

Swinburne Apartments **Information Handbook**

2011

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Welcome

Greetings and welcome to Swinburne University's Student Residences, your home for 2011. This is our fifteenth year of operation. Swinburne Student Residences consists of the 84-bed Swinburne Residential College and the 54 Swinburne Apartments that accommodate 151 students. There are 20 apartments in William Street, 19 in Park Street and 15 in Wakefield Street. The Residences aim to provide a supportive and stable environment in which all residents can achieve their academic and personal goals. At the Student Residences, you will find a multi-national community with students from all parts of the world and Australia. You will find students studying a range of different courses and students with varying interests. Indeed, diversity is our policy. Swinburne Student Residences offer an opportunity to learn, independent living and provides you with opportunity to learn, enjoy life, and to develop new friendships.

This Handbook provides useful information about the College and Apartments, their features, facilities and the operation of the Student Residences. It is important that you familiarise yourself with both the contents of this Handbook and the Licence Agreement. Should you require any assistance do not hesitate to contact me, Jonathan Jaboor or Melissa Vaughan at the Reception Desk.

I encourage you to actively participate in residential life, act as responsible students, be considerate of other residents, abide by University and Residential rules, fulfil your financial obligations and trust that your stay here will be a memorable, happy fruitful one.

Yours Sincerely

Rowan Tan

Manager Student Residences

Management structure

Swinburne Student Residences has a relatively simple and centralised management structure. The Manager Student Residence, Rowan Tan, is responsible for the overall operation of the Student Residences, and reports to the Director of Student Services, Mr Andrew McFarland.

The Manager is assisted by the Administration and Operations Coordinator, Jonathan Jaboor. Any problems or queries during office hours should be directed to the Reception Desk. The Co-ordinator is assisted by the Administration Assistant, Melissa Vaughan who services the Reception Office between 9:00am and 5:00pm on week days.

The Manager is also assisted by four Resident Advisors (RAs) who reside at Swinburne Residential College and three Resident Advisors who live in the apartments. Their role is to provide academic support and pastorage care to residents after hours and facilitate the integration of residents into residential life in the residences. The RAs who live in the Residential College are also rostered to be on duty after office hours and on weekends to respond to lockouts and assist residents in the event of an emergency.

In addition to these staff, Swinburne Residences engages various contractors to provide services such as window cleaning, carpet cleaning, grounds and gardens maintenance, painting, pest control and waste management.

Resident Advisors

Resident Advisors - Apartments

Apartment Block	Name	Apartment	Phone Ext.
Park Street	Mitchell Anderson	6/18 Park St	6170
Wakefield Street	Yudhish Mungur	3/15 Wakefield St	6141
William Street	Daniel Alexander	2/44 William St	6204

Resident Advisors - College

Name	Room	Phone Ext.
Mehrnaz Amidi	207	6007
Vivian Farrelly	307	6029
Sohil Muchhala	407	6050
Adam Formica	507	6071

The Role of the Resident Advisors (RAs)

- Provide leadership, academic support and pastorage care
- Plan and organise social events, academic, cultural and community engagement programs
- Respond to noise and misconduct issues
- Ensure that residents uphold the University and Residences policies
- Encourage residents to participate in a range of social, academic and community programs
- The Duty RA would respond to lockouts and emergencies that occur in the residences

Please note that the Apartment RA's do not have the Master Key to the Apartments

The primary role of the RA's is to provide support and assistance to all residents, to ensure that residents have a positive experience in the Residences. If residents have questions about the facilities or the University or if they are concerned about anything, they are encouraged to contact an RA who may be able assist them or refer them to the Manager. Alternatively, residents may wish to meet with the Manager in confidence, by scheduling an appointment (if necessary) through the Residences Office.

RA on Duty

A Resident Advisor is on duty every week day after office hours and on the weekend. A monthly Duty Roster is displayed on the noticeboard in the Residential College entry foyer, near the photocopier and also on the noticeboard on each level.

If residents require assistance in an emergency or are locked out of their apartment or room, they need to contact the RA on duty on: **Duty Mobile Phone: 0414 677 427**

The University Security Officers can be contacted on **9214 3333** in the event of an emergency, or if residents are locked out after midnight.

Office Hours

Office hours for the Student Residences Office are Monday to Friday from 9.00am to 12.00 and 1.00pm to 5.00pm, with the exception of Public Holidays and the Christmas – New Year period. Payments and enquiries can be made during office hours.

Key Cards and Security



Each resident is provided with the appropriate keycard enabling access to their rooms and other general areas where appropriate. All residents are required to pay a \$500 security deposit. Included in this security deposit is a keycard deposit. Should any resident have the misfortune of losing your keycard, contact the Reception Desk during office hours or contact a Resident Adviser. No spare keycards are kept at the Reception Desk, but a replacement keycard can be provided within 1 working day at the Reception Desk. There is a \$20 fee to replace a lost keycard. We recommend that residents keep their keycard in a safe place ie their wallet/purse.

Please note: To lock your bedroom door, swipe the lock with your key card and the lock will have a green flash. Please contact the Residence Office if your lock begins to flash red so that mechanical problems to the lock may be addressed or new batteries may be fitted.

Apartment residents are issued with a key card which gives access to the entry door to the apartment building, the front door of the apartment and the resident's bedroom.

For personal safety and the security of personal belongings, it is strongly recommended that residents lock their room whenever they leave their room or apartment. The University does not take responsibility for any theft, damage or loss to your property. Insurance cannot be claimed for goods stolen from an unlocked room.

The safety and security of all residents is very important. Please do not let anyone into your apartment block unless they are visiting you. Residents in ground level apartments in particular are advised to close and lock all windows if they are not in the apartment.

Lock Out

All residents must carry their keycard with them when you leave your apartment. Lock out fees will apply for residents who find themselves locked out of their bedroom or apartment for not having the key card with them.

If residents are locked out, contact:

Office hours	Residence Office	9214 5555
After office hours (until midnight)	Resident Advisor on duty	0414 677 427
Midnight till 9am	University Security	9214 3333

Locked Out Fees

9am – 5pm	= \$10
After 5pm-midnight	= \$20

Midnight to 9am = \$30

Residents who have lost their key card should advise the Residence Office or the RA on duty (after office hours) so that a replacement card can be organised.

The lock out or replacement keycard fee can be paid in office hours at Reception or included in the following monthly phone account

No one will be allowed into another resident's apartment or bedroom.

Swinburne Security Office

The Swinburne Security office is staffed 24hrs and is located at the end of **Alfred Street**. The office can be contacted on 9214 8599. In the event of an emergency, ring 9214 3333

Notice Boards

Notice boards are located at each of the main entry doors to the apartment buildings and in the Dining Hall, Reception foyer above photocopier and on each level of the Residential College near the lift. **All notices must be authorised** by the Manager before being displayed on the notice boards. It is important you check these notice boards regularly for messages or memos from management, information on maintenance work and Duty Roster for Resident Advisors



Photocopier

A Copyguard operated photocopier is located in the entrance hall of the Residential College and is available for use by all Residents. In order to use the photocopier you will need to purchase a \$20 copy card from Reception. This entitles you to \$10 worth of copies and includes a \$10 refundable deposit on the card. You can add more value to your card through staff at the Reception Office. The minimum top-up is \$5 and this will give you an additional 50 copies. A4 Transparencies are available at Reception for \$1. It is important that you buy the transparencies from Reception as they are suitable for the photocopier. Not all transparencies are suitable and can cause the copier to jam. If there are any faults with the photocopier please contact the Reception Desk or one of the Residential Advisors.



