RPC and daily reporting to Student Residence Manager regarding wellbeing and resident conduct.

- **Resident Program Coordinator (RPC)**
  Role: To coordinate programs run by and for International House in close liaison with the Administration Coordinator and with support from the Student Development Assistants. To promote community activities supported by the Community Activities Fund and administered by the Community Activities Committee.

**WHO TO CONTACT?**

**STUDENT RESIDENCE MANAGER/DEPUTY/ASSISTANT STUDENT RESIDENCE MANAGER**

There are a number of staff members to assist you at Kooloobong Village. This is a guide to ensure you get your needs addressed most promptly.

The majority of issues can be resolved by consulting with a member of the Administration Staff or Student Leadership Team. The Student Residence Managers are keen to meet with you, but due to time restrictions, for issues requiring an extended face to face discussion, they are available by appointment only.

**International House Office**

- General issues relating to the management of Kooloobong Village
- Day to day administrative operations
- Issues relating to accommodation contract
- Alternate payment plans for rental fees
Room allocations and changes
Concerns about breaches of residential community standards
Orientation and engagement of new residents
Activities for residents
Personal or academic concerns or referrals
Career advice and assistance

- Advice and assistance relating to general University issues regarding student administration policies and procedures
- Academic assistance programs

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<tr>
<th>TITLE</th>
<th>NAME</th>
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<tr>
<td>Resident Life Coordinator</td>
<td>Ms Diana Layoun</td>
<td><a href="mailto:dl883@uowmail.edu.au">dl883@uowmail.edu.au</a></td>
</tr>
<tr>
<td>Resident Program Coordinator</td>
<td>Mr Ninan Mathew</td>
<td><a href="mailto:nm560@uowmail.edu.au">nm560@uowmail.edu.au</a></td>
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<tr>
<td>Mentor</td>
<td>James Fisher</td>
<td><a href="mailto:jf282@uowmail.edu.au">jf282@uowmail.edu.au</a></td>
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<tr>
<td>Mentor</td>
<td>Jacob Hogan</td>
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<td>Mentor</td>
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<td><a href="mailto:ep766@uowmail.edu.au">ep766@uowmail.edu.au</a></td>
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<tr>
<td>Mentor</td>
<td>Hannah McManus</td>
<td><a href="mailto:ham635@uowmail.edu.au">ham635@uowmail.edu.au</a></td>
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<td>Mentor</td>
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<tr>
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<td>Debra Halloran</td>
<td><a href="mailto:dh010@uow.edu.au">dh010@uow.edu.au</a></td>
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<td>Mentor</td>
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<tr>
<td>Mentor</td>
<td>Ehsan Aliverdi</td>
<td><a href="mailto:ea524@uow.edu.au">ea524@uow.edu.au</a></td>
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<tr>
<td>Mentor</td>
<td>Jessica Seymour</td>
<td><a href="mailto:jts547@uowmail.edu.au">jts547@uowmail.edu.au</a></td>
</tr>
<tr>
<td>SDO (Session1)</td>
<td>Wallis IP</td>
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</tr>
<tr>
<td>SDO</td>
<td>Caitlyn Crust</td>
<td><a href="mailto:csc565@uowmail.edu.au">csc565@uowmail.edu.au</a></td>
</tr>
<tr>
<td>SDO</td>
<td>Tom Large</td>
<td><a href="mailto:tj793@uowmail.edu.au">tj793@uowmail.edu.au</a></td>
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- Lost fobs
- Payment of fees

**Student Resident Manager / Deputy & Assistant Student Resident Manager**

- Academic Issues
- Personal Concerns and referrals
- Financial advice/ payment plans
- Personal and character references

**RLC & Mentors**

- Room access (lockouts)
- Local noise & disturbance
- First Aid
- Fire Emergencies & Evacuation Procedure
- Personal concerns and referrals
- Information on public health e.g. safe drinking, smoking ‘Quit’ packs, vaccinations and sexual health pamphlets.

**RPC**

- Information on how to get money to run an event
- How to get involved in running / supporting events
- Scheduling of upcoming events
- First Aid
- Community Activity Committee

**Student Central Staff**

- Broken or faulty equipment

**Student Development Assistants**

- General resources on Study Skills
- Information on events related to student development
- International House Library resources
- Schedule for Events
- Information on how to get subsidies for running study groups

**COMMUNITY STANDARD OF LIVING AGREEMENTS (UNIT AGREEMENTS)**

All Units are required to submit a Unit Agreement within 2 weeks of the start of session. This Agreement is designed to establish a living environment within each unit that promotes the rights and responsibilities of each resident within the unit. You are encouraged to form an agreement relating to various living arrangements, such as visiting hours for guests, cleaning expectations and cleaning roster, appropriate noise levels during the day, etc.

Your designated Student Leader will meet with residents of each unit to assist in the completion of your Agreement and will be able to address any questions you may have during this meeting. This meeting is compulsory to attend as it forms the basis of establishing unit standards.

**GENERAL STUDENT MATTERS AT KBV**

**GENERAL BEHAVIOUR**

Residents at Kooloobong Village are expected to maintain an attitude of courteous behaviour and consideration for the wellbeing of all who live in Kooloobong Village. Each resident is required to behave in such a way that no offence, inconvenience or disturbance is caused to any other resident, any person employed directly or indirectly by Kooloobong Village or the University of Wollongong. There should at all times be consideration and sensitivity shown to other people.
Offensive behaviour, obscene language and any form of harassment will not be tolerated. A formal written warning will be issued to any resident whose behaviour is deemed to be ‘disruptive or unacceptable’ while sober or under the influence of alcohol (or other drugs).

Written warnings are cumulative over time in residence. Exclusion becomes immediate on the occasion on which a third written warning would otherwise be issued. Discipline consequences range from being reported to the UOW Student Conduct Committee and/or formal letters of complaint sent to your home University or agent.

