

**UniLodge**

*Where I want to be*

**2020**  
**RESIDENT**  
**HANDBOOK**

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## Welcome to UniLodge @ UC

On behalf of our community, we would like to welcome you to UniLodge for the 2020 academic year. We represent around 2700 residents across the University of Canberra and 2500 across the Australian National University sites. We offer a unique experience and a truly global community and pave the way for you to enjoy your university experience to the fullest and create memories for life.

We want to get to know the diverse and individual qualities of each of our residents. Our Residential Life Program is designed to bring out the best in each resident academically and socially. Our staff and student leaders are an integral part of this program and strive each day to make your experience enjoyable and meaningful.

Taking the next step to university life can be daunting, in 2020 you will be joined by a huge cohort taking those same steps beside you. This is a great chance to try new experiences, to break the mould, and to understand your unique strengths.

UniLodge @ UC provides an environment to explore your unique potential. But our most important asset is our community. Many of the friendships you make here will go beyond your university experience and last you a lifetime.

A healthy and supportive community requires each of us to value and respect the rights and needs of our fellow residents. This handbook lists the policies, rules, and structure of our community. It is also designed to ensure that everybody understands and observes the Residential/Residential/Occupancy Agreement for the safety and comfort of all residents.

We are always available to respond to any questions you may have about the handbook, the broader Residential/Residential/Occupancy Agreement, or anything else – your safety, comfort, and welfare are our first priority.

We encourage you to get involved with our Residential Life Program and strike a good balance between your focus on academia and recharging your batteries through extra-curricular activities, be it within your residence or the wider community.

All the best for your studies, we look forward to meeting you as the year progresses.

### **The UniLodge Family**

## Background & History

UniLodge @ UC commenced with Weeden Lodge, North Wing in February 2014. Since then UniLodge @ UC has expanded to include Cooper Lodge, UC Lodge, Campus West (comprising of Gurubun, Buru, Wagan, Mulleum and Dyara) and Guginya.

Since 2014, UniLodge @ UC has been home to some 2,700 students, from Australia and all over the world, each one with the common goal of enriching their education at the University of Canberra.

Our facilities offer students a choice of accommodation ranging from single occupancy studios to 26 bedroom shared apartments. Each apartment provides self-contained living within a secure community environment, and all apartments have their own bathrooms and cooking facilities.

Each building and location incorporate generous common spaces to foster intellectual and social interaction for lasting friendships, academic stimulation and, of course, fun for UC students. The study rooms offer the facilities required for students to work independently or together on group assignments. Reception is open 5 days a week and high levels of student care is provided by our Resident Advisors (RA's) and our Residential Life Managers.





## Your Team –UniLodge @ UC



**Peter Warrington, Area General Manager**

Peter's role is to ensure that the stay of every resident is rewarding, enjoyable, secure and comfortable. Peter is committed to the UniLodge @ UC Community and can often be found getting involved by flipping food at a UniLodge @ UC BBQ or attending events.

To assist Peter in achieving this, there is a great team of people listed below and the many residents who are active in both organising and participating in the Community Spirit events throughout the year.

### **Dale Brosnahan, General Manager Portfolio**



My role is to ensure that the stay of every resident is rewarding, enjoyable, secure and comfortable. I am committed to developing the UniLodge @ UC experience through collaborations and creating a community of engagement and respect. To assist me in achieving this, I have a great team of staff and residents who are active in both organising and participating in the Community Spirit Program

throughout the year.

[dale.brosnahan@unilodge.com.au](mailto:dale.brosnahan@unilodge.com.au)

### **Brenton Furze, Residential Life Manager**



Brenton is responsible for the overall student experience for residents living at UniLodge Campus West/Guginya. He is the Senior Manager responsible for coordinating the response to all after-hours emergencies. In particular, he is responsible for the supervision, management, and training of the Residential Advisors. The Residential Life Manager also works closely with the Property Manager and General Manager on operational matters.

[rlm.campuswest@unilodge.com.au](mailto:rlm.campuswest@unilodge.com.au)

### **Kylie Basford, Property Manager Operations**



Kylie's key responsibility is to provide exceptional customer services to new and continuing residents. Her key focus areas include responding to resident's requests and inquiries, supporting residents on check-in and departure and addressing cleaning, maintenance and other such related matters. Kylie works hand-in-hand with the Residential Life Manager and provides support in ensuring a unique residential and university experience.

[kylie.basford@unilodge.com.au](mailto:kylie.basford@unilodge.com.au)

Our customer service team is managed by Lachlan & Emily, Jared is our Reservations Coordinator and we have Sohail and Danusia at Reception. Our maintenance team are Simon, Morgan and Tim.

Please feel free to contact any of us with your questions about accommodation and this site.

# Contact Details

## Reception Hours

Monday to Friday 9:00am to 5:00pm

Reception should be your first point of contact for any residential enquiries including checking your account, lockouts, collecting parcels and all check-ins/check-outs. Staff at reception can also help you with any general questions you may have about the UC or the local area.

**Your Mailing Address: mail being sent to you should be addressed as follows.**

<a href="#">Residential Address</a>	<a href="#">Receiving Mail</a>
<Your Full Name> UniLodge @ UC Campus West/Guginya Room No <_ _ _ _> 2/19 Cooinda Street Bruce ACT 2617 Australia	<Your Full Name> UniLodge @ UC Campus West/Guginya Room No <_ _ _ _> LPO Box 5501 Bruce ACT 2617 Australia

## University of Canberra Parcel Lockers

Australia Post have Parcel Lockers located outside of Cooper Lodge Reception, for use by students to receive parcel deliveries, such as online shopping or care packages from home.

Parcel Lockers are free to use and accessible 24/7. Sign up at <http://www.auspost.com.au/ParcelLockers>.

The mailing address for the Parcel Lockers is:

**University of Canberra Parcel Locker <Locker Number>  
24 Telita St  
BRUCE ACT 2617**

## Your Mail

Mail is delivered directly to us and then sorted into your mailbox located at Reception. Parcels will be delivered to Reception and will be logged by our team before they can be picked up during office hours. Please note the name on the mail or parcel you are receiving needs to match your name on our system and a form of photo ID may be required when collecting the parcel. We cannot give you any mail/parcel that is not addressed directly to you. You can only collect your mail during office hours, RA's will not give you your mail out of hours.



*Our UniLodge @ UC Residential Advisor team is always on call when the office is closed for after-hours assistance or emergencies only.*

**Services from Reception:**

<b>Service</b>	<b>Cost</b>
Replacement key / Lock out fee	\$15
Fax to local number	\$2.20 (1 <sup>st</sup> page/ 0.50c following pages)
Sending Fax – National	\$3.30 (1 <sup>st</sup> page/ 0.50c following pages)
Sending Fax –International	\$4.40 (1 <sup>st</sup> page/ 0.50c following pages)
Receiving Fax	\$0.20 per page
Printing	\$0.20 per page
Photocopy - A4	\$0.30 per A4 page
Photocopy - A3	\$0.40 per A3 page
Vacuum Cleaner	Free for 1 <sup>st</sup> hour, then \$5 per hour
Board Games	Free to borrow
Washing and Drying	\$3 per Wash or Dry

## Foundations of a Living, Learning Community

Life in an UC Residence complements your university studies by providing a safe, supportive and inclusive home away from home, enabling you to make the most of your university experience.