Telephones

The Student Residences telephone system gives every resident a direct dial telephone from his/her bedroom.

How the PABX System works

It is a PABX phone system. In order to use the system residents will need to get their account activated and get a six-digit PIN. This can be done by personally coming into the Reception Desk. With the PIN residents can start using the phone system. Each account has a \$100 limit. Once residents reach \$100, the account will be suspended until a payment is made on their phone account. Residents will be able to use any phone at the Residences, with their PIN, and that call will be charged to their account.

Features of the phone system

- Internal calls within the Residences are free. Just dial the four digit extension, without having to use your PIN
- Dial 6000 to contact the Reception Office
- Residents are able to make external calls (Local, STD, IDD, Mobile) by using their PIN. These calls will be charged to their account.

Phone will be disconnected if:

- a) Residents do not settle their phone account by the due date

OR

- b) Their account balance exceeds \$100 at any time. This means residents can accrue a debt of \$100 after which their phone is automatically disconnected until they make a payment.

All residents are required to pay the annual service and equipment fee of \$150. This is usually done with their first payment. This fee covers the cost of the Residence's equipment, line rental from Telstra and service contracts. It does **not** cover the cost of any calls made.

Account Balance

Residents can check their account balance at any time by dialling 6281. There is no charge for this call. If the account balance is \$80, it means residents have \$80 remaining in their account. Residents have been given a \$100 limit, this means they have made \$20 worth of calls. So, it is important to bear in mind that the account balance is **NOT** the amount of their phone bill but rather the \$ value of calls they can still make.

PIN

Residents must not disclose their PIN to anyone, as calls made using that PIN will be charged to their account. It is recommended that residents **do not** pre-program their PIN on their telephone handset.

How to make calls

Local and long distance calls

Dial * 72 * Pin #

Dial 0

Dial the number

International calls

Dial * 72 * PIN #

Dial 0

Dial 0011 (for International)

Dial the international country code followed by the number

Please note that you will **not** be able to make international calls using any prefix other than 0011

To call Reception Desk

Dial 6000 (free call)

Or 9214 5555 / 8862 6000 (local call cost)

To call other numbers at the University you will need to use your PIN and make an external call.

Calls not permitted

Certain calls will not be permitted on our PABX telephone system. These include numbers with the following prefixes:

- 0012, 0013, 0014, 0015, 0016, 0017, 0018
- 19XX, 0500 calls

Cost of calls

- Internal calls free
- Local calls 22c flat rate
- Long distance up to 50km 15c per minute - no flag fall
- Long distance over 50km 16c per minute – 20c flag fall
- 1800 numbers free
- Calls to mobiles 40c/minute, 22c flag fall
- 13 and 1300 numbers 22c flat rate
- 0198 calls 22c flat rate
- 1223 (Directory Assistance) 22c flat rate

International call costs

COUNTRY	COST PER MINUTE	FLAGFALL
Canada	0.11	0.30
China	0.55	0.30
France	0.39	0.30
Germany	0.33	0.30
Hong Kong	0.33	0.30
India	1.05	0.30
Indonesia	0.77	0.30
Japan	0.33	0.30
Malaysia	0.44	0.30
New Zealand	0.11	0.30
Netherlands	0.39	0.30
Norway	0.44	0.30
Singapore	0.44	0.30
Sweden	0.44	0.30
Taiwan	0.77	0.30
Thailand	0.83	0.30
UK	0.11	0.30
USA	0.11	0.30

Voicemail

The phone in the bedroom is equipped with a Voicemail message facility. This means that if residents are not in the room, or do not wish to be disturbed, callers can leave a message if they wish.

To activate Voicemail (so calls go directly to Voicemail)

Dial * 21 * 6100 #

If the voicemail has not been activated, any incoming calls will be automatically diverted to Voicemail after approximately eight rings. It is recommended however, that residents activate their Voicemail when they are not in their room. The Voicemail is then automatically set on busy/no answer for both internal and external calls.

Voicemail can be accessed in 3 ways:

Internally from resident's handset: Dial Voicemail extension 6100

Internally from another handset: Dial Voicemail extension 6100

Dial #

Externally (eg mobile/home): Dial Voicemail Direct 8862 6100

Residents will be prompted to enter certain information such as the mailbox number (same as 4-digit extension) and/or resident's security code.

- The MAILBOX number is the last four digits of the phone number.
- The initial SECURITY CODE is the last four digits of the phone number. Residents can change their security code.

Upon entering Voicemail, the following options will occur:

If there are no messages the following options will be presented:

Press 1 TO CHANGE SECURITY CODE

For new code – Enter new code (3-5 Digits)

Press 2 TO CHECK GREETING

For new greeting Press 6
Record your greeting

To finish recording Press #

To listen to greeting Press 5

To store greeting Press 7

Press 9 TO EXIT VOICEMAIL

It is a good idea to record a personal greeting, as the phone may still have the personal greeting of the previous occupant of your room.

If there are new messages there will be a continuous tone on the handset.

To Access Messages (Internally)

Dial 6100

Enter Security Code (3-5 Digits)

To Access Messages (Externally)

Dial 8862 6100

Enter the mailbox number (extension) followed by the # key.

Enter the Security Code followed by the # key.

Follow Prompts

To Listen to Messages Press 5

Message will automatically be saved. It is recommended that messages are deleted (Press 3) if there is no need to save them.

To repeat Press 6

To delete Press 3

To return to start menu Press #

To exit Press 9

TO DIVERT DIRECTLY

TO VOICEMAIL: Dial *21* Voicemail Extension #

TO UNDIVERT BACK TO

BUSY/NO ANSWER Dial # 21 #

Phone Cards

Phone cards may still be used. Generally it will be more economical and convenient to use the PABX Telephone System. Do be aware that in addition to the cost of the call you often need to pay a connection fee (flag fall) when using phone cards.

Accounts

An account will be sent to residents at the end of each month. This account must be settled by the due date. It is possible to prepay the phone account (minimum \$20) before residents receive the monthly account or to put additional funds into the account. Residents can prepay their phone account by calling in at the Residence Office during business hours.

Misuse of telephone

As the phone in the room is part of a PABX system, its usage can be monitored. The phone in the room and its use is totally the resident's responsibility. Any misuse of the telephone system will result in the resident losing their right to have a telephone. A serious misuse will also result in fines and disciplinary action.

Do not accept any reverse charge calls under any circumstances as this will result in a \$500 penalty plus the cost of the call.

Fax Service

Residents can send and receive faxes from the fax machine at the Residence Office. During business hours, see staff to send or receive a fax. After hours, contact the Resident Adviser on duty at the College.

The Residence fax number is +61 3 9214 5556

The cost is as follows:

	Sending	Receiving
International	\$4 for the first page 50c for additional pages	50c a page
	\$2 for the first page 50c for additional pages	50c a page
	\$1 for the first page 50c for additional pages	50c a page

Important telephone numbers

Reception Desk-----Ext 6000 or
-----9214 5555
Fax at Reception -----9214 5556

Boroondara Police -----8851 1111
 Swinburne Security -----9214 8176
 Counselling Service -----9214 8025
 Swinburne Health Centre -----9214 8483
 Financial Help Service -----9214 8953
 Swinburne International -----9214 8712
 Switchboard at Swinburne -----9214 8000
 Swinergy -----9214 8018
 Swinburne Bookshop -----9214 5484

Voicemail: 6100

Account Balance: 6281

Useful telephone numbers

These calls are counted as an external call and cost 22c. Please follow the phone instructions to dial out to these numbers.