LAUNDRY
Washers and dryers are located in Units 16-19, and Units 20-23. The drying area should be left clean and tidy. Do not throw lint on the floor and when you have finished pleas make sure you lock the door. Outside drying areas are provided for most units. Please ensure that when you are using the washing machine in your unit, you check that the waste pipe/hose is secure in the back of the tub and ensure water can drain from the sink (no plug). If this comes out, it will flood the common area. Should this happen, please contact staff at Accommodation Services immediately.

MOVE IN (ARRIVAL)
Kooloobong Village is a unique residence, the Student Leaders and the Staff at Accommodation Services (Bd 17) are responsible for checking you in and out of the residence. This is conducted differently between Office hours and Non office hours.

Office Hours
Check into KBV by going to student central (Bd. 17) and obtaining your arrival pack and key (fob).

After hours
Contact the Mentor on duty and meet them at unit 6 to collect your key. You are expected to visit student central the next business day to complete your check in process.

MOVING OUT (DEPARTURE)
Prior to departure, residents must give fourteen (14) days notice of intention to vacate. A notification of Intent to Vacate form is available from the Accommodation Services office. On the day of departure from the Student Residences, you are required to complete a departure form, leave your unit/room clean and free from rubbish and ensure that your key/s have been returned to the Accommodation Services office. All accounts must be finalised before departure.

Prior to departure a resident’s departure pack will be given to each student. A checklist for each room as well as a unit checklist is included and it is a requirement that the checklist is complete and signed by each resident prior to departure.

When residents depart Kooloobong Village rooms will be inspected by the cleaner or UOW staff delegate ensuring it has been left in a suitable condition (the checklist will be used to cross-reference various tasks). Costs for damages and cleaning deemed to be over and above that incurred by reasonable wear and tear will be charged to the appropriate room occupant. If common areas are damaged or require cleaning the cost will be split among each resident.

EXTENDING YOUR STAY BEYOND CONTRACT
Residents wishing to stay at Kooloobong Village for longer than the contract duration are required to inform the office seven days prior to end of contract. Failure to notify the office before the stipulated seven days will be charged an administration fee of $50.

SECURITY OF BUILDINGS AND UNITS
Security
All residents are responsible for Kooloobong Village security. Unit/room doors and windows must be locked when you are not in your room or unit. You are responsible for the security of your room. Things you should do to ensure the safety of your property and flatmate’s property:

- Lock all the doors and windows when you leave your unit.
- Do not leave anything (including shoes) outside your unit.
- Do not leave any clothes on the lines overnight.
- Lock bicycles securely in the bicycle shed with the approved lock.

As the safety and security of Kooloobong Village is taken seriously residents will be issued warnings if found to have left their unit/room doors open as this puts the community at risk. On the third occasion of a unit/resident receiving their third warning a $20 fee will be placed on the residents account (or each resident if in a unit) and residents may face disciplinary action.

Please call the Mentor on Duty, Accommodation Services Staff or University Security if you have any concerns about your safety/security. If you notice a suspicious person around Kooloobong Village please contact the Mentor on Duty immediately.

ENVIRONMENTAL POLICY - RECYCLING/TRASH REMOVAL
The University & Student Residences are committed to environmentally friendly practices. There are two types of Bins at Kooloobong Village, Red/Green Lid bins and Yellow Lid bins. The Red or Green lid bins are for general rubbish including food scraps, pizza boxes, and other general refuse. The Yellow lid bins are Recycling Bins and should have only:

- Glass bottles
- Cardboard
- Paper
- Plastic bottles
- Aluminium Cans

The Green/Red lid rubbish bins are to be put out every Sunday night by 10pm. They are the responsibility of the unit residents. The bins are to be placed on the curb in Northfields Avenue. The handles of the bins should face the Units. The opening of the bin should face the street. Bins are to be returned to their usual positions on Monday before 8pm.

The Yellow Lid (Recycling) bins are to be placed on the kerb every Wednesday Night by 10pm for collection on Thursday Morning. The recycling bins must be collected and returned to the correct unit before 8pm on the Thursday.

If your bin has not been taken out to the kerb by collection or if bins have to be put out or brought in by Accommodation Services staff or Student Leader all residents from that unit will be held responsible and each person will be charged $5.00 in each case.

COMMON AREAS AT KBV
A communal Table Tennis setup can be found at Unit 16-19 block (conditions apply) and in the common kitchen area and outdoor BBQs can be found at Unit 20-23. Residents also have access to use the Wii game system or TV, please contact the Mentor on Duty and leave your student card. Please note the Games Room and Communal Kitchen and outdoor BBQ area are an alcohol FREE zone.

Sports equipment is available from the Mentor On duty; please ask for what equipment is available for you to borrow.
ACCEPTABLE NOISE POLICY
Quiet Hours are enforced 11:00pm - 9:00am. During all other hours, all residents and their guests must maintain a respectable noise level. If a noise complaint is registered with a member of Kooloobong Village Staff, an incident report will be filed with the Student Residence Manager of Kooloobong Village. This may result in disciplinary action. Repeated violations may result in exclusion from residence. Any questions or concerns regarding this policy can be directed to the RLC, Mentor or Managers of KBV.

Private functions/parties are subject to approval by the Student Residence Manager (See Gathering / Events at KBV section). All functions/parties must conclude by 11:00pm. The noise level at these gatherings must be at reasonable level so that no offence, inconvenience or disturbance to other gatherings must be at reasonable level so that conclusion by 11:00pm. The noise level at these gatherings is influenced by alcohol eg loud, aggressive behaviour, vomiting. This includes when returning to Kooloobong Village from a night out.

Pre-Going Out Parties, sculling of alcohol, drinking games (or similar behaviour as deemed by Student Residence Managers) are prohibited and will lead to disciplinary action. No drinking games are allowed at Kooloobong Village.

Consumption of alcohol in your room is permitted provided your behaviour remains controlled and you are of legal age to purchase/consume alcoholic beverages. The consumption of alcohol in any unit common area must be agreed upon in the Unit Agreement by all unit residents.