While each UC Residence has its own history, distinct culture and traditions, all are living learning communities where:

- diversity is valued and sought;
- academic endeavour is supported and achievements are celebrated;
- you are supported to live independently and will be referred to appropriate support services when needed
- you can learn about yourself and the world through informal peer interactions and through programmed events and activities; and
- you are given the chance to be a leader within the community and are encouraged to engage in leadership opportunities across the University.

This handbook aims to outline the expectations we have of you as you as a resident in your Residence, and what you can expect of your peers, student leaders and residential staff. By making these expectations clear, we hope to ease your transition into residence and help you to thrive in your community.

As a student of the University of Canberra, the Australian National University or other higher education institution and as a resident, we expect you to:

- Be independent in your thinking and take responsibility for your actions;
- Understand and fulfil your responsibilities and obligations as a member of the UC community and as a member of your residential community;
- Treat the physical spaces of the Residence, your fellow residents and the staff with respect;
- Consider your life in residence as an opportunity for learning and personal growth; and
- Take advantage of the range of programs and services offered within residences and across the University.

You can expect us to:

- Make sensible, considered and consultative decisions and give residents affected by those decisions an opportunity to discuss and question;
- In our response to incidents, and in our decision making, prioritise the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved;
- Treat you with respect and courtesy;
- Be guided but not bound by precedents; and
- Be able to explain the reason for rules and decisions made.

The handbook that follows is founded on the above expectations and is considered essential reading for new and returning residents of our UC Residences.

Once you have taken the time to read this handbook, if you have any questions at all, please do not hesitate to seek assistance from the staff and student leaders in your residence.

## Policy Framework

As a resident within the ACT, students of the UC Residences are subject to the applicable laws of the Commonwealth of Australia and the Australian Capital Territory.

The UC Residences operate within the legislative and policy framework of the UC. The University's Legislation, Statutes, Rules, Orders, policies and procedures apply to all students of the University, including students in Residences.

There are University legislative instruments applicable to Residents and can be found at <https://www.canberra.edu.au/about-uc/policy-and-legislation/legislation>

In addition to specific UC policies which are mentioned throughout this Handbook, we would like to draw your attention to the University Policy Library to seek out more detailed and relevant information <https://www.canberra.edu.au/Policies/PolicyProcedure/All>.

## Rights and Responsibilities

Each UC Residence has its own history, distinct culture and traditions, as well as differing in terms of community demographics and the physical buildings (e.g., proximity of communal areas to bedrooms). Thus, each residence will make some residence-specific guidelines, policies and rules, and will advise their residents of these. These policies may be changed throughout the academic year to reflect the needs of the Residential community. Some of the areas where local policies will be formulated include:

- Event approval procedures;
- Lockout policies;
- Restrictions on the use of balconies and outdoor areas;
- The scope and limitations of the tasks which can be carried out by the Residential Advisor on-call (Duty RA)

## Entering your Room

As is outlined in the Residential Rules, we reserve the right to enter your room for reasons such as inspection, repair, cleaning or other reasonable purposes, including welfare checks.

- Room inspections will be conducted on a periodic basis. You will be given sufficient notice prior to any scheduled inspections. If your room is in an unsatisfactory state, you will be given time and instructions on how to remedy the situation and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, UniLodge reserves the right to have the room professionally cleaned and to pass the costs on to you.
- When you record a maintenance issue with the Reception or via email, the act of recording this issue is taken to mean that you have granted permission to enter your room, sometimes without notice, for the purpose of resolving the maintenance issue.
- Where maintenance is to be done in your room, you are required to give UniLodge staff and contractors all reasonable access to the room to effect repairs, including assistance with moving your belongings if necessary.

## **Disclosure of Information / Informing Emergency Contact Person(s)**

In most day-to-day situations, we need your permission to disclose any personal information to parties external to the University, including parents/caregivers/family members.

In cases where the General Manager or nominee (including Senior Manager on call for a critical incident) determines that there is a serious concern for your health or wellbeing, your preferred emergency contact person/s (listed on your Accommodation Application/Check-In form, as advised to the Front Office, or as advised to the University) will be contacted. Prior to doing so, if possible and deemed appropriate, the General Manager or Senior Manager on call will advise you that this is going to occur. Contact with next of kin or emergency contact will be at the discretion of the General Manager or nominee and will always be decided in the best interests of the student, which may not include discussion or consultation with the student.

## **Academic Expectations**

The University of Canberra has stringent standards regarding academic progress that may affect your enrolment and therefore your eligibility to reside in University accommodation. Please refer to the University of Canberra's [Assessment Policy](#) (coursework).

The Residences exists to support the academic endeavours and personal development of its residents by maintaining suitable community values and assistance and guidance to individuals. UniLodge expects that having been offered a place at The University of Canberra (or other tertiary institution), you have the skills and ability required to achieve academic success. We know also that conditions change, and events happen that make study difficult and in some cases impossible at certain times.

In the event that you are experiencing academic difficulties, it is our expectation that you will actively engage with the support networks available to you, both within your Residence and in the wider University environment.

## **Safe Reporting Environment: Feedback & Complaints**

UniLodge is committed to providing a safe reporting environment for all residents in relation to feedback, concerns and complaints.

As part of this commitment, you can expect staff to:

- Maintain high standards of confidentiality;
- Welcome complaints as an opportunity to receive valuable feedback on policy, procedures, facilities and all other aspects of the day-to-day life of the Residence;
- Respond to complaints in a sensitive and timely fashion with due regard to procedural fairness;
- Involve you in the decision making process around actions to be taken in response to your complaint where appropriate;
- Provide clear reasoning for any decision;
- Provide an avenue for you to escalate your concern if you feel the matter has not reached a satisfactory conclusion; and
- Actively support and train student leaders within the Residence to enable and support them to respond appropriately to complaints.

As a resident at Campus West/Guginya, you are expected to contribute to a safe reporting environment by:

- Showing respect for the diversity of perspectives which exists within the Residential community and actively seeking to understand views which differ from yours;
- Responding respectfully and constructively to any resident who makes a complaint; and

- If you have a complaint, addressing it in a way which is constructive, and does not include behaviour which constitutes bullying or harassment.

## **Behaviour**

Campus West/Guginya residents are expected to behave in a way that is conducive to harmonious community living and is in line with this Handbook, the Residential/Occupancy Agreement, the Residential Rules and your respective university's Student Conduct Rules (or similar). At times, and for a range of reasons, the behaviour of some residents may impact their right to remain in the Residential community. It is expected that residents will take personal responsibility for their own wellbeing.

Behaviour that in the opinion of the Senior Manager is unacceptable may be grounds for termination of your Residential/Residential/Occupancy Agreement.