Within the University

Switchboard	9214 8000
Admissions, Examinations & Student Enquiries	9214 8288
Awards & Ceremonies	9214 8212
Bookshop	9214 5484
Careers and Employment	9214 8676
Counselling Service	9214 8025
Finance, Austudy & Student Loans	8214 8882
Health Service	9214 8483
Housing Service	9214 8882
ITS Helpdesk	9214 5000
Library Information Desk	9214 8330
SSAA	9214 5445
Security (Emergency only)	9214 3333
Swinergy	9214 8018
University Chaplain	9214 8489

Outside the University

Ambulance	(0) 000
Fire Brigade	(0) 000
Police	(0) 000
The Alfred Hospital	9276 2000
Boroondara Police	8851 1111
Box Hill Public Hospital	9895 3333
Lifeline	131 114
RACV Road Assistance	131 11 11
St Vincent's Hospital	9288 2211
Telstra Directory Assistance	1223

In-Room Internet

Residents can enjoy the freedom of their own in-room internet connection throughout their stay.

- Superior quality high speed broadband
- Range of monthly & casual plans available
- Discounted student pricing
- No terms, contracts or additional fees whatsoever
- No hidden costs
- Instant, easy on-line set up
- Monthly top up billing (with optional automated top-up)
- Pay with credit card or buy with cash pre-paid cards sold at Reception
- Unlimited free 1300 phone support
- Unlimited data plans available, no excess usage costs on any plans
- Suitable for all operating systems (connection instructions are in this hand book)
- VLAN and firewalled for safe, secure managed service
- No port blocking
- No filtering or censorship
- No black lists
- You can also connect wirelessly at any of the hotspots

BigAir Universe Broadband

BigAir helpdesk number 1300 723 534

8:30 am – 9:00 pm 7 days

www.bigair.com.au

Plans

Freedom 1 Hour	Casual Weekly	1GB Data
<ul style="list-style-type: none"> • No setup Fee • \$4.99/Hour Flat Rate • 2.0M/256K Connection Speed • Unlimited data 	<ul style="list-style-type: none"> • No Setup Fee • \$22/Week Flat Rate • 2.0M/256K Connection Speed • 10G Data Limit 	<ul style="list-style-type: none"> • No Setup Fee • \$15/1GB Data Flat Rate • 2.0M/256K Connection Speed
Monthly 2GB	Monthly Standard	Monthly Power
<ul style="list-style-type: none"> • No Setup Fee • \$28.00 /Month Flat Rate • 2.0M/256K Connection Speed • Unlimited Data (Cap to 64K after 2GB) 	<ul style="list-style-type: none"> • No Setup Fee • \$39.99/ Month Flat Rate • 2.0M/256K Connection Speed • Unlimited Data (Cap to 64K after 30GB) 	<ul style="list-style-type: none"> • No Setup Fee • \$59.99/ Month Flat Rate • up to 3M/512K Connection Speed, minimum 2.0Mbps/256kps • Unlimited Data (Cap tp 64K after 50GB)

Wireless Access

BigAir wireless access may also be available in some parts of the Residences especially around 9 Wakefield Street and 24 Park Street.

How to connect to Big Air

MS Windows Internet Connection Guide

Stage 1 Ethernet cable

Residents must have an Ethernet cable – UTP Straight-Through cable

Stage 2 Resident’s PC

The PC will require a 10 or a 10/100 Base T network interface Card (NIC) installed. Without a NIC, residents cannot proceed with the installation of the broadband service unless they purchase an Ethernet/USB adaptor from a retailer

Stage 3

Connect one end of the cable to the port in the room, the other end of the cable on to the NIC card on the PC, then turn the power on.

Stage 4 Configuring your PC

- i) On the windows desktop. Go to **Start**> Double click on **Control Panel**> Double click on **Network Connections**> Right click on **Local Area Connections**> Click **Properties**
- ii) Highlight the **Internet Protocol** icon from the list by left clicking once.
- iii) Click on **Properties**

Select the **Obtain an IP address automatically** option

Click **OK**

Stage 5 Browsing the Web

The installation is now complete. Residents can now launch their internet browser, log on using the login and password allocated, and browse any web page.

Support: **Please check that instructions have been followed instructions correctly. If there are still any issues with the internet service contact support on 1300 723 534**

Privacy Statement

The Student Residences is part of Swinburne University of Technology and the University's Privacy Statement applies to the Residences.

We value your privacy

Swinburne University of Technology acknowledges and respects the privacy of individuals. We advise that much of the information that residents may have provided to, or may be asked to provide, to Swinburne University is 'personal information' As a general rule, personal information is not released by Swinburne University to other organisations, except in response to legal requirements such as a subpoena. Information regarding an individual will not be disclosed to a third party without the individual's consent, except where the third party is directly acting as our agent. A third party or agent acting on the University's behalf is subject to the same rules governing your privacy as the University is.

Why Do We Collect Your Information

This information is normally collected for the purposes of processing resident's application, registration or inquiry for a Swinburne University course, activity or interest group. Information that we collect will be used for keeping residents informed of upcoming events, improving the student experience and assisting us in improving and marketing our services to residents.

How Do We Collect Your Information

Registration

Swinburne University generally collects information through forms, direct marketing, internet registration or contracts with external education and training providers. The provision of this personal information is voluntary but if information is not provided, Swinburne University may be unable to process residents' details for the purpose which they were intended.

E-Learning

Some Swinburne University sites may have chat rooms, forums, on-line teaching environments, message boards and/or news groups available to their users. Please remember that any information that is disclosed in these areas becomes public information and residents should exercise caution when deciding to disclose personal information.

Cookies

The Swinburne University of Technology web systems have extensive security features and may temporarily install "cookie(s)" on your computer. These cookie(s) communicate to secure servers at Swinburne University of Technology systems. The cookie(s) do not collect any information about individuals, or how they are using their computer and only serve to ensure that they have identified themselves with the correct username and password.

Security

Any personal information that we collect is held with the strictest confidence. Swinburne University uses and implements industry standards for the security and protection of information collected, and this information is securely stored and access is restricted to authorised personnel only, ensuring that personal information is protected and safeguarded.

Information Swinburne University collects is used only for the purpose stipulated at the time that the information is collected. Swinburne University is required by law not to reveal, disclose, sell distribute, rent, licence, share or pass on to any third parties, any personal information that may have been provided to us unless we have express consent to do so.

Exception to this include:

- Where there are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health; and;
- Where Swinburne University is required to provide information in response to Subpoenas or Warrants or other legal process's, including requests from the Australian Stock Exchange.

Access your Information

Residents have a right of access to, an alteration of personal information concerning yourself held by the University, in accordance with Government Legislation.

Privacy Policy

Swinburne University has a Privacy Policy that can be found on its Policies and Procedures Database, which outlines the ways in which we intend to meet our privacy commitments and details the procedure for making complaints under the Act.

The Privacy Policy can be located at:

<http://ppd.swinburne.edu.au/humres/Privacy.htm>

Contact

If residents have any queries in relation to their privacy at Swinburne University of Technology, they should contact the University Compliance Officer at trowan@swin.edu.au

Electrical Testing and Tagging Policy

It is now procedure at Swinburne that all privately bought electrical goods must be tested and tagged to assure it is safe for use and will not cause a surge or blackout if used.