Consumption of alcohol outside the Units (i.e. common areas, grassed or paved pathways surrounding Kooloobong Village Units) is strictly forbidden, residents will face disciplinary action for failure to adhere to this rule.

Disturbance to surrounding residents or the local community is not appropriate and will not be tolerated by Kooloobong Village Staff. Violations of this policy are required to be immediately reported to the Student Residence Managers of Kooloobong Village.

A formal written warning will be issued to any resident whose behaviour is deemed to be ‘disruptive or unacceptable’ while under the influence of alcohol (or other drugs). Written warnings are cumulative over time in residence. Exclusion becomes immediate on the occasion on which a third written warning would otherwise be issued.

You may not walk around Kooloobong Village precincts with open beverages

GATHERING / EVENTS AT KBV
As Kooloobong Village is a residential community gatherings and events can impact on the surrounding residents and community. For this reason all gatherings and events need to be approved by the management team. Any gathering that has not been given prior approval for will be disbanded.

Should you wish to have a private function / gathering you are required to fill out the Gathering Request form found here: [http://www.uow.edu.au/about/accommodation/residences/kooloobong/events/index.html](http://www.uow.edu.au/about/accommodation/residences/kooloobong/events/index.html).

Requests for gatherings need to be submitted before 48 hours of intended event and can be submitted via the following link: [http://www.uow.edu.au/about/accommodation/residences/kooloobong/events/index.html](http://www.uow.edu.au/about/accommodation/residences/kooloobong/events/index.html).

(Please note requests are not automatically approved and you will need to await a reply email from a manager informing the outcome of your request.)

Please note that Residents at Kooloobong Village are expected to maintain an attitude of courteous behaviour and consideration for the wellbeing of all who live in Kooloobong Village. Please ensure you have read and fully understood the rules and regulations contained in this document before submitting a request.

The Mentors, RLC/RPC and UOW Staff reserve the right to disperse groups of residents who are causing disturbance to others. Residents who do not comply will receive written reprimands that can lead to exclusion from the residence.

SMOKING
Smoking is not allowed in any indoors area of Kooloobong Village including the balconies. This includes bedrooms, common areas and outdoor BBQ areas. Smoking is not allowed in doorways, stairwells, on balconies, or near windows within 10 metres of the residence.

Cigarette butts are considered to be litter. Please dispose of them thoughtfully in the ‘Smokers’ trays provided. If you have any questions or concerns about this policy, please notify a mentor as soon as possible or consult the RLC or RPC.

Any resident or guest of a resident seen discarding a cigarette butt (or any other litter) inappropriately or ignoring the smoking outside 10 meters of a window or doorway will result in disciplinary action.

COMMUNITY ACTIVITIES FUND
The Community Activities Fund is a fund generated from the compulsory Community Activities Fee paid by every resident in Accommodation Services each session. This fund is to assist community activities within each residence and some across residences.

The aim of the fund is to provide equitable spending on social, sporting, cultural, community service activities and equipment directly for resident use.

The Community Activities Fund is a full accounted and audited budget line of Accommodation Services, University of Wollongong.

The Committee is reconstructed each session and consists of the following members:
- The Student Residence Manager (ex officio) or designated delegate
- The Resident Program Coordinator (Chair)
- Elected member who is an Australian resident and not a member of Student Leadership Team
- Elected member who is an International resident and not a member of Student Leadership Team
- Elected member who is a Study Abroad resident and not a member of Student Leadership Team

The role of the committee is to approve submissions for funding to run activities on dates specified in the Kooloobong Village UOW Activities Calendar.

The activities will be social, sporting, cultural or...
community service oriented. A portion of the funds will also be allocated to cross community events for example, Concert in the Park, Global Highway, Combined Residences Formal, and Cross Community Sport. The Resident Program Coordinator (RPC) is a senior appointed member of the Student Leadership Team whose role includes promotion of the Community Activities Fund and how residents can apply for funding and support to run activities. The RPC will provide public minutes from the fortnightly meetings of this committee. The RPC will also liaise with the office administration for the physical handling of funds. A template/form of how to apply for funding is provided to residents. Applications that involve proposed alcohol subsidies will not be processed by the committee. For large events, applicants may be invited to attend the committee meeting to explain their proposed activity.

Some examples of events that could be sponsored are below. These are examples only – innovation and events that promote intercultural leadership and understanding are sought after.
- Charity events
- Sydney Harbour Cruise
- Nan Tien Temple Visit
- Sand Castle competitions at North Beach
- Tea Party
- KBV Talent Night
- Lunchtime sports
- Chinese Moon Festival
- Bushwalking
- Sydney Opera House Viewing
- Rugby League Game Event
- AFL Event
- Buying new equipment for KBV common room eg Games Room
- Using the fund to subsidise the cost of larger events eg Farewell Formal.

WHAT IS EXPECTED OF YOU LIVING AT KOOLOOBONG VILLAGE

While this handbook includes formal rules and regulations living for at Kooloobong Village UOW, the Accommodation Agreement and UOW policies, living at Kooloobong Village can be fairly easy. Follow these 10 Do’s and Don’ts and you are very likely to have a hassle free stay. If in doubt, ask a Mentor.

Do
- Study
- Engage in the Positive Residence Program
- Celebrate each other’s Culture
- Seeks support from Student Leaders and Administration Staff
- Contribute to the Community
- Make suggestions on improving the experience of Living at Kooloobong Village

Do NOT
- Behave in a way that causes disruption
- Consume alcohol in common areas
- Tamper with fire equipment
- Conduct in illegal IT practices
- Violate the UOW Policies (outlined on UOW Website)
- Put yourself or others in dangerous situations.
Dear Residents,

The staff and I would like to offer a warm welcome to each of you and we hope you will begin to think of Marketview as your home away from home. You have come from near and far to live and learn at the University of Wollongong. We hope this year will bring many new adventures to each of you. Marketview was officially acquired by the University late November 2011. We are starting to create our culture and we hope you find Marketview a great place to live and learn and an exciting opportunity for all of us to create a unique living environment in the heart of the Wollongong CBD.