In determining whether to recommend termination of a Residential/Residential/Occupancy Agreement due to issues with resident behaviour, the Senior Manager will:

- Meet with the resident to discuss the issue and the impact the behaviour is having on the operation of the Residence and on other residents. During this meeting, individual extenuating circumstances and options will be discussed.
- Consider if development of a behavioural plan/agreement between the resident and the Residence can be established
- If a behavioural plan/agreement is not suitable, make a recommendation to the appropriate authority regarding the continuation of the student's Residential/Occupancy Agreement

Where the individual circumstances relate to an immediate or serious risk to the resident or others, the Senior Manager may hold discussions with other relevant areas of the University, including but not limited to the Director Finance and Business Services, Accommodation Specialist, Student Administration, Dean of Students, Student Welfare, UC Security, Medical & Counselling and/or staff in the student's academic area to examine alternative methods and reasonable adjustments that will enable UniLodge to assist in the management of the student's behaviour.

If the above discussions and resultant actions do not produce a reasonable and appropriate management plan to bring the student's behaviour in line with the Residential Handbook, the Residential/Occupancy Agreement and the University's Student Conduct Rules (or similar), the University may exercise its discretion to terminate an Residential/Occupancy Agreement.

## **Discipline**

Authorised Office-bearers for the purposes of discipline in the Residence include the Area General Manager, General Manager Portfolio, Property Manager Operations, Residential Life Manager and Customer Service Manager.

## **Action via Internal Procedures**

If behaviour of a resident who is also a student of the University of Canberra is not of a level sufficient to constitute misconduct under the Student Conduct Rules (or similar) (i.e. the behaviour is minor and is limited to the living environment within the Residence), or the resident is not a student of the University, then the disciplinary matter will be considered and a finding made by the General Manager. The Residential/Occupancy Agreement outlines the actions which may be taken in these circumstances.

## Appeals

In matters which have not resulted in the exclusion of the resident, and where a resident wishes to present new information for consideration, the resident can request that the General Manager review their decision. The General Manager will review the decision, along with any additional new information which may have been presented, and make a finding. If the resident wishes to again appeal, they should direct their appeal to the Area General Manager. The resident may also request the involvement of the University of Canberra Dean of Students at any point.

Where the finding by the General Manager has resulted in exclusion of the resident, the General Manager will immediately notify the matter to the Area General Manager. The resident will have the right to make any request for review regarding exclusion from the Residence directly to the Area General Manager (unless the exclusion is on the basis of non-payment of rent, in which case no internal avenue of review is available). The decision of the Area General Manager having reviewed the matter will be final.

## Action under the Discipline Rules

If behaviour of a resident who is also a student of the University of Canberra is of a level sufficient to constitute misconduct within the meaning of Part 2 of the Student Conduct Rules 2018, the general Manager, as prescribed authority for the purposes of the Student Conduct Rules, will assess the nature of the behaviour and may take immediate action in accordance with Part 3. The General Manager will hold an inquiry and make a finding in accordance with the procedures set out in the Student Conduct Rules. If the resident wishes, the resident can appeal the decision of the General Manager to the Appeals Committee as provided in Part 4 of the Student Conduct Rules.

## Underage Residents

The University of Canberra Liquor (UCU) Rules 2018 prohibit any person under 18 years from selling, supplying, purchasing, possessing or consuming alcohol in their residence or anywhere in University buildings. This includes in your bedroom. This will not prevent you from being able to participate fully in the life of the Residence, as most of the sporting, cultural and social activities which take place within our communities do not include the consumption of alcohol.

As an underage resident, we will apply to you the same approach to privacy and the disclosure of information as for those who are aged over 18 (as is described elsewhere in this Handbook).

However, should we have concerns that you have been consuming alcohol, we do reserve the right to contact your listed emergency contact person/s.

When you first arrive in Residence, the Residential Life Manager, General Manager or Property manager Operations will meet with you to discuss the specific matters which apply to you as an underage resident.

## Guests

A guest is any person visiting the Residence at the expressed or implied invitation of a resident. It is your responsibility to ensure your guests are aware of appropriate behaviours, and you are accountable for the actions and behaviour of your guest(s). You will be held financially responsible for any costs related to damages caused by your guests.

If you wish to invite a guest to stay, you need to register this person as a guest at Reception. In general, each semester you should not exceed a cumulative total of seven nights where you have had any guests stay with you.

If you wish to have a guest stay four or more nights consecutively, you need to submit a request to a Senior Manager.



If you wish to have a guest aged 16 or under stay with you for any length of time (even just one night), you must first seek the permission of the General Manager (or their nominee).

Guests are not encouraged to stay in the Residence during examination period without the agreement of the General Manager (or their nominee).

You are not permitted to give/loan your keys or swipe cards to non-residents for any reason.

UniLodge staff may refuse entry to any guest or evict a guest from the residence, for example (but not limited to,) if they breach Residential policies or if their presence is distressing to another resident.

### **Pets**

The occupant shall keep no domestic or other animals in or about the premises without the written consent of the General Manager.

## **Facilities and Services**

### **Laundry**

Coin-operated laundries with washing machines and dryers are located in the centre block of Guginya, the Great Room, Community Central and Wagan. For effective cleaning and drying, do not overload the machines. Correct change is required for all laundries. As this is common property, please be respectful when using machines and equipment so that they are readily available to be used by all. Please ensure you collect your laundry in a timely manner to ensure others can use the machines.

Ironing boards may be located in some laundry spaces.

### **Air Conditioning**

Air conditioning is located in some Common Room spaces if you require relief during hot days, portable units in individual rooms can be used providing written consent from management is obtained prior to installation and units must be switched off when not in use and during your absence. If any damage is made as a result of the unit you are responsible for associated costs of rectifying the damage.

## **Summer Holiday Guests (1st December until 25th January)**

### Are you going on a vacation?

If you intend to leave your apartment for any length of time, please complete a "Vacation Form" and submit it to Reception. Once completed these forms will be kept on file should we need to contact you in the event of an emergency. Please note if you are away when your Occupancy Fees are due, it is your responsibility to ensure that your Occupancy Fees and all sundry charges are paid in full and on time. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all payments prior to going on holiday.

### Guests in your room

UniLodge understands that some residents would like to allow a guest to stay in their room while they are on vacation.

During the period 1st December until 25th January, residents are permitted to have a guest stay in their room for more than 4 nights. Guests over summer must be a University student.

The guest must complete a 'Guest Form' and provide a copy of ID which gives them access to your room during their stay. You will still remain responsible for paying rent to UniLodge during their stay and will also be accountable for any additional charges and damage that occurs for the time they are occupying your room.

If a guest requires a key or loses a key a \$15 charge will be applied to your residential account and payment must be made up-front.

### Multi-share apartments

If you are staying in a multi-share apartment, guests must reside within the assigned bedroom and not the common lounge areas.

All residents of a multi-share apartment must sign the form to give their approval for a guest to stay more than 4 nights.

### Unilodge @ UC rules & expected behaviour

All guests are expected to read the UniLodge @ UC handbook and comply with all our Rules and regulations during their time with us.

Residents are responsible for the actions of their guests. Any damages or losses will be charged to the resident.

UniLodge @ UC reserves the right to refuse entry to any guests or may terminate your guests contract if they are found breaching the Rules and Regulations in anyway during their stay.

## Fee payment

You may pay your rent either a semester or year in advance, or by regular fortnightly Direct Debit payments throughout the Residential/Residential/Occupancy Agreement period according to the Schedule of Fees. A dishonour fee will apply to rejected Direct Debit payments.

