

Swinburne Residential
College
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 College aims to provide a supportive and stable environment in which all residents can achieve their academic and personal goals. 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. The Residential College will provide you with an opportunity to learn, to enjoy life, develop new friendships and help influence the character of your living environment.

This Handbook provides useful information about the operation of the College, its features and its facilities. 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 myself, Jonathan Jaboor or Melissa Vaughan at the Reception Desk or any of the Resident Advisors.

I encourage you to actively participate in the life of the College, act as responsible students, be considerate of other residents, abide by University and College 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 in rooms 