Marketview is owned by UOW and one benefit of living here will be the PASS (Peer Assisted Study Sessions) at this residence.

We invite you to actively participate in making this the residence that others strive to live in each year. The staff and I would like to see you make Marketview a positive, healthy and supportive community to live, learn and have fun in throughout 2013.

Our Student Leaders will be available to help you when you need academic or social support. They will work closely as a team to give you many outlets for developing positive relationship with your fellow community at Marketview and also with residents at other residences. If you would like to assist your Student Leaders in planning and organizing social/cultural/academic activities at Marketview, please let a Student Leader or staff member know. If you have problems at night when the office is closed then please contact our Night Duty person will assist you until the office staff are here. The Night Duty staff will assist you with lock outs, noise complaints or any problems including emergencies.

The community at Marketview is based on respect for yourself, respect for your neighbours, respect for your property, respect for the University’s property and the overall environment you live in. There are a number of policies and expectations which apply to residents and their guests at Marketview and you are expected to know them and adhere to them while living here. If you should have any questions, please see a Student Leader, office staff or myself.

Marketview is a great place to live and learn. I look forward to sharing in your triumphs and promise to support each of you during your time with us.

Over the following pages is some additional information about Marketview that you need know.

On behalf of the Marketview Staff, welcome to your new home!

Best wishes for 2013

Mary Sparks
Student Residence Manager

The purpose of this handbook is to provide information for residents and to serve as a tool to help you settle into the Student Residences as comfortably as possible. The handbook contains information and guidelines that ensure you and your fellow residents experience is a positive one. You will be held accountable for the information, policies and procedures contained in this handbook. Therefore, it is imperative that each of you read this handbook thoroughly. Should you have any questions regarding the contents, please consult a member of Staff for clarification as soon as possible.

MARKETVIEW MISSION
To provide a living and learning environment which fosters respect along with the intellectual development and personal growth of all residents ensuring the academic and social success of all residents who make Marketview their home.

PRINCIPLES FOR COMMUNITY LIFE
Living in a community is a unique experience. It allows for personal and social development and the forming of lifetime friendships. Our goal is a community that embraces our Mission. The following general principles are guidelines to apply to daily decision-making. Our good efforts in applying them will enable our college community to be nurturing and a great place to be!

1. PRINCIPLE OF ACCOUNTABILITY
Structure of some sort is an integral part of all communities. All members of our community share responsibility and accountability to uphold the community policies we have agreed to accept.

2. PRINCIPLE OF CONSIDERATION
For our community to be genuine and not just a “group of members”, dislikes, differences and prejudices must be overcome. Considering others’ interests before your own is hard work and takes time, and a willingness to be vulnerable and to communicate lovingly and honestly.

3. PRINCIPLE OF ENCOURAGEMENT
Within a community there are times when things in individual’s lives don’t go according to plan, and at such time need encouragement to get through the particular period. Encouragement conveys the idea of putting strength into someone’s hands, arms or body so they can handle the pressure. Encouragement is powerful as it empowers individuals to persevere and grow through difficult times.

4. PRINCIPLE OF INTEGRITY
Individual integrity requires remaining true to oneself and encompasses our ethical standard of living, and how we live our lives. It means in part to follow the policies and procedures in this handbook.

5. PRINCIPLE OF WORTH AND DIGNITY OF INDIVIDUALS
Foundational to community life is a belief in the worth and dignity of individuals. Everyone is worthy of respect and is responsible for respecting others. We will seek to be tolerant of the unique personalities of others in our community.

6. PRINCIPLE OF RESPECTING PROPERTY
A natural outcome of planning and hard work is the acquisition of property, both individual and institutional. Attention to its maintenance, protection and stewardship calls for our consideration when using or altering any of our community property.
NIGHT DUTY STAFF
Night Duty may be approached if you have any problems (e.g., you lock yourself out, have trouble studying because of the noise level in your area or an emergency has arisen and requires immediate attention). At no time will any staff use their keys to permit you to enter another resident’s room without that resident’s prior permission. It is a serious breach of security to leave doors unlocked, even temporarily. Staff are not to act as porters when you come home late (after 10:00pm) and have lost your keys. Please do not abuse the Night Duty Staff and the services they provide.

In the event of a fire or similar emergency the Night Duty Staff and Student Leaders will act as Building or Area Wardens. All Night Duty Staff and Student Leaders possess current Level 2 First Aid Certificates.

The Night Duty Staff are:
- Robert Collins
- Diwas Rimal

STUDENT LEADERS
Student Leaders are here to provide you with: academic, social, and personal support. Please ask your student leader about the ResPASS program.

- Ben Kotzur, Head Residential Peer Leader
- Tiffany Bett, Deputy Head Residential Peer Leader
- Ryan Brown, Residential Peer Leader
- Leroy O’Sullivan, Residential Peer Leader
- Anna Milian, Residential Peer Leader
- Vanessa Dwyer, Residential Peer Leader
- Jon Pankhurst, Residential Peer Leader
- Jon Roberts, Residential Peer Leader
- Matt Brewis, Residential Peer Leader
- Laura Polson, Activities Co Ordinator

Our Activities Co Ordinator will be looking after the events that are going to be run at Marketview so if you have a particular event that you would like to see at Marketview please talk to Laura or Tiffany.

Shae Henderson IT Support
Our IT Support Assistant is a casual student staff member who is well qualified to assist you with any aspect of connecting your PC or laptop to the University network. You can obtain their assistance via email. Please refer to your information or ask the Reception Staff.

You have a group of people that are here to help make your transition easier and more enjoyable. If there are specific events you would like to attend please talk to your Student Leaders, they will help you make it happen.