If you are unable to make a payment, you must discuss the matter with the Reception and state your case in writing at least three days before the rent due date i.e. the Tuesday before the Direct Debit date. You may make a delayed payment at the reception desk or via direct bank transfer.

Credit card surcharges apply for any over the desk payments. Mastercard, Visa and EFTPOS cards are accepted. Additionally, payment may be made via RoyalPay using the QR codes available at the desk.

If you have a debt to the Residence and you have not negotiated a suitable financial agreement with your residence, you may be refused permission to place any other optional charges on your account until the debt is settled.

## Readmission Policy

Readmission to UniLodge following the end or termination of an Residential/Residential/Occupancy Agreement is not automatic. It is subject to the following:

- Good track record of observing all rules and procedures in the UniLodge Handbook and broader Residential/Residential/Occupancy Agreement
- Good track record of meeting all financial payments on time; no repeated history of arrears
- Maintaining enrolment at university
- Potential to contribute/track record of contributing positively to the general UniLodge residential community experience
- Potential to contribute/Track record of contributing positively to the UniLodge Community Spirit Program.
- Demonstrated respect and appropriate behaviour towards all residents, staff & visitors to the UniLodge buildings and broader university.

As a resident you are offered an Residential/Occupancy Agreement and a place to live for up to one year. This provides you with a sense of stability, it also helps to preserve the culture of the Residence and maintain a balanced and diverse community.

We acknowledge that in most instances, residents will look to return to our Residences as they continue on with their academic journey. The governing principle for re-admission to the Residences is to ensure that the culture and balance of the Residence is maintained whilst acting with due regard for the University's strategic plans and initiatives, and as such, re-admission is not automatic and is subject to an application process.

As a general guiding principle, your contribution to and involvement in the Residence, your conduct as measured against the points outlined at the beginning of this Handbook (refer to the section "Foundations of a living learning community") and your rental payment track record serve as a guideline when reviewing your re-admission application.

## **Inter-Residence Transfers**

It is understandable that living in a preferred and/or non-preferred Residence and/or living in shared accommodation is not always easy, and whilst this does present you with an opportunity to grow, learn and develop, residents are offered the opportunity on a bi-annual basis to apply to transfer to another Residence.

It is important to note that there are a limited number of transfer applications that are offered, that the transfer is not guaranteed and that the transfer will only take effect in the following semester.

When the time comes, all the relevant details regarding the process and timelines will be communicated to you by the Senior Manager of your Residence.

## **Departures**

At the end of your Residential/Residential/Occupancy Agreement, residents are required to vacate their room by 10.00am on the date of departure.

The following must be completed upon departure:

- Your room must be left neat, clean, dusted and vacuumed. All 3M hooks, posters, stickers etc. must be removed from all surfaces and fittings. If you believe removal will cause damage please talk to your residential staff for assistance.
- If you have been allocated space in communal areas (e.g. fridges, kitchen cupboards), these must be emptied and cleaned.
- If requested by the Residence, you must complete a Check-Out Form/Inventory Check.
- Failure to adequately clean your room or allocated space will result in an additional cleaning fee being deducted from your refundable deposit.
- After checking out, residents may not stay with a friend in Residence unless they have received permission from a member staff to do so.

## **Request for Early Termination of your Residential/Occupancy Agreement**

We understand circumstances occur that result in your leaving your residence prior to the end date of your Residential/Residential/Occupancy Agreement. It is important to understand you are signing a legal agreement and you are agreeing to pay the rent for the full duration of your Agreement, however we will consider extenuating circumstances to approve an early release with no financial liability. Please ensure you discuss your plans with your residence staff and seek advice prior to making a decision as they may be able to provide support or advice for you to overcome any difficulties. It is best to discuss problems early before they become a major problem.

## **Early Departures**

If you still want to leave the residence early then you need to complete an Request for Early Termination form and submit this to your residence. A Senior Manager will meet with you to discuss your request. It is important you provide any evidence to support your request. If you have not sought advice or discussed your plan with the residential staff prior to leaving, your request will be rejected. Please read your Residential/Residential/Occupancy Agreement and Residential Rules for further information on vacating the residence.

## **Securing your Offer of Accommodation**

The Application Fee and your Resident Committee Fee are non-refundable.

## **Refundable Deposit and Advanced Occupancy Fee**

In certain circumstances these fees may be partially or fully refundable.

- In the event that you have fulfilled all obligations as defined by UniLodge @ UC but the offer of accommodation by UniLodge @ UC is withdrawn, or
- If UniLodge @ UC is unable to provide accommodation in accordance with our obligations.

UniLodge @ UC try to offer applicants rooms or apartments of their preferences; however, this may not always be possible. If you are offered similar alternative accommodation within the same UniLodge @ UC facility before commencement of your Residential/Occupancy Agreement or when you arrive at UniLodge @ UC, but you decide to decline the accommodation, a total refund of your Refundable Deposit and advance Occupancy Fees will not be applicable, but a partial refund may apply.

If after accepting the offer of accommodation and paying the Refundable Deposit and/or Advance Occupancy Fee you change your mind and wish to withdraw your application for accommodation, you must give at least 28 days written notice prior to either the commencement date of your Residential/Occupancy Agreement or the UC semester start date, whichever comes first. Where the appropriate notice is given, then a proportion of the Refundable Deposit and Advance Occupancy Fee may be refunded at the discretion of UniLodge @ UC Management, dependent on the subsequent re-letting of the apartment to another party. (NB: This applies only if the Residential/Occupancy Agreement has not yet been entered into).

The Refundable Deposit is refundable when your Residential/Occupancy Agreement ends and is not renewed. There are some important conditions for this: The Occupancy Fees are paid in full, all furniture and equipment are accounted for, there is no damage to any UniLodge @ UC property for which you are liable, and expenses such as utilities, sundries and cleaning are fully paid. Any outstanding costs related to damage, rubbish removal or additional cleaning costs will be deducted from the Refundable Deposit.

Any part of the Refundable Deposit not applied towards these charges will be refunded to you. The Resident remains responsible for any outstanding fees greater than the Refundable Deposit. At the end of an Residential/Occupancy Agreement, where damage has been caused to the UniLodge @ UC property and the Refundable Deposit is not enough to cover the cost of rectification, the Refundable Deposit will be claimed, and the Resident will remain liable for any additional costs.

Any interest earned on the Refundable Deposit shall not form part of the Refundable Deposit and is not payable to the Resident or prospective Resident under any circumstances.

## **Termination of your Residential/Occupancy Agreement**

The Residential/Occupancy Agreement is a legally binding document, which, if terminated, will incur penalties. If you believe that you cannot stay in the apartment or continue to pay the Occupancy Fees, you must notify UniLodge @ UC Management as soon as possible. Refer to 'Early Departures'.

Residents must give UniLodge @ UC four weeks written notice if they intend to terminate their Residential/Residential/Occupancy Agreement before the Agreement's expiry date. Bring documentary proof of your situation (where applicable).

If there is an emergency, let us know.