Residents will be given reasonable prior notice in March when a University authorised contractor will enter the premises, to conduct testing and tagging of all electrical equipment in the room, in accordance with Swinburne's "Testing and Tagging of electrical equipment Policy". Residents will not be permitted to use privately owned electrical equipment that has not been tested and tagged, or which has been inspected and tested, but is considered to be a risk to the health and safety of Swinburne's operations and may be required to immediately dispose of the faulty equipment in accordance with the University's instructions.

Please note the following when purchasing appliances to bring with you to the Residences.

Power board should look like this. It **must** have a switch on each point. It **must** not have only one.



Power boards are to have **one** appliance attached to each point. **Never** attach double adaptors as seen below.



It is now policy that double adaptors are **not** allowed.



Electrical Appliances

Students are asked to make sure **all** electrical appliances are switched off at the wall when they are not in the apartment or room. If residents need more power points please **only** use a power-board **with** an overload safety feature and surge protector. The overload safety feature will prevent the power being cut to the entire apartment block or college floor and the surge protector protects your electrical appliances from exploding if there is an electricity surge.

Maintenance

If anything in and around the apartments are found broken, missing or not working, please report the problem to staff at Reception. This can be done in person, over the phone or on-line

Email: residences@swin.edu.au or visit www.swin.edu.au/residences and click on On-Line Maintenance Request

Our handyman is available twice a week. When reporting maintenance it is preferable residents do it in the morning.

Urgent Maintenance problems

It is important that all serious or urgent maintenance problems are reported to staff at the Residences Office immediately so that we can address the issue straight away. If a problem occurs outside of office hours and is of a **serious or urgent** nature, then contact:

Resident Advisor on duty at the Residential College, This can be done by ringing **0414 677 427**.

Waste Management

Waste management contractors are employed to remove rubbish on a regular basis. Please ensure that rubbish are placed **inside the bins** in the bin rooms provided. Please do not overfill the bins – use another bin if possible. For residents living at the William Street apartments, the bins are just outside the apartment building.

* A **\$100 fine** will be imposed on residents found to be dumping rubbish on the floor of the bin rooms or in the apartment stairwells when there are bins still available.

Disposing of rubbish

Please place your rubbish in these bins and not on the ground. This will assist us in ensuring that rats and other vermin do not get into bin rooms, and help us maintain a clean and healthy living environment for all our residents.



Residents found to dispose their rubbish on the ground will be heavily fined.

Waste Bins

Blue Recycling Bins – Recycle paper only

Red Recycling Bins – Recycle bottles and cans

Green Bins – Rubbish, general waste and cardboard material

Paper Recycling

The blue paper recycle bins are located in Park Street and Wakefield Street **only!** The blue coloured 240 litre bins located near the apartment stairwells are strictly for paper **only**. Please do not put plastics, foil, cardboard (including Pizza Boxes!), food containers or other inappropriate material in these bins. These bins are emptied on a fortnightly basis.

Saving energy and water

The lights installed in the apartment are all efficient energy saving lights. They consume less energy and last longer, however this does not mean they should be left on 24/7. Please contact the Residences Office during normal business hours or email if a globe needs replacing.

Tips:

- When no one is in the apartment or before sleeping, turn off lights, television, heater and all other electrical appliances to conserve energy.
- Have more than a few clothing items when using the washing machine and dryer.
- Set the washing machine to low water.

Heaters

Please remember to turn off the heaters when no one is home this is a fire risk. Also never leave clothes too close to the heater as this could cause a fire. For maximum effect you must close all doors and windows when the heater is on.

How to work the gas stoves

Wakefield and Park Street Residents:

The gas cook top in Wakefield and Park Street apartments requires ignition. You can either use matches or buy an igniter from the supermarket. The grill and oven have automatic ignition.

William Street Residents:

The gas cook top, the grill and the oven in the William Street apartments are all equipped with automatic ignition.

Barbeques

BBQ's can be very enjoyable, especially when the weather is fine. Apartment residents are welcome to have BBQ's in their courtyards or on their balconies. Please make sure that after use, the BBQ is cleaned and covered to stop any residue from blowing away.

Looking after your apartment

It is the responsibility of all the occupants of the Apartment to take good care of the premises. This includes **regular cleaning** of all areas of the apartment.

Please note:

- The washing machine, clothes dryer and gas heater (Wakefield & Park Streets) all have filters that **must** be cleaned regularly. The heater's filter **must** be especially cleaned in the winter months when in regular use.
- Should residents need a vacuum cleaner, one can be borrowed on an hourly basis from the Residences Office or from the Apartment RA. Residents will need their Student ID Card to borrow the vacuum cleaner and must return it within 24 hours. Please empty the filter of the vacuum cleaner after use.
- The range hood filter should be taken out and washed regularly.

- Residents with courtyards are required to keep them clean and tidy and not use this as a storage area.
- Balconies must be kept clean and tidy. Do not store bottles or other items here. Do not take apartment furniture onto the balconies.
- Should residents want/require professional cleaning for the apartment or room, this can be arranged for a fee.

Inspections – Common Areas in Apartments and bedrooms

Monthly inspections of the common areas of the apartment will be conducted every month. The common areas include bathroom, toilet, laundry, kitchen and lounge/dining area. Residents who do not maintain their apartment in a clean and hygienic condition will be given the opportunity to clean it and staff will conduct a reinspection. Management will engage professional cleaners to clean the apartment if residents fail the reinspection. The cost to clean the apartment will be passed on to residents in the apartment.

Staff will conduct bedroom inspections once per semester.

Tips for shared living

Some residents have chosen to live in one of our apartments with friends, and for others, we have placed them in an apartment with students they do not know. While sharing an apartment with others can be a great experience, conflict may arise from time to time. As such, here are some tips to assist you.

Communication and Respect

Communication and respect are the key to successful shared living. Having respect for flatmates, their privacy, space and belongings will help avoid conflicts. The main issues to work out at the beginning will be food and kitty arrangements, household chores and visitors/guests. It is advisable for residents to work out together what will work for individuals in the apartment.

The 'Kitty'

Flatmates will need to work out whether they want to operate a kitty. It is often helpful to set up a kitty for basic necessities eg butter, milk, bread, cleaning products and toilet paper, with each flatmate buying their own food for main meals etc. If everyone agrees to have a kitty, it is also important to set rules and stick to them.

Cleaning

A roster system is probably the best way of sharing the cleaning and keeping the apartment in a good state. It should include all necessary jobs – even putting out the rubbish and cleaning the toilet and it is a good idea to work out how often different jobs should be done. Each resident should be responsible for their own laundry and bedroom. Like all things the roster should be open to suggestion and changes and a gentle reminder is often all that is needed and does not lead to conflict.

Food storage and pests

Residents should store food in airtight containers once food packets are opened. Rubbish with food wastes should be removed from the apartment on the same day by disposing them in a bag, sealed and thrown in the green general garbage bins. These steps will help us combat rats, roaches and mice. Please do not throw food over the balcony, in the sink or down the toilet. Residents found disposing food wastes in this manner will be fined.

Family & Friends Visiting

Residents in the apartment will most likely have visitors from time to time. It is therefore important to discuss this with fellow residents. Each member of your household is responsible to make sure that their guest's presence does not impact on the comfort and space of the other occupants. NB: Guests staying over should not be for more than a night or two and the other occupants should be informed. Guests must not stay over during exam periods.