REMEMBER: If you have locked yourself out of your unit, the Night Duty Staff will respond to your request to be let in at a time that is suitable to him/her. However, if you need immediate access to your room due to an emergency, please advise the Night Duty Staff. Lock-outs are reported to the Student Residence Manager regularly. Repeated lock-outs will require a meeting with the Student Residence Manager and will incur a financial fee after the third lock out.

MAIL
Your postal address for correspondence whilst living at Marketview is:

..(your name)

Marketview
60 Market Street
Wollongong 2500
PO Box 7125
Gwynneville NSW 2500

Phone: +61 2 4252 8242
Fax: +61 2 4225 7577

You can collect your mail from Reception Monday-Friday from 9am to 5.30pm. If you need to post items or require stamps, please visit the Australia Post shop in Building 11 at Unishop or Wollongong Post Office on Crown Street.

GENERAL INFORMATION

ALCOHOL
Alcohol is allowed in rooms only, not in kitchens, hallways, foyer, lifts, common areas inside and outside areas. Please note that walking from room to room with glasses of alcohol or opened beer is not permitted.

CLEANING SERVICES
Your room will be cleaned fortnightly by the cleaning staff. Please make sure that the floors are clear, so that they can vacuum. Do not leave any private/personal items in plain view. Our cleaners will also provide each kitchen with a tidy-up, but it is the responsibility of the residents sharing each kitchen to keep them clean daily. Our cleaners will be professional at all times and do their very best to ensure your room and the common areas you share with other residents are cleaned regularly. We strongly encourage you to maintain a clean, safe living environment for yourself and others and to support our fabulous cleaning staff during your stay. You cannot refuse to have your room cleaned as we must maintain rooms to a satisfactory standard and we need to clean on a regular basis.

GUESTS
There may be times when we restrict guests into Marketview that does not mean you cannot visit...
them outside of Marketview. Any guest visiting or staying past 6pm needs to sign in and scan photo id at the front counter.

IMPORTANT PHONE NUMBERS
Student Residence Manager (Office) 4252 8242;
Accommodation Services (Office) 4252 8776;
Security Office (Enquiries only) 4221 4555;
Emergencies only 4221 4900;
Security Supervisor On Duty Mobile 0407 287 750;
Closest Medical Centre 4254 2600;

LAUNDRY & LINEN
There are self-service laundry facilities available on level one of the South Wing at Marketview. The laundry facilities are open to residents only from 8.30am - 10.00pm each day and cost is $2.00 to wash/dry per load. We suggest you bring your own linen or you may purchase linen at a of $360 at Marketview Front Office.

KITCHENS
Kitchens are to be kept clean and free from rubbish, food scraps and spoiled food/beverages. Kitchens should be cleaned regularly and dishes washed daily. Trash should be removed and placed in the trash bins provided. Please take care to clean your refrigerator, microwave and other kitchen appliances frequently. Each kitchen has specific rules. Please abide by these rules, the kitchen is for the use of everyone not just you, clean up immediately after using.

QUIET HOURS
Please note that quiet hours at Marketview are:
Sunday to Thursday night from 10.00pm
Friday and Saturday night from 12 Midnight

TOILET AND BATHROOM
There is a waste water drainage grid in the toilet areas. These are not urinals. Showers are for showering only and are not to be used as toilets. Toilet and bathroom areas should be kept in a reasonably clean condition at all times. Please refrain from placing tampons or sanitary pads, paper towels and other items in toilets. Toilet paper should be the only product (other than the obvious) that is flushed down the toilet drain. All bathroom trash should be emptied regularly and placed in the trash bins provided.

TRASH REMOVAL AND RECYCLING
Trash is collected on a weekly basis. Please make sure to remove rubbish from your rooms when the bins are full. You can place your rubbish in the bins provided in the basement car park. Recycle bins are available for your use. They are also located in the basement car park. Only the appropriate papers, glass and plastics can be placed in these bins. These bins have YELLOW lids. We strongly encourage all residents and guests to be environmentally aware while living at Marketview.

SMOKING
Smoking is NOT permitted anywhere on the Marketview premises. This includes the bricked area directly in front of the residence. Smoking is not allowed in ANY ROOM in the Student Residences. This includes bedrooms.
Smoking is not allowed in doorways, stairwells, or entrances within 5 metres of the residence. Cigarette butts are considered to be LITTER. If you have any questions or concerns about this policy, please notify a staff member as soon as possible or consult the Student Residence Manager. Any resident seen discarding cigarette butts inappropriately will be subject to disciplinary action.
Reminder: NO SMOKING POLICY - ALL UNIVERSITY BUILDINGS ARE SMOKING FREE ZONES There are NO exceptions to this rule. Violation of this policy will result in disciplinary action. Smoking is only permitted in the designated area.
WEERONA COLLEGE
INTRODUCTION

Weerona College aims to provide an atmosphere conducive to academic study that is supportive and gives a sense of living in a friendly community. It is envisaged that Residents will be able to develop intellectually, socially and personally in such an atmosphere. Residents are seen as major stakeholders in this aim and are expected to act in a responsible manner towards the College, its staff, fellow residents and the immediate environs of the College and the University. Residents of the College are predominantly undergraduate students, with some post graduate students also accommodated. A total of 204 beds are available. There are 134 single rooms and 35 twin share rooms, and all are catered for on a full-board basis (19 meals per week – no weekend lunches).

Facilities such as toilets, bathrooms, common rooms etc. are shared. Places are offered to undergraduate, postgraduate, domestic and international students.

The staff members of Weerona College are always willing to help where possible. The Student Residence Manager has ultimate responsibility for all matters pertaining to Weerona College. She is aided in the running of Weerona by an Administrative Assistant, Office Assistant, Catering Manager and a team of housekeeping and maintenance staff. The staff at the Accommodation Services Office which is located on the main campus also play an integral role in assisting with the running of Weerona College and other University residences.