If it is deemed that you have sufficient and exceptional grounds for terminating your Residential/Residential/Occupancy Agreement, then you may be entitled to a full refund of the Refundable Deposit and Advance Occupancy Fees. Such circumstances may include illness or disability; death of the resident or a close family member, that is, parent, sibling or child; Political, civil or natural event, which prevents fulfilment of the obligations of the contract

In the event of the early termination of a Residential/Residential/Occupancy Agreement, whether due to the Resident's breach of the Residential/Residential/Occupancy Agreement or at the resident's request, Occupancy Fees must be paid according to your signed Residential/Residential/Occupancy Agreement until a new resident takes over your Residential/Residential/Occupancy Agreement, or the Agreement ends, whichever comes first.

Please note, any new resident taking over your agreement must be a University student and approved by the Residence. If the remainder of the Occupancy Fees cannot be paid up-front upon your departure, UniLodge @ UC will continue to direct debit your nominated account until the apartment is re-let. An early termination fee equal to one week's occupancy fee will apply. In all cases, the departure-cleaning fee applies.

### **Room Changes**

Room changes are subject to availability and will be at the discretion of the Senior Manager or Reservations. Room changes during the academic year are only granted in special circumstances, and fees will apply. You cannot move rooms without the permission of the Senior Manager or Reservations.

Occasionally, a resident may be required to move rooms by the Senior Manager or Reservations. A resident will generally only have to move rooms during the academic year for well-being or safety issues. If you are required to move rooms, the Residence will endeavour to assist you in the process where practical, and will provide a reasonable timeframe for completion of the move.



## Wellbeing

The University of Canberra aims to provide a safe, inclusive and respectful community that fosters health and wellbeing. Wellbeing is a vital component in achieving success at university.

When your wellbeing is compromised it can affect your social, cognitive and emotional functioning. This includes your capacity to work productively, cope with the normal stresses of life and make a contribution to your community.

The UC Residences support your health by training our staff and student leaders in First Aid for physical and mental health conditions and effective helping skills. This training helps us to provide you with support, information and referral to appropriate medical and mental health support services if you become unwell.

## Residential Life

### What is Residential Life?

Residential Life is an integrated, contemporary, program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by Residential Advisors and the Residential Life Manager.

### What does this program aim to achieve?

It offers a balanced program of activities that supports resident life across many dimensions such as: living and life as a whole, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

### What type of activities underpin Residential Life?

Socially responsible activities such as getting residents involved in raising much needed funds for a charity such as Movember, or participation in community activities:

- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

### Attending Events

Attending and signing up for events is easy, just go to the UniLodge @ UC APP, where you can register. You can access this information through our weekly newsletters.

## **Induction**

We want to assist you to connect with your new community as soon as possible. Our compulsory Induction is there to give you as much information about living in your new community and with your fellow students. This is a great way to meet other students and our friendly staff. These briefings are a time for you to find out and learn as much about your new city as possible. We will also discuss some of the important rules and regulations at UniLodge @ UC that will assist us all to live cooperatively together.

## **Social Support**

UniLodge @ UC will organise social activities throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge @ UC staff and most importantly other Residents within the precinct. Partaking in the organised social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge @ UC and your time spent as students. Please feel free to talk with Reception should you have any suggestions or queries.

## **Student Support**

UniLodge is proud to offer a variety of different academic and pastoral support models. When you join our community, you will find there is always something to do and someone to talk to. The Residential Life Manager is a student staff member who assists to manage both emergency situations and on-going residential activities and is the leader of the Residential Life team on site. The primary role of the Residential Life Manager is to ensure that all residents feel safe and supported. Residential Advisors (RA's) live across the site and are on-call staff members trained and equipped to help and support residents and have access to Management 24/7 to escalate issues if required. RA's are not there to provide normal office functions, so please don't ask them to do office tasks such as getting your mail.

RA's might come and knock on your door with a bag of lollies or stop you as they are passing to find out about your weekend. They are always available for a chat and to offer advice and sometimes referrals to other services. They have regular events to ensure everyone gets to know each other and do duty rounds to ensure UniLodge is a safe and welcoming place to live.

Connecting you to services, people and places is just one of the important roles of the Residential Leadership Team. So, whether you want to connect with other students, the local community or just want to know the best places to 'hang out' go knock on your SR's door and they will be more than happy to show you around.

We want to assist you wherever possible to fit into your new home as quickly, safely and securely as possible, so you can make the most out of your time here at UniLodge, the UC and Canberra.

At UniLodge @ UC we strive to provide community-based support. One of the big advantages of living in a community is that there is always someone there. If you become worried or concerned over anything, the sooner you discuss it the sooner we can connect you to someone who can help. You can be assured of a sympathetic ear, regardless of the size or nature of your problem. Your privacy is paramount, and confidences are kept.

As a new resident you may experience difficulty adjusting to:

- The transition from school to tertiary education / university life

- A different education system and different demands
- Living away from home and being wholly responsible
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers

### Living Together

Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise.

Follow these steps if conflicts arise:

If you have an issue with a flatmate or a neighbour, try first to talk about that issue respectfully and politely with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.



If you feel that you are unable to come up with a suitable solution you can call your Residential Advisor to discuss your problem. If needed, your Residential Advisor will arrange a house meeting with all flatmates to discuss concerns and help resolve the problem. They can even help you to prepare a cleaning roster if needed.



If these steps have been followed and you find that the conflicting issues are still present, please contact the Residential Life Manager for further assistance with dealing with the matter. Keep in mind that it may be difficult to arrange a room move.

### TIPS FOR A HAPPY APARTMENT

- Always do your fair share of cleaning
- Take out the garbage when the bin is full
- Decide if you are going to share the cooking, it's a great way to try new foods

- Decide on a cleaning roster for the kitchen, bathroom and vacuuming
- Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all residents.
- Don't leave dirty dishes overnight.
- and cut costs
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment.

### **Acute Illness/Incident**

If you are acutely or severely unwell, including a physical or mental health crisis your safety is of primary concern. Residential Advisors and your Residential Life Manager will follow the steps to ensure your safety and access to specialist professional services, for example calling an ambulance or the mental health crisis team. If you become ill or sustain an injury during your time in residence please let us know so that we can support you to access appropriate services.

Please also let your Residential Life Manager know if you decide to take time away from the Residence to recover from an injury or illness.

Please note that UC Residences are unable to provide ongoing care for students who need intensive support due to being acutely or severely unwell, or if a licensed medical professional deems necessary regular supervision for the student from a carer.

If you are the victim of sexual assault or harassment, your safety is of primary concern. UniLodge staff will follow standard steps to respond to an allegation of sexual violence to ensure your safety and have access to specialist services, for example Canberra Rape Crisis Centre, ACT Police, University Counselling, the Respectful relationships Unit (RRU) and local hospitals.

### **Non-emergency Transport to Hospital**

If you require non-emergency transport to hospital, we recommend you use a taxi and have a friend travel with you. If you choose to be taken to hospital in a private vehicle, we recommend a friend, in addition to the driver, travel with you. Please note, for safety reasons a Residential Advisor or UniLodge staff will not transport you or accompany you to a hospital.

### **Emergency Transport to Hospital**

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person receiving medical care and are not covered under Medicare, it is highly recommended that students ensure they have private health cover that includes ambulance travel or obtain separate ambulance only cover.