Guests

Residents are welcome to have guests to their apartment. Only those authorised by the Residences can reside in the apartment. It is possible to have guests stay over in the apartment for a day or two with the permission of the flatmates. Long term guests are **not** permitted under any circumstances.

Conflict Resolution

If conflict arises between flatmates it is recommended that residents first try to resolve the conflict. Think about what to say. Residents may choose to seek the advice of the Apartment RA to assist.

If the conflict is not resolved, residents are encouraged to contact the Head of College to discuss and try to resolve this on an informal level.

Noise

Residents are expected to keep the level of noise to a minimum. Please be aware that noise can travel quite some distance, especially at night, causing distraction and disturbance to other residents and neighbours.

After 11pm all noise is to be kept to a bare minimum. If residents plan to have a small social function in the apartment, it would be a good idea to inform the other residents in your block, as well as your Apartment RA.

Parties are **prohibited** during the entire exam periods – June and November. Residents who wish to celebrate the completion of their exams or assignments are asked to do so off campus and to return to the residences as quietly as possible in consideration of those who may still be studying.

Other suggestions to help residents enjoy their stay in the apartments

- Residents are encouraged to meet and get to know as many other fellow residents as possible
- Actively participate in events and activities the RAs organise during the year
- Keep the apartment clean and clutter free
- Residents are strongly encouraged to draw up an apartment cleaning roster – a template is available in the office for residents to use
- Residents are encouraged to make suggestions to the Apartment RA's on how we could improve the quality of life in the community
- Report faults or maintenance problems to the Residence Office either in person, via email or phone call so that the issue can be addressed as quickly as possible. If it is urgent, please state the urgency to the staff member (during Office Hours) or to the Resident Advisor on Duty (after Office Hours)
- Bicycles or push bikes or any personal items should not be left in the apartment entries or stairwells
- Apartment furniture should not be left on balconies or in courtyards
- Residents are asked to turn off lights when not in the apartment or when turning in for the night.

Other General Information

Fees

When residents were offered a place in the Apartments, they were given a Fee Payment Schedule. This lists the dates fees are due and the amount due. A reminder invoice will be delivered to the letterbox, usually a week before the due date and also contains a copy of the phone and internet bill.

Residents can review them on:

<http://www.swin.edu.au/stuserv/residential/> and click the link "Fees and Contract Schedule"

Shopping Trolleys

If residents choose to bring a shopping trolley to the apartment, it is very important that these are returned promptly. Please do not leave any shopping trolleys in the apartment entries or stairwells or anywhere in the vicinity of the apartments.

Fire Extinguishers

Fire extinguishers are located in the corridors outside the apartments. These are for use in real fire emergencies **only**. Residents found tampering with or discharging fire extinguishers shall be fined accordingly and could have his/her residency terminated, as this act is a criminal offence.

Students studying at the Prahran Campus

For students studying at the Prahran campus the best way to get there is to catch a train from Glenferrie Station either a City Loop or Flinders St train. Catch the train to Richmond Station, and then catch the Sandringham line train on platform 2 at Richmond. Prahran is the next station to get off at.

Trespassing

Residents should contact the Residences Office during office hours or the Resident Advisor or the University Security after hours if they notice an unfamiliar or suspicious person in the apartment or apartment block.

Access to Resident's bedroom

A Resident's bedroom is considered to be their own private space and as such no other resident should go into another resident's room uninvited. Residents should make sure that they lock their bedroom door when they are not home. Student Residences staff members reserve the right to enter a resident's bedroom, in the event of an emergency, if there is question over the safety or well being of any resident or if any breaches of the rules have occurred. Maintenance personnel are also permitted access to fix any problems or to comply with building regulations.

Important Policies

Alcohol Policy

There are specific Rules and procedures that are required within the Swinburne Student Residences to ensure that all residents have the right to quiet enjoyment of the facilities. The Swinburne Residences Code of Conduct works in accordance with University regulations and statutes as well as all laws in force in the State of Victoria. **Please read the important and detailed notes of each policy pertaining to your residence very carefully – pleading ignorance is not an excuse for breaking a rule or not following procedures.**

Alcohol free zone

The City of Boroondara has resolved to establish an Alcohol Free Zone in the Glenferrie precinct. Open containers of alcohol in the streets, laneways and parks, including the area around the Swinburne Student Residences, within this zone are banned between 9pm and 7am. Police are now authorised to take appropriate action to maintain safety and protect the amenities of this area.

IMPORTANT: Any person consuming or possessing alcohol on Council owned land can be fined. A refusal to comply with a Police request can result in a maximum fine of \$500.

Consumption of alcohol in the apartments

Alcohol is permitted at the Swinburne Apartments. However, the consumption of alcohol must at all times comply with the Victorian Liquor Licensing Laws.

We encourage moderation and a responsible attitude towards the use of alcohol to ensure:

- The reputation of Swinburne Student Residences is maintained within the University and the broader community
- The health and safety of all residents, staff, visitors and neighbours
- The effective management of apartment social functions so that they are well planned, safe, fun and successful
- An inclusive environment for residents who choose not to consume alcohol

Residences Functions

Residents are encouraged to hold private parties **off campus** to avoid disruptions in the apartment blocks. If you intend to hold a social function which would have double the number of residents living in your apartment, you must discuss this with the Manager. If residents have small social functions in the apartment and there is consumption of alcohol, please remember that:

- Drinking games are not permitted
- An adequate amount of food and non-alcoholic drinks should be provided
- All bottles/cans and other rubbish must be properly disposed of at the end of the function.
- Social events are not permitted in June and November.
- Residents are not to 'collect' and store bottle/cans in their apartment or on their balcony/courtyards.

Illegal Drugs and Dangerous Goods

The use of any illegal drugs is strictly prohibited within the Residences at all times. The use of soft or hard drugs including marijuana will **not** be tolerated under any circumstances.

Residents are advised that the use and possession of drugs constitutes a legal offence in Victoria.

Any explosive or combustible materials firearms (including replica firearms) or other offensive weapons are prohibited in the Residences.

Residents found to be in possession of illegal drugs and dangerous goods in the Residences will be in breach of their Licence Agreement and will be required to vacate the Residences within 24 hours of being advised to do so.

Smoking and Smoke Detectors

Smoking is **strictly prohibited** in any of the University buildings, including the Student Residences. Smoke detectors will be activated in the rooms or toilets of the College if anyone tries to smoke there. You may smoke outside the buildings but **not within 5 meters of the building**. If you do smoke, please dispose of your cigarette butts in an appropriate place. There are Smoking receptacles provided outside the front entrance and in rear courtyard area of the College.

As required by law, all apartments are fitted with a smoke detector and this must **not** be tampered with in any way. Please test your smoke detector regularly to ensure it is working properly. If it is not, please report this to staff at the Residences Office.