ABOUT WEERONA COLLEGE

HISTORY

The Weerona land was originally a coke ovens site, and later a hostel was built on the site for Australian Iron & Steel staff. On June 4 1987 it was opened as Weerona, a Hall of Residence of the University Of Wollongong, managed in conjunction with International House. Over the following few years, B and C blocks were constructed, and extensions and improvements were made to the existing buildings. On October 19, 1990, Weerona College was officially opened. The College is continually being upgraded with recent improvements. Aesthetic changes to the grounds continue to enhance the College environs.

The College currently has 70 shared places and 134 single places filled by undergraduate and some postgraduate students. Facilities such as toilets, bathrooms, common rooms etc. are shared. Places are offered to undergraduate, postgraduate, domestic and international, full time, part time and exchange students.

WEERONA COLLEGE MISSION STATEMENT

To provide residential accommodation for students of the University that includes academic, cultural and social support;

To encourage the collegiality and goodwill available through residential life where 200 young adults associate in mutual support and scholarship;

To encourage and develop the values amongst its residents that extend beyond personal ends towards a more global view of the community to which they may contribute in a personal and professional capacity;

To develop self-reliance through interaction with the community and the alumni in pursuing the overall aims and mission of the University.
STAFF AND STUDENT LEADERSHIP TEAMS

STAFF: THE STUDENT RESIDENT MANAGER

Leanne Robinson
The Student Resident Manager is available Monday through Friday, from 9.30am until 5pm unless otherwise advised. It is advisable to make and appointment if you wish to see the Student Residence Manager directly to her.

Appointments may be made at the Front office. You may also inquire at the front Office if you wish to see the Student Residence Manager immediately, or, if the door to the Student Residence Manager’s office is open, simply drop in. If you have an urgent problem after hours and do not wish to discuss it with a Senior Resident please feel free to contact the Student Residence Manager on extension 5206.

ADMINISTRATIVE ASSISTANT – OFFICE

Sandy –Lee Riley
The Front office is open from 9am until 5pm Monday to Friday. Enquiries outside of these times should be made to the Senior Resident on duty. The general office phone number will be diverted to the Senior Resident at these times. The Administrative Assistant is responsible for accounts, petty cash, reconciliations and customer service, reservations and bookings, enquiries, and is a WH&S representative. You may address any enquiries regarding any of these areas directly to her.

OFFICE ASSISTANT – RECEPTION

Rene Bitabara
Viktoria Michel

The Office Assistant deals with customer enquiries, payments, renewal of keys, lock outs, mail, parcel notifications, tenancy references, cleaning requests, Arrival and Departure enquiries, transfer enquiries and booking appointments to see the Student Residence Manager. Our staff members are also part of the Quality Assurance Program to ensure ongoing quality customer service and client satisfaction.

SENIOR RESIDENTS: (SR’S)
Senior residents work on a roster system so that there is always an SR on duty available after office hours. The Senior Resident’s Role is to provide support and care to residents on their floor, to ensure the good order and smooth running of the College at all times and to assist the Student Residence Manager in the administration of the College. An important aspect of living in College is the recognition that everyone is living in a small community made up of different cultures and people with different interests. The College encourages these interests and the social interaction of residents from different cultures.

The college organises a number of special events throughout the year to bring residents together. Attendance at these events is strongly encouraged. Entertainment and/or guest speakers are often a feature at these events.

STUDENT DEVELOPMENT ASSISTANTS: (SDA’S)
In 2007 Weerona College employed four Student Development Assistants. This format has continued and we will be striving to refine and improve this structure. These residents assist in the fields of Academic & Community, Sports, Social and Cultural Development & College Publications and offer varied programs and events for all residents. Part of the Academic SDA’s role it to organise Meet The Teach functions where members of University staff and residents can interact on a social level. The Cultural SDA aims to promote and celebrate the cultural diversity that is present at Weerona. Sports and Social are exactly that, and we will be endeavouring to include many inter-college events this year.

In 2013 the Cultural Development and College Publications portfolio has been disseminated amongst the Student Leader team, and a new Portfolio concentrating on Environment and Well Being has been introduced.

Weerona College is therefore a place where residents are supported and encouraged academically in an atmosphere of social cordiality. Living as part of a multi-faceted community is in itself an educational experience. As a combination of these two concepts, Weerona College provides a unique opportunity which residents should enjoy and take advantage of.

WHO TO SEE

The Student Residence Manager is available Monday through Friday, from 9.30am until 5pm unless otherwise advised. It is advisable to make an appointment if you wish to ensure that the Student Residence Manager is available to see you.

Appointments may be made at the Front Office. You may also inquire at the Front Office if you wish to see the Student Residence Manager immediately, or, if the door to the Student Residence Manager’s office is open, simply drop in. If you have an urgent problem after hours and do not wish to discuss it with a Senior Resident please feel free to contact the Student Residence Manager on extension 5206.

DURING OFFICE HOURS

Office Assistant – Reception:
Broken or faulty equipment (utilise the online Maintenance Reporting system via the Accommodation Services website)
Lost key cards and room access
Payment of accounts
Change
Photocopier
Fax
Incoming and outgoing mail
Phone system enquiries
Tenancy references
General inquiries
Referral service for all matters and appointments with the Student Residence Manager
Emergency Cleaning Requests
Illegally parked vehicles (during office hours)

Administrative Assistant – Office
Furniture and room problems
Account enquiries
Operation of facilities
Cleaning & maintenance problems
Centrelink Accommodation statements
Network problems
Tenancy references
First Aid

Student Residence Manager:
Academic Concerns
Personal Concerns and referrals
Financial advice/payment plans
Personal and character references
Social calendar & events
College development
Food comments & suggestions
Chef Manager:
Food comments & suggestions
Please also consult with the Chef manager if you have any dietary issues such as food allergies, or other medical issues involving diet and nutrition.