### **Long-term or Serious Illness/Disability**

Some students come to the Residence with a physical or mental illness or disability. Others may develop these conditions during their stay.

If you have or develop an illness, mental health condition or disability while in residence that impacts or may impact on your success at university we encourage you to register with Medical & Counselling at UC, who can help you achieve academic success through support in a variety of ways. This could include creating an Education Access Plan (EAP) outlining the recommended reasonable adjustments to ensure you are not disadvantaged by your registered condition. Medical

& Counselling can assist by advocating on your behalf to your academic faculty and with course conveners/lecturers on implementing these reasonable adjustments.

Recommended adjustments are based on your supporting documentation from a licensed medical practitioner and can include both academic adjustments and accessibility to campus adjustments.

If you develop a long-term or serious illness or disability while in residence which imposes a significant burden upon the Residence, and it is unreasonable for the Residence to continue to make further adjustments for this illness or disability, the Residence reserves the right to terminate your Residential/Residential/Occupancy Agreement.

In deciding whether to terminate your Residential/Residential/Occupancy Agreement, the Senior Manager will:

Advise you of the impact of your illness on the operation of the Residence and on other residents; and

Hold discussions with other relevant areas of the University, including but not limited to the Director of Finance & Business Services, Student Administration, Dean of Students, Medical & Counselling, and/or staff in your academic area to examine alternative methods and reasonable adjustments that will enable the Residence to assist in the management of your illness/disability.

- If a suitable, reasonable and appropriate management plan cannot be put in place, make a recommendation to the University regarding the continuation of the student's Residential/Occupancy Agreement.

Only if the above discussions/resultant actions do not produce a reasonable and appropriate management plan will UniLodge exercise its discretion to terminate your Residential/Occupancy Agreement.

## **Psychological Distress**

If you experience psychological distress, or if you feel another resident is showing signs of psychological distress, we ask that you let a member of staff know. We strongly recommend you do not attempt to provide support to the student yourself and you utilise the support in place to support the affected resident. A designated staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including [ACT Mental Health, Medical & Counselling](#) or another health service provider. A 'Safety Plan' may also be developed in collaboration with the resident affected.

## **Infectious Disease in Residence**

### **Notifying Relevant Authorities**

If you become ill, in the interests of your own health and the health of those around you, you should consult a doctor as soon as possible.

If you are diagnosed with an infectious disease, you must inform your Senior Manager.

Where the Senior Manager becomes aware that you may have an infectious disease, they will refer you to the local hospital, University Medical & Counselling or your own GP for a medical assessment. If they do refer you, it is expected that you visit a GP within a reasonable timeframe and provide evidence of attendance.

If you have a notifiable disease (a disease that is required by law to be reported to government authorities), your consulting doctor is required to report the disease in accordance with the Public Health Act 1997. They (or the Chief Health Officer of the ACT) may direct the University (and the

Residence) on how any public health aspect of the disease is to be managed within the University or Residence.

### **Exclusion from Residence during Infectious Period**

If you contract an infectious disease such as measles, tuberculosis (TB), meningococcal, chicken pox, bird flu, or swine flu, or other flu you may be asked to leave the Residence for the period the disease is infectious.

If you are unable to find alternative accommodation, the Residence will take reasonable steps to assist. Costs associated with alternative accommodation will remain your responsibility.

If you are required to leave the Residence because you have an infectious disease, your return to the Residence is dependent on obtaining medical advice demonstrating that you are fit to return to Residence and present minimal or no risk to fellow residents.

### **In-house Isolation during Infectious Period**

In some cases, if you have contracted an infectious disease, you will be required to cooperate with staff of the Residence to ensure in-house isolation for the statutory or recommended period of isolation of the disease by:

- Restricting yourself to your own study bedroom and a dedicated bathroom area;
- Avoiding common areas of the Residence;
- Excluding yourself from any Residence activities during the infectious period;
- Careful hand washing etc. if the infection is contagious by that route; and
- Care with coughing, sneezing etc. particularly in common areas.



# Drugs, Alcohol and Smoking

## Smoking

In line with the University Tobacco-free [policy](#), you cannot smoke on the University's campus and must move off campus to smoke. Smoking is prohibited within any University building, which includes all accommodation buildings.

## Drugs

As noted elsewhere in this Handbook, as a resident of the ACT you are subject to the applicable laws of the Australian Capital Territory. These laws include the prohibition of the possession, supply and consumption of restricted or illicit drugs. In particular, you need to be aware of the following:

- Only an authorised health care professional may supply prescription medication, meaning you cannot give/sell your prescription medication to other residents.

You are also not permitted to bring into the Residence any drug equipment, for example hash pipes or bongs.

Breaches of the ACT/Commonwealth law in regards to drugs will be considered a serious matter by UniLodge and may lead to police intervention.

UniLodge will be responsive to the needs of residents with drug related problems through appropriate support and referral mechanisms.

Whilst it is now legal to grow cannabis in the ACT UniLodge does not permit the growth of cannabis in any part of its accommodation.

## Legal Highs

For the avoidance of doubt, possession and/or consumption of legal highs such as nitrous oxide (NOS) is prohibited in our residences. Any resident who breaches this prohibition will face disciplinary action within the residence.

## Alcohol

While there is a general social and legal tolerance of controlled drinking in Australia, alcohol is responsible for a considerable burden of death, disease and injury in Australia, and the consumption of alcohol is often a contributing factor in serious incidents that occur within residences.

Policies on alcohol within UC Residences are informed by the [University of Canberra Liquor \(UCU\) Rules 2018](#) and [Australian Guidelines to Reduce Risk from Drinking Alcohol](#).

The decision to consume, or not consume alcohol is a personal one, however, UC Residences operate on the premise that individuals accept responsibility for their behaviour and actions at all times, including when under the influence of alcohol.

If you choose to consume alcohol you are expected to do so in a responsible manner that does not cause stress, intimidation or discomfort to others. If you choose not to consume alcohol, you should have the opportunity to live in an environment where alcohol consumption does not cause you to feel stressed, intimidated or discomforted.

## Prohibited Activities

Residents and their guests are prohibited from engaging in the following activities within the Residence, on the grounds of the Residence or at events sponsored by the Residence:

- Putting pressure on another resident to drink alcohol or drink more alcohol than they judge to be reasonable;
- Possessing or consuming alcohol under the age of 18;
- Supplying alcohol to anyone under the age of 18;
- Using drinking equipment such as kegs, hoses, funnels, punchbowls, etc. in the consumption/mixing of alcohol. Such items can lead to irresponsible and dangerous drinking behaviours, and may be confiscated and discarded by staff without notice;
- Manufacturing alcohol;
- Participating in, organising or supporting any activity that encourages the rapid consumption of alcohol e.g. competitive drinking, drinking games using alcohol, etc.;
- Excessive consumption of alcohol;
- Prizes or incentives in the form of alcohol for any event or competition;
- Marketing for events identifying access to free or cheap alcohol as a primary incentive for attendance; and
- Accepting sponsorship on behalf of the Residence or entities established under the auspices of the Residence from companies associated with alcohol.

### **Underage Residents**

The [University of Canberra Liquor \(UCU\) Rules 2018](#) prohibits any person under 18 years from selling, supplying, purchasing, possessing or consuming alcohol in their residence or anywhere on University premises.