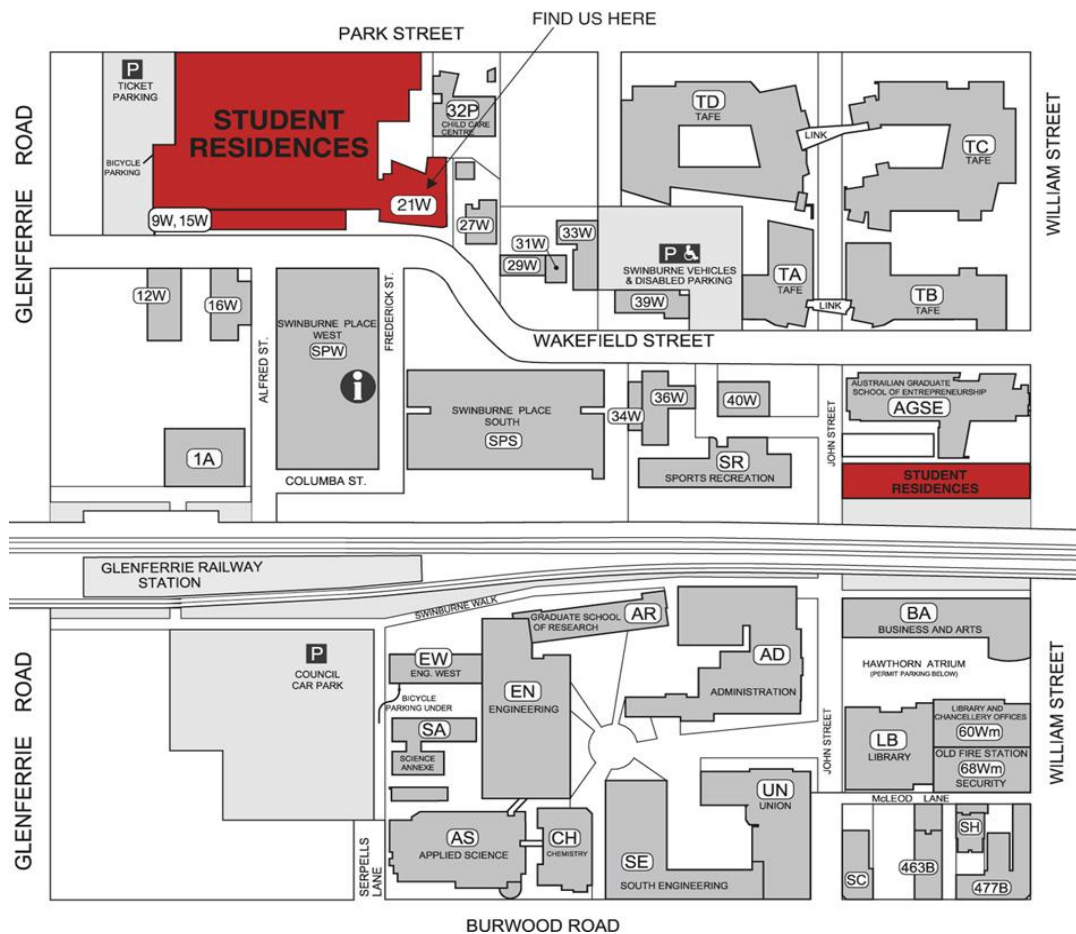
Evacuation Procedure in the event of a fire

In the event of a fire, the following procedures should be followed:

- In the event of a fire immediately **notify** the flatmates and guests/visitors in the apartment and the Apartment RA.
- Assist persons in immediate danger – **only if it safe to do so**
- Restrict the danger area to prevent the fire spread, i.e. Close doors.
- **RAISE THE ALARM:**
 - Notify Security on **9214 3333**
 - Direct Security to notify, **Fire Brigade, Police, Ambulance (extension 0) 000**
- Fight the fire only if safe to do so. Otherwise close the door to confine the area.
- Assist persons with a disability. Notify Security and move the person into a safer area i.e. EXIT stair landing.
- Evacuate the building, via your nearest safest EXIT stairs.
- Move well away from the building. Do not re-enter the building until the “all clear” has been given.
- Report to Warden or Security Officer any special observations you have that will assist the emergency service.

Note: All apartments are fitted with a smoke detector as a fire precaution.

MAP OF HAWTHORN CAMPUS



Medical Services in the University and wider community

Medical and Health Services

The **University Health Service** is located at The George and can be contacted on **9214 8483**. If you are a Swinburne Student and either have Medicare or Worldcare or Medibank Overseas health insurance consultations are Bulk Billed. You **must** make an appointment. The Health Service provides bulk billed medical consultations, first aid, health counselling, health promotions and health information at no cost for students. This centre now has an after hours service you **must pay** the Doctor a fee on arrival to access this service. The number is 9429 5677.

Medical Clinics which are open after hours are located at:

Boroondara Health Centre

378 Burwood Road

Hawthorn VIC 3122

Phone: 9818 6703

Opening Hours:

Monday to Friday 8.30am to 6.00pm

This Centre Bulk Bills

Camberwell Junction Centre

624 Burke Road

Camberwell

Phone: 9882 8184

Opening Hours

7 days 9.00am to 9.00pm

This Centre does not Bulk Bill

Easter Suburbs GPs

After Hours Clinic

58 Nelson Road

Box Hill

Phone: 9899 9980

Opening Hours

Monday to Friday 8.00pm to 11.30pm

Saturday 1.00pm to 11.30pm

Sunday 12.00 noon to 11.30pm

This Centre Bulk Bills

Hospitals in case of emergencies

The following Hospitals are close by and have emergency departments open 24/7 they are for **emergencies only**

Box Hill Hospital

Nelson Road Box Hill

Ph: 9895 3333

The Alfred

55 Commercial Road Melbourne

Ph: 9076 2000

St Vincent's Hospital

41 Victoria Parade Fitzroy

Ph: 9288 2211

Dentists

Dental work in Australia is very expensive. Swinburne do not have any affiliation to dentists in the area. Please let them know you are a Swinburne Student and you may receive a small discount but you must call and book first.

Swinburne Dental

390 Burwood Road

9818 2181

Dr Greg Morris

520 Glenferrie Road

9818 428

Sexual Harassment

Swinburne University is committed to the development of a learning and working environment free from all forms of discrimination, harassment and vilification. Sexual harassment is incompatible with Swinburne's work/study environment. A full statement of the policy can be obtained from the University's Sexual Harassment Advisers, contact Ian Taylor on Extension 8665 in the Human Resources Department. It can also be obtained from the Swinburne University web site at:

<http://policies.swinburne.edu.au/ppdonline/showdoc.aspx?recnum=POL/2008/180>

If you wish to speak to a psychologist about harassment, do not hesitate to contact the Student Development & Counselling Service (9214 8025).

Definition of sexual harassment

Swinburne's Policy states that:

"Sexual harassment takes place when a person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to another person, or engages in other unwelcome conduct of a sexual nature in circumstances in which the other person feels offended, humiliated or intimidated by the conduct in question."

"The University will not tolerate behaviour which creates an atmosphere of pervasive sexuality resulting in an intimidating, hostile or offensive working environment."

Sexual harassment can include a wide range of behaviour of a sexual nature that causes another person distress. Sexual harassment may occur in a single incident or in a series of incidents and may be subtle and implicit rather than explicit. Mutual attraction which is based on choice and consent between partners does not constitute sexual harassment.

Management of the Complaint

The first point for the complaint is the Contact Officer. The Contact Officer can be the Manager of Student Residences, Residences Co-ordinator, or any Resident Adviser. The Contact Officer then will inform, advice and support you. If after consultation with the Contact Officer, you wish to proceed with the complaint, the Contact Officer will refer the complaint to a Conciliation Facilitator.

Conciliation

The role of the Conciliation Facilitator is to conciliate an agreement should seek to ensure that there will be no reoccurrence of the behaviour, which gave rise to the complaint, and reprisals for making the complaint.

The outcome of the conciliation, whether conclusive or not, is to be noted in writing and signed by each party. A copy shall be supplied to each party.