AFTER HOURS
Senior Resident on your Floor:
Academic consultation
Room Access
Local noise and disturbance
First Aid
Personal Support
Fire Emergencies & Evacuation Procedure
General order in the College
Senior Residents On Duty:
Security
Lock outs (three or more lockouts will attract a fee)
Emergencies
First Aid
Illegally parked vehicles (after office hours).

COMMUNITY LIVING
Weerona College is a residential student community operating on a number of accepted community standards. As a resident you are required to follow the established norms, standards, rules and regulations. Your reason for living at Weerona College and indeed your prime responsibility is to pursue your academic endeavours. Residents of Weerona College are expected to maintain an attitude of courteous behaviours and consideration for the well-being of all who live on campus. Each resident is required to behave in such a way that no offence, inconvenience or disturbance is caused to any other resident, any person employed directly or indirectly by the university, or any neighbour. At all times residents should be considerate and sensitive to other people and not bring Weerona College’s reputation or that of the University into disrepute.

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Senior Resident on your Floor:
Academic consultation
Room Access
Local noise and disturbance
First Aid
Personal Support
Fire Emergencies & Evacuation Procedure
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LOCK OUTS
It is important that residents carry their key/card with them at all times (yes, even when using the showers/bathroom/laundries, or visiting a friend’s room). If you find yourself locked out of your room for any reason, there is a procedure that should be followed.

During Office Hours
- See the administration staff in the front office
- You will be issued with a new key
- Return your OLD key immediately you have access to your room

Please Note: Three lockouts of this nature will result in a charge of $15 being added to your accommodation account.

Outside of Office Hours & on Weekends
- Contact the Senior Resident on Duty
- S/he will open your room for you to access it
- If you are locked out of your room between 12am (Midnight) and 7am, the SR on duty will NOT let you into your room. However, if you are locked out of the College precinct within the fence, they WILL let you into your Block. Senior Residents are NOT porters, and are not responsible should you forget or lose your key, or are inadvertently locked out of your room. However, as they have a duty of care for residents, they will give you access to the block you live in.

Please note: Three lockouts of this nature will result in a charge of $15 being added to your accommodation account.

Should you lose your key/card, leave it at home, or at a friend’s house, it will be cancelled and a new key issued. This will incur a charge of $50, and no negotiation or discussion will be entered into.

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It is important that residents carry their key/card with them at all times (yes, even when using the showers/bathroom/laundries, or visiting a friend’s room). If you find yourself locked out of your room for any reason, there is a procedure that should be followed.

During Office Hours
- See the administration staff in the front office
- You will be issued with a new key
- Return your OLD key immediately you have access to your room

Please Note: Three lockouts of this nature will result in a charge of $15 being added to your accommodation account.

Outside of Office Hours & on Weekends
- Contact the Senior Resident on Duty
- S/he will open your room for you to access it
- If you are locked out of your room between 12am (Midnight) and 7am, the SR on duty will NOT let you into your room. However, if you are locked out of the College precinct within the fence, they WILL let you into your Block. Senior Residents are NOT porters, and are not responsible should you forget or lose your key, or are inadvertently locked out of your room. However, as they have a duty of care for residents, they will give you access to the block you live in.

Please note: Three lockouts of this nature will result in a charge of $15 being added to your accommodation account.

Should you lose your key/card, leave it at home, or at a friend’s house, it will be cancelled and a new key issued. This will incur a charge of $50, and no negotiation or discussion will be entered into.

COMMON ROOMS AND BBQ AREA
These facilities are available for the use of residents and invited guests ONLY. Residents are responsible for leaving the facilities in a clean and tidy state at all times. Staff may request any excessive mess be cleaned up by those responsible.

Throughout the year various parts of the College may be made unavailable due to bookings for training courses, lunches, dinners, seminars and similar activities. Residents are asked to cooperate with College staff directives and afford any guests polite assistance if required.

FUNDRAISING
Weerona College residents have become known in the University and wider community for their efforts in raising funds for a variety of charities over the course of the residential year. 2011 saw residents raise in excess of $10,000 for the Make a Wish Foundation, 40Hour Famine, NSW Cancer Council Relay For Life, The McGrath Foundation and The National Breast Cancer Foundation. Residents are regular blood donors, and also participate in events such as National Tree Day and Clean Up Australia Day. Most fund raising activities are held in Session Two of each year.

LAUNDRY FACILITIES
Coin-operated washing and drying machines are located in the laundry rooms of each building. The cost for doing a load of laundry or drying is $2.00. Residents are required to provide their own laundry powder and clothes pegs. Clotheslines are available in the drying yards. Irons are provided in the A block laundry and the B & C block laundries. It is advisable to remove all clothing from the drying lines before nightfall. Any malfunction of equipment provided by the College should be reported immediately to the front office, Senior Resident on Duty, or by utilising the On Line Maintenance Reporting system (Information about this system is available at the Front Office).

CAR PARKING
Weerona has two distinct car parking areas. The Western or front car park is partly sealed and partly gravelled. The Eastern or back car park is a gravelled area. There are 62 numbered parking bays, 5 visitor bays (marked V1 through V5) in the front car park, 1 marked bay for a disabled driver (front car park) and a Motorcycle bay (back car park) that can accommodate up to three motorcycles.

Residents wishing to park their vehicles in the College parking area(s) must have a current 2013 parking permit displayed on their vehicles windshield. If you do not have a permit, and you choose to park in the College car park, the likelihood of being fined is high. Each resident will be allocated a numbered bay when their parking permit is issued. Permits are issued on a “first come, first served” basis.

Should you be unable to access your allocated parking bay at any time, you must follow the following procedures;
**During Office Hours**

- Take down all details of the offending vehicle (make, model, colour, registration number, and Parking Permit number if appropriate).
- Report these details to a member of staff immediately, and only during office hours (Monday – Friday 9am – 5pm)
- A member of staff will report the incident to University Security, who have the authority to issue a parking infringement notice on inspection of the vehicle.
- If the vehicle belongs to a current resident, staff will contact that person with instructions to move their vehicle immediately, or as soon as possible. The inconvenienced resident will be issued an "emergency parking" slip, which will allow him/her to park in the Visitor Bays until 9am the following morning.