### **Excessive Consumption of Alcohol**

Follow-up action will be taken by an Area General Manager, General Manager Portfolio, Residential Life Manager, Residential Advisor or delegate of a Manager if your excessive consumption of alcohol results in:

- Physical or psychological harm to yourself or others;
- Intervention by security, emergency services (police, fire or ambulance) or a staff member;
- Damage to property;
- Damage to the reputation of the UniLodge, University and of the residences within the University and the wider community; or
- Any other behaviour deemed to be in contravention of this handbook or your Residential/Occupancy Agreement.

In our response to such incidents, and in any decision making that follows, you can expect us to prioritise the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved.

## Events where Alcohol is Served

All events organised for residents, held in or outside the Residence, where alcohol is served, must receive prior approval from the General Manager through a formal approval process.

In doing so, event organisers will be guided to ensure that their event:

- Does not involve any prohibited activities mentioned above;
- Complies with the [University of Canberra Liquor \(UCU\) Rules 2018](#);
- Provides an adequate number of Sober Representatives;
- Provides an adequate amount and type of food in respect to expected participant numbers and timing of the event;
- Provides equal access to non-alcoholic beverages; and
- Provides access to drinking water for attendees free of charge.

## Alcohol Related Problems

The Residence will be responsive to the needs of residents with alcohol related problems through appropriate support and referral mechanisms.

## Safety

The UC Residences are communities of active bystanders, meaning that every resident is expected to take responsibility for maintaining the safety and security of the Residential environment. One of the simplest ways to be an active bystander is to make sure that you report immediately any issue of concern which you observe within our community, be it maintenance, security or resident wellbeing. Other ways you can contribute to the safety of your Residential community is to get to know your neighbours, keep your room locked and possessions secured, and make sure that you don't let any non-residents into your Residence.

### Personal Safety

Personal safety is important for everyone on Campus. By recognising and avoiding potentially risky situations, you can greatly increase your personal safety. When walking around campus please be mindful of vehicles and cyclists and please use pedestrian crossings when appropriate.

It is recommended to walk with friends if possible at night and to use lighted footpaths. The University operates security-escorts to escort you from University buildings to car parks and Residences at night. Phone UC Security on (02) 6201 2222.

UC Security offer a range of services to keep students safe on campus. These include:

- Personal safety escorts
- Afterhours assistance
- Incident response

Making the campus a safe environment for students is the highest priority of the University. When incidents do occur, the University is committed to take measures to support you. These measures may include but are not limited to:

- assisting you to obtain advocacy, academic support, counselling, disability, health or mental health services, and legal assistance both on and off campus;
- ensuring that you and the accused party remain apart on campus and where necessary do not contact witnesses;
- assisting you to temporarily (or permanently) move accommodation;
- where necessary, for your safety and well-being, suspend the accused person from accessing parts of, or the entire campus; and
- assisting you to obtain a Protection Order from the ACT Magistrates Court where other measures are not successful or appropriate, especially if the accused person is not a student or staff member and extra protection is required on campus.

For more information on safety and security on campus, please visit [UC Security](#) and [UC Safe Community](#)

## **Weapons**

You are not permitted to bring into the Residence buildings or grounds any item which is listed as a prohibited item under the ACT Prohibited Weapons Act 1996, even if you have a license to possess the item. This includes (but is not limited to): firearms, bows, crossbows, spear guns, certain kinds of knives such as switch blades, knuckle dusters, stun guns, pepper spray, and explosive devices.

You also cannot bring into the Residence any home-made projectile equipment (e.g. potato cannons, slingshots), axes, machetes and swords.

## **Electrical**

The use of travel adaptors and multi-plug devices in your room or anywhere in the residence, including the shared kitchen, is permitted only when the adaptor or device is made to Australian standards and bought in Australia. It is prohibited to use either of these items that does not meet these standards or is purchased outside of Australia.

An item not meeting these standards increase the chance of causing a fire alarm which will trigger an automatic fire alarm fine (refer to schedule of fees) and/or causing damage which will incur additional costs for any maintenance fees associated with this.

The residence will inspect the room at times to check cleaning and any maintenance. If a resident is found to be using an adaptor or power board that does not meet these requirements it will be confiscated and returned when you vacate and you may incur a fine.

We do recommend you undertake electrical testing and tagging of your item to give yourself assurance on the safety of your electrical items.

**Electrical Items not Permitted in your Room**

Except where it is provided by the Residence, for reasons of fire safety and electrical loading limitations you are not permitted to have in your bedroom/room:

- Heaters of any description;
- Cooking equipment, including toasters and rice cookers;
- Air-conditioning units;
- Washing machines or dryers;
- Electric blankets;
- Irons;
- Double adaptors (only power-boards with overload protection may be used); and
- Any electrical item not listed above but which could reasonably be expected to pose a fire hazard. If in doubt, you should check with the Residence.

Residents may be issued with a warning letter and fine if they are found to have any of these items above or any other item which could reasonably be expected to pose a fire hazard.

# Fire safety

## Fire Safety Equipment

Your room is a sole occupancy fire rated compartment, and the door is classed as a fire egress door. This means it is a serious offence under the [Emergencies ACT 2004](#) Section 96 (3) to tamper with the door closer in your room to prevent your door from closing properly.

Likewise, it is a serious offence to tamper with any other fire safety equipment within the Residence, such as fire hoses, extinguishers, fire blankets, fire sprinklers and pipes. Fines may be issued for residents hanging items from pipes. Detectors for heat and/or smoke are located throughout the building, and it is an offence to tamper with them or cover them in any way. Any such action may result in the cancellation of your Residential/Occupancy Agreement.

Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with. Residents may be issued with a warning letter and fine for any tampering with fire equipment.

## Fire Alarm

During a fire alarm, a loud signal will sound in the Residence. If this happens, you must follow the directions posted on the back of your room door and/or common area noticeboards.

There will be fire drills during the year. For your own safety, please treat them seriously.

False fire alarms caused by neglect and/or mischief will attract a fine. Intentional false alarms, or disobeying the instructions of a Fire Warden can result in the termination of your Residential/Occupancy Agreement.

## Fire Alarms: Nuisance and Damage

Activation of the fire alarms in residences either by accident or malicious acts will result in a fine being applied to the person responsible for setting of the alarm (refer to schedule of fees). This fine covers the costs incurred by UniLodge from the ACT fire department and external contractors whenever a fire alarm is activated. Your residence will provide advice and training at the beginning of your contract on how to avoid triggering the fire alarms.

Similarly, careless or irresponsible triggering of break glass alarms may result in a fine or disciplinary action.

## Fire Safety: Prohibited Activity

The use of candles and incense in rooms is strictly prohibited.

Cooking in bedrooms and bathrooms is strictly prohibited. All residents are expected to cook in specified personal or communal kitchen areas only.

## Items in the Corridors, Common Areas and Kitchens

No items of any kind, including shoes, bicycles, shopping trolleys, baggage, boxes etc., are to be left in the corridors or foyers of the floors or any public area of Residence. These constitute a safety issue in the event of an evacuation.