Bullying

The Residences are committed to providing a living and study environment free from behaviour that is bullying, harassing, intimidating, overbearing or physically or emotionally draining. Anyone found to be engaging in this unacceptable behaviour will be counselled. If residents find themselves in a situation that is difficult to cope with, do not hesitate to speak to an RA or the Manager Student Residences.

Complaints

If residents have any concerns or complaints about the Residences they can bring this to the attention of:

- The Apartment RA
- The Manager, Student Residences

If the complaint is of a serious nature, it is suggested that you make an appointment and discuss this with the Manager. Sometimes it is useful to put concerns or complaints in writing in addition to discussing it in person with a staff member.

In most instances, it is hoped that a satisfactory resolution of the complaint can be achieved. In the event residents feel that the matter has not been resolved to their satisfaction, they may wish to discuss their complaint with the Director of Student Services, Swinburne Place West. The Director can be contacted on 9214 8541.

Another place where they could seek assistance and advocacy is at the Swinburne Student Amenities association (SSAA). The SSAA can be contacted on 9214 5445.

Swinburne Student Residences

Code of Conduct



How the Community Standards Are Applied

University staff members rely upon Swinburne University of Technology Code of Conduct to

help define acceptable behaviour. Residents who violate policies will be held accountable for their behaviour. Once an alleged violation of a policy is reported, the resident(s) alleged to be involved is

asked to meet with the Manager Student Housing and Finance, or their delegated representative, to discuss the allegation. During this meeting, the Manager may determine whether an individual sanction, a behavioural contract or referral to higher authorities is warranted. Cases involving serious breaches, which are deemed to warrant possible suspension or dismissal, may be referred to the Director Student Services.

Residents' Rights

As members of the residential community, you have the right to expect the following:

- The ability to sleep, read, and study, free from undue interference, unreasonable noise, and other distractions.
- Personal privacy within the limits of the residences.
- A clean living environment.
- Freedom from harassment, including sexual harassment, as well as threats of intimidation and physical or emotional harm. This includes harassment for reasons of race, religion, gender, gender identity or expression, sexual orientation, age, disability, or veteran status.
- Assistance and support from Swinburne Student Residences staff and the wider University.

Residents' Responsibilities

As members of the residential community, you have the responsibility to:

- Help maintain an environment conducive to academic pursuit.
- Treat fellow residents and staff with respect, consideration, and cooperation.
- Accord every resident personal dignity and report incidents of racial or other discrimination or harassment to staff.
- Understand and comply with all University and Residences policies and regulations; including those that apply to all formally organised events both on and off campus.
- Resolve personal and community issues in a calm and respectful manner.
- Make informed decisions regarding the consumption of alcohol. If you choose to consume alcohol you are expected to do so in a sensible and responsible manner
- Report any situation to staff, that interfere with your rights or the rights of others
- Exercise an individual commitment to personal and community security.

- Exercise an individual commitment to safety by not knowingly placing one self, or others, at risk.
- Comply with reasonable requests from University staff, security and contractors

1. Alcohol

1.1 All residents consuming alcohol must comply with the Victorian Liquor Licensing Laws

1.2 Irresponsible behaviour and excessive consumption of alcohol are not permitted in the Residences. This includes but is not limited to:

- encouraging underage residents to consume alcohol
- public intoxication
- kegs
- organising and participating in drinking games and pub crawls
- using drinking devises such as hoses, funnels, punchbowls to consume and mix alcohol
- manufacturing and distributing alcohol

1.3 Residents under the legal drinking age must not consume or possess alcohol in the Residence precinct or at any Residence sponsored events.

1.4 Disruptive behaviours as a result of consumption of drugs and/or alcohol that infringe on the safety and rights of other residents is prohibited.

1.5 Residents may consume alcohol in the Residential College Dining Hall and rear courtyard until 11pm and are responsible for disposing of all bottles, cans and other rubbish

1.6 Residents are not permitted to consume alcohol in the Common Rooms 217, 317, 417 and 517, and congregate in their rooms or the corridors in the Residential College

2. Cleanliness, Cooking and Food Storage

2.1 Residents who prepare food and drink in their kitchens or main college kitchen are responsible for cleaning up afterwards and for maintaining their kitchens in a hygienic condition at all times. The cost of any additional professional cleaning will be attributed to any and all residents unless individual responsibility is determined where the shared kitchen is concerned.

2.2 Monthly inspections will be conducted in the common areas in the apartments. Failure to maintain a clean and hygienic apartment may result in disciplinary action. All bedrooms will be inspected once per semester.

2.3 College residents may store food in the lockers provided in the main college kitchen, refrigerator and freezers. All food stored must be kept in sealed containers. Food, which in the opinion of staff constitutes a hazard to health, may be disposed of appropriately with no compensation payable to the resident concerned.

2.4 On vacating the residences, all food must be disposed of appropriately or residents may be liable for costs if cleaning contractors are required to dispose of food items.

2.5 In Residential College rooms where contract cleaning is provided residents may not request their rooms to miss more than one cleaning cycle. Additional requests to miss the cleaning cycle made by the resident will be passed on to the Manager or delegated representative by the cleaning staff.

2.6 Residents are not to 'collect' and store bottles/cans in their apartments or on their balconies or courtyards

2.7 The fridge that is on each level is for the storage of drinks only and not food items.

3. General Conduct

3.1 Residents shall respond, cooperate and adhere to the reasonable request of any university staff member or contractors.

3.2 No resident shall engage in conduct which is likely to bring the Swinburne Student Residences or the University into disrepute.

3.3 Residents must not enter and /or make use of uninhabited bedrooms, or use the items contained in uninhabited bedrooms.

3.4 Residents will be liable for monetary fines for missing or damaged University property in their allotted bedroom. Residents living in group share arrangements will be jointly fined for losses of, or damages to, University property including furniture and other items provided in the common areas within their apartment or building.

3.5 Residents must not change rooms without approval from Staff. Residents involved in an unauthorised room change will need to return to their original allocated room.

3.6 Residents must keep their key cards with them at all times. Residents who are locked out will be charged a lockout fee as detailed in the Residence Handbook.

4. Guests and Visitors

4.1 A guest is any person visiting the Swinburne Student Residences at the expressed or implied invitation of a resident. No uninvited guests are allowed within the Residential Precinct.

4.2 It is the responsibility of the resident to explain the code of conduct to their guests. Residents will be accountable for the actions and behaviour of their guest(s). This includes being financially responsible for any costs related to damages caused by their guests.

- 4.3 Residents are not permitted to give their keys cards to non residents to provide use of their bedroom. Use of a room by a non resident without the presence of the licensed resident is strictly not permitted.
- 4.4 Resident's guests wanting to stay in the Residential College must be registered and must pay the guest fee (refer to the Residences Handbook) for the use of a mattress, bed linen and breakfast. Residents who have unauthorised overnight guests will be fined \$200.
- 4.5 Apartment residents may have guests in their apartment up to a maximum of two nights. All guests must be registered.
- 4.6 Guests are not permitted to stay in the Residences during STUVAC and examination period without the written permission of the Manager.
- 4.7 A guest must be accommodated in the host resident's room, and not the lounge room or other common area.
- 4.8 Guests shall not make use of equipment and facilities within the Residences except in the company and at the express invitation of a resident and only if no resident is inconvenienced by such use. Facilities and equipment such as washers and dryers etc may not be used by guests and visitors. Only registered guests who are staying overnight may use these facilities. Guests and visitors should not participate in events organised for residents without invitation from the Residences
- 4.9 The Manager Student Housing and Finance or staff of the University may refuse entry to any guest into the Residences or evict such person from the Residence.
- 4.10 Guests are not permitted to bring pets into the Residences
- 4.11 Any University student who is not a resident and who breaches the Code of Conduct or the University policies while in the Residences precinct will be reported to the Manager. Appropriate actions in accordance with University policies and procedures will then be taken.