**Outside of Office Hours (including weekends)**

- Complete the Restricted Parking Area – Parking Complaint form. (Each permit holder will be issued a number of these forms for use.)
- Contact the Senior Resident On Duty.
- The SR will contact University Security and fax your form to them as required.
- University Security will attend as soon as possible, and an Incident report will be raised.
- A member of staff will report the incident to University Security, who have the authority to issue a parking infringement notice on inspection of the vehicle.
- If the vehicle belongs to a current resident, the SR on Duty will contact that person with instructions to move their vehicle immediately, or as soon as possible, and an Incident report will be raised.

**PLEASE NOTE: IT IS YOUR RESPONSIBILITY TO REPORT ANY NON-PERMIT BEARING VEHICLES THAT ARE PARKED IN A RESTRICTED PARKING AREA, OR A PERMIT BEARING VEHICLE PARKED IN A BAY THAT HAS NOT BEEN ALLOCATED TO THE OWNER. IF THESE INCIDENTS ARE NOT REPORTED, THERE IS LITTLE THAT THE STAFF OR SENIOR RESIDENTS CAN DO TO ASSIST YOU IN CASES WHERE YOU ARE UNABLE TO PARK.**

Because of the limited number of parking spaces, guests/visitors should park in the appropriately marked bays in the Front car park. A ticket must be purchased from the vending machine adjacent to the V1 – 5 bays, and displayed on the dashboard of the vehicle. Vehicles parked in the visitor bays without a valid ticket will attract a parking infringement notice.

**CATERING**

Weerona College is a fully catered residence providing 19 meals per week (all meals excluding weekend lunches) and aims to provide a healthy, nutritious selection to complement the active lifestyles of college residents. Catering is provided by ‘Scolarest’.

**A MESSAGE FROM CATERING STAFF**

**Dear Resident,**

*Scolarest Food Services are the contract caterers at Weerona College and other UOW catered residences. We also manage the dining room. Our commitment is to provide service, quality and satisfaction. Our aim is to provide you with a nutritionally balanced blend of restaurant style home cooked meals using all five food groups, with an emphasis on increased consumption of fibre, fresh fruit and vegetables. To achieve our aim and continually improve what we do, the catering team welcomes any suggestions and ideas from residents. Please write any suggestions you may have in the comments book which is located near the main entrance to the dining room. Please see the Catering Manager if you have any dietary issues that affect your health, including food allergies. This will enable us to assist you with your diet at College.*

**The Scolarest Team**

**MEAL TIMES**

**Weekdays:**
- Breakfast – 7:30am to 10:30am*
- Dinner – 6:00pm to 8:00pm*

**Weekends:**
- Breakfast – 9:00am to 11:00am*
- Dinner – 6:00pm to 7:30pm*

The dining room is open all hours, but for added security during off peak times (between 10:00pm and 6:00am) you will need to use your keycard to access the room.

*Please Note: During out of session times dining room hours may change depending on the number of residents in college. Any changes will be clearly indicated on signs in and around the dining room.

No plates, knives, forks, spoons OR ANY OTHER EQUIPMENT which is owned by the College is to be taken out of the Dining Room at any time without express permission of kitchen staff or the Student Residence Manager.

**LATE DINNERS**

Late dinners are available for residents who have classes that run through normal evening meal times. As late dinners are only available for residents with class clashes, they are only obtainable during session on weekdays and during the examination period where evening examinations are scheduled by the University. To place a late dinner request, sign up on the white adhesive labels on the counter in the dining room by 4:00pm. Information on how to obtain your late meal will be provided to you by the Senior Resident on your floor or by a member of the catering staff team.

**CLEANING AND MAINTENANCE**

It is part of your contractual obligation to allow for the cleaning of your room once each fortnight by the residences cleaning contractors. It is your responsibility to ensure that your room is accessible on cleaning days. If cleaners are unable to enter a room due to its state and/or are unable to clean it, this will be reported and the room occupant(s) will be charged for any extra cleaning required. In an emergency, cleaning supplies and equipment may be obtained from Senior Residents at reasonable times after office hours. Residents should also be aware that any graffiti on bedroom doors (inside or outside), walls or shelving and cupboard space will be deemed to be the responsibility of the current room occupant(s) and extra fees for cleaning or repainting will be attributed to the current occupant.

All common areas (bathrooms, dining room and common rooms) are cleaned each weekday. Extra rubbish bags should be provided for room bins (if they are not, please ask for some), and it is your responsibility to take your personal rubbish to the large bins at the bottom of each stairwell in your building. Recycling bins are also located on the ground floor of each building. There is a large skip...
behind the College kitchen for excess rubbish or larger items that may not fit into the bins. This area can be accessed via the A block laundry area.

**ALCOHOL AT WEERONA**

In the interests of the comfort and safety of ALL residents, the following rules around alcohol apply to all residents, visitors and guests at Weerona College.

**Group Drinking:** There is to be no group drinking on the premises. Eight or more people gathered together will be considered a group.

**Dry Areas:** The following areas are to be considered as dry/alcohol free zones - Hallways and stairwells, Dining Room, TV Room, Courtyard areas (middle and BBQ), bathrooms, computer room. The Head has discretion in this under special circumstances if permission is sought.

Excessive noise and disturbance of residents and the local community due to the consumption of alcohol will not be tolerated.

**SMOKING**

The College and the University are smoke free environments. Smoking is prohibited in resident’s rooms, common rooms and any internal areas of the college, including the areas around entrance doors and grounds other than the Car Park areas and 10 metres from windows and doors and external stairwells. The University of Wollongong Non-Smoking Policy may be found at [http://staff.uow.edu.au/admin/personnel/ohs/smoking.html](http://staff.uow.edu.au/admin/personnel/ohs/smoking.html)