For communal kitchen and storage areas all items must be stored in tubs in the correct areas. Any items that are not stored and secured properly will be removed. Warnings and fines may be issued to residents who continue to leave common areas/kitchens in an unacceptable condition.

# Security

## Insurance and Security for your Apartment

All Residents are strongly advised to take out contents insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc as they are not covered by UniLodge @ UC. Any dwelling is vulnerable to petty theft and unfortunately UniLodge @ UC is no exception. We suggest that you keep your doors locked at all times.

UniLodge is not responsible for any damage caused to your personal items during your stay with us.

## Intruders

Although we take all possible precautions, intruders may occasionally gain entry to the building or be walking around the site. If you see anyone behaving suspiciously, contact Reception or the Residential Assistant on duty immediately, and watch the person or persons from a distance, but do not put yourself at risk.

Be aware that people have been known to walk around a precinct with a clipboard pretending they are on official business of some kind.

Do not show any person to a Resident's apartment or tell them where they live - the Resident concerned may not wish to see the visitor.

Do not swipe your card for any other person at a front door or in any common areas.

Tell the visitor to see the Reception or the Residential Advisor on duty.

Should you feel threatened by or uncomfortable due to the presence of an unfamiliar person at UniLodge, please discuss your concerns with UC Security on 6201 2222.

## Security Cameras (CCTV)

Most common and key site areas are monitored 24/7 by security cameras. While these can be of assistance in managing issues, the best defence is for all residents to maintain a vigilant attitude towards safety and security.



# Transport

## Public Transport (Buses)

ACTION is the ACT Government provider of local bus services. Call 13 17 10 for bus information or visit [www.action.act.gov.au](http://www.action.act.gov.au).

## Airport Transport – Transport Canberra Buses

Transport Canberra operates a service approximately every half hour between Canberra Airport and Canberra City. For more information, please visit the Transport Canberra website

<https://www.transport.act.gov.au/routes-and-timetables/services-to-canberra-airport>

## Bicycle Storage

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any Resident's apartment. All Bicycles must be registered at reception for security purposes and stored in the allocated area - bike racks are provided in secure sheds around the site.

## Equal Opportunity

The University of Canberra has an express commitment to equal opportunity in education for students and prospective students. UniLodge is committed to upholding the equal opportunity and other equity principles.

Equal Opportunity includes the commitment of UC to promote inclusive study environments that value the diversity of backgrounds and perspectives of the University community for the purposes of:

Improving access and participation of students from equity groups; and eliminating discrimination on the grounds of sex; pregnancy; marital status; family responsibility;

Race, colour, ethnic or ethno-religious background, descent or national identity; sexuality; age; Tran sexuality; disability; union affiliation, political conviction or religious belief.

### Equity and Diversity

The University of Canberra Equity and Diversity web site is to assist students with their specific needs or responsibilities. <https://www.canberra.edu.au/about-uc/equity-diversity>

### Prevention of Discrimination, Harassment and Bullying

The University of Canberra supports the Prevention of discrimination, harassment and bullying and is committed to ensuring that staff and students are treated with integrity and respect, recognising all members of the UC have the right to work and study in an environment free from discrimination, harassment and bullying. The UC, including its residences, will not tolerate discrimination, harassment and bullying behaviour under any circumstances and will take action against any staff member or student who is found to have breached this policy. Definitions may include:

**Bullying** is repeated unreasonable and inappropriate behaviour in the workplace or education environment which comprises behaviour that intimidates, offends, degrades, insults or humiliates an employee or student. This can be physical or psychological behaviour.

**Discrimination** can occur when someone, or a group of people, is treated less favourably than another person or group because of a specified attribute such as their race, colour, national or ethnic origin; sex, pregnancy, breastfeeding; relationship status; carer status; age; Tran sexuality; disability; sexuality; union affiliation; religious or political conviction or any other characteristic specified.

**Harassment** can occur when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex including sexual harassment; disability; sexuality; or any characteristic specified under human rights legislation. It can also happen if someone is working in a 'hostile' - or intimidating - environment. The behaviours can be overt or subtle, verbal, non-verbal or physical.

## Complaints Procedure

Life in a community as large and as complicated as the University of Canberra can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge Management. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Residential Life Manager. In most cases, problems can be resolved through informal enquiries and discussions.

Here are the steps to follow if you need help to resolve a problem:

### **Step 1. Talk politely and openly to the person involved**

(Not resolved?)

### **Step 2. Inform the person that you will take the matter to your Residential Life Manager**

(Not resolved?)

### **Step 3. Inform the Residential Life Manager that you will take the matter to the General Manager of UniLodge**

(Not resolved?)

### **Step 4. Inform the General Manager that you will take the matter to the University**

## **UC Principles of Student Complaint/Dispute Resolution**

Before initiating the formal resolution procedures, students should try to resolve the complaint directly with the person/s concerned wherever possible. Students are strongly encouraged to seek advice about how to resolve their complaint. The Residential Life Manager can mediate between the parties involved where appropriate.

Wherever possible, such concerns should be resolved by a process of discussion, cooperation and conciliation as soon as possible after an incident or situation has occurred.

The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing work or study relationships.

Since the aim of this process is to resolve problems, which will often involve negotiation, conciliation or mediation, it is not possible to use the complaint resolution process for anonymous complaints.

Both the complainant and the respondent will receive appropriate information, support and assistance in resolving the complaint.

Refer to the University of Canberra's [Student Grievances](#) page for further information.

## Useful Contact Numbers

<b>UniLodge @ UC</b>	
Reception	6185 1820
Residential Life Manager	6185 1834 rlm.campuswest@unilodge.com.au
<b>Emergency</b>	
Police, Fire and Ambulance	000
Belconnen Police	6256 7777
Poisons Information Centre	13 11 26
<b>UC</b>	
UC Security	6201 2222
Study Skills	6201 2205 studyskills@canberra.edu.au
Medical and Counselling	6201 2351 ucmedical&counselling@canberra.edu.au
Careers Centre	6201 2660 careers@canberra.edu.au
Dean of Students	6201 5906 dean.students@canberra.edu.au
Ngunnawal Centre	6201 2998 ngunnawal@canberra.edu.au
Student Services	1300 301 727 student.centre@canberra.edu.au
<b>Other Numbers</b>	
Calvary Hospital (Bruce)	6201 6111
Canberra Hospital (Garran)	6244 2222
After Hours Medical Centre (CALMS)	1300 422 567
After Hours Medical Centre (Health Direct)	1800 022 222
After Hours Home Doctor Service	13 7425 (13 SICK)
Alcohol and Drug Crisis Management	6205 4545
Alcohol and Drug Information Service	1800 422 599 or 6207 9977
Mental Health Crisis Team	1800 629 354
Lifeline (24/7)	13 11 14
Headspace Canberra	6201 5343
Beyond Blue	1300 22 4636
City Mental Health	6205 1338
Find a Psychologist	1800 333 497
Domestic Violence Crisis Service	6280 0900
Canberra Rape Crisis Centre	6247 2525
National Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732 (1800 RESPECT)
Sexual Health Information (Talkline NSW)	1300 658 886
Sexual Health and Family Planning ACT	6247 3077
ACT Health	13 22 81

UC Crisis Line	call 1300 271 790 or text 0488 884 227
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