5. Harassment and Discrimination

- 5.1 All residents must abide by the University policy addressing Discrimination and Harassment, which can be found at the following web address:
<http://ppd.swinburne.edu.au/humres/SexualHarassment.htm>
- 5.2 No residents are permitted to initiate, participate in or encourage pranks that are malicious and/or offensive to residents and/or staff.
- 5.3 No resident shall display or send inappropriate material (this includes but is not limited to: Blackboard, text messages, video, email messages, t-shirt designs, posters etc) that would be deemed offensive by a reasonable person.

- 5.4 No resident shall, within the Residence or their environs or at Residence functions, engage in racist, discriminatory or sexist conduct or other behaviour likely to cause offence, or in conduct which is prohibited by law of the State of Victoria or the Commonwealth of Australia.
- 5.5 No resident shall, within the Residence or their environs or at Residence functions, engage in conduct which:
- is likely to harass, intimidate, threaten, bully or assault or cause harm to any person or place other residents at risk,
 - interferes with the quiet or comfort of any person,
 - damages or defaces the property of any person or of the Residences,
 - is dishonest or misrepresents, including knowingly or recklessly providing false
 - written or oral information.
- 5.6 Residents have the right to live and study in a harassment-free environment and have the right to make personal choices. Residents are not permitted to pressure others to drink or participate in events if they choose not to do so.

6. Noise

- 6.1 Swinburne Student Residences are intended primarily for study, sleep and quiet relaxation. Residents shall keep noise in and around the residence, at all times, to a level which is consistent with those purposes.
- 6.2 Residents are also expected to assume a degree of responsibility for addressing those residents who infringe upon their right to sleep and study. While Resident Advisors have direct responsibility for addressing noise violations, all residents should contribute to these efforts.
- 6.3 The following activities are prohibited (unless permission has been granted by the Manager):
- use of amplified sound sources such as electronic devices, live music/bands, and the like at a level which is likely to interfere with the ability of other persons to study or sleep; and
 - playing of any amplified musical instrument within the Halls of Residence, except in places specifically set aside for that purpose. These devices are to be used with moderation, and consideration.
 - Parties and private functions are generally not permitted within the residential college

7. Noise Curfews and Alcohol Free Zone during StuVac/Exam Periods

7.1 The Residence utilise a system of Noise Curfews in order to encourage consideration of all residents and the need for quiet time to study and to rest. The following curfews on noise apply during the University Semesters:

- Curfew hours during teaching weeks are: 11pm to 9am
- Weekend curfew hours at all colleges Friday and Saturday nights are Midnight to 9am

7.2 Noise outside these established hours are to be kept to a minimum.

7.3 Curfew hours during StuVac (or 1 week prior to the examination period) and examination periods are in effect from: 8pm to 9am

7.4 Noise outside these established hours are to be kept to a minimum.

7.5 No parties or events are permitted during StuVac and examination period unless permission is granted by the Manager or their representative. Any requests for on campus celebrations or parties are to be made on the appropriate forms and given to the Manager.

7.6 All residents wishing to celebrate the end of their examination or assignments are asked to do so off campus and minimise noise on their return to the Residences.

7.7 The Residential College will be designated an alcohol free zone during the Exam Period

8. Safety

8.1 Fire alarms, hoses, smoke alarms, fire blankets and extinguishers are to be used only for their intended purpose. Misuse is a criminal offence. Any resident found involved in the misuse of fire safety equipment may have their license agreement terminated. Fines may be passed onto Residents responsible for setting off a fire alarm.

8.2 Use of the following is prohibited within the Residences:

- room heating appliances other than those provided by the Residences,
- any appliance with an exposed heating element,
- candles, incense burners or any appliance or other item which produces flame or smoke.

8.3 No resident shall light any fires in buildings or on the grounds including fires in bins or receptacles.

8.4 No resident shall carry or keep a fire arm or other weapon within the Halls of Residence.

8.5 No resident shall possess or use a knife, firearm or explosive device of any description which can be used to threaten or harm another person.

- 8.6 Residence Staff reserve the right to enter residents' rooms in the event of an emergency or if there is cause for concern over the safety/well being of residents or the integrity of the Residence. It is preferred that entry be made by two staff on any occasion.
- 8.7 Residents are required to leave the building immediately in the event of a fire alarm, or official instruction to vacate the building.
- 8.8 No resident shall knowingly cause or make or circulate false reports or false warnings of a catastrophe or emergency.
- 8.9 To ensure safety, and to facilitate emergency exit from the buildings, all corridors, exit areas, foyers and stairwells must be clear of all personal items and furniture.
- 8.10 Throwing objects or allowing them to fall from any building is dangerous, and indeed potentially lethal, and is strictly prohibited.
- 8.11 Residents shall not make any mechanical, electrical or physical changes to a room or building.
- 8.12 Residents will not without permission remove, take possession of or use University property or services and personal property of other residents.
- 8.13 Residents will not remove, alter or damage any signs in the Residential Precinct.
- 8.14 Residents will not possess stolen property or property that may be identified as belonging to the University or another person or entity such as road signs or building signs etcetera.
- 8.15 No resident shall enter another resident's room unless by the express invitation of that other resident.

9. Substance Use

- 9.1 No resident shall sell, possess or use any illegal substance within or in the environs of The Residences.
- 9.2 Any offences committed under the influence of alcohol will be subject to the full consequences.

10. Additional Rules

- 10.1 No external soliciting is permitted in the Residences. External individuals or organisations are not permitted to promote or sell products or services within the residences.
- 10.2 Residents shall not keep any pets, feed or otherwise encourage native or stray birds and/or animals.

- 10.3 Only 'Blu-Tak' or similar may be used to mount posters, decorations etc onto walls, doors or other surfaces in the room or common area. When such items are removed, all traces of adhesive must be removed. The use of tape of any kind or of any fixing (including glue, sticky tape etc) which penetrates the mounting surface is prohibited.
- 10.4 Residents are not permitted to mount posters in common areas without the prior consent from the Manager or staff.
- 10.5 Residents will not erect or cause to be erected outdoor television or radio aerial of any kind or local area computer network
- 10.6 Unauthorised use of the University and College logos and names are strictly prohibited.
- 10.7 Residents are not to undertake or organise any fundraising, sponsorship or advertising activities within the Residences without prior written permission from the Manager
- 10.8 Residents are not permitted to enter into any formal or implied agreement with another organisation, business or divisions of the University on behalf of the Residences.
- 10.9 Residents are not permitted to represent the Residences or the University without the written permission of the Manager Student Housing and Finance.
- 10.10 Bicycles, and other personal items must not be left in the apartment entries or residential college corridors. Furniture belonging to the residences must not be left in the courtyards or on apartment balconies.
- 10.11 Residential College furniture must not be removed from the Dining Hall or other common areas.
- 10.12 Residents in the Residential College are not permitted to play ball games along the corridors.
- 10.13 Residents are not permitted to tamper with any of the wireless access points at the Residences
- 10.14 Residents using their own bed must store the Residences' bed in their own room and not in the common areas of the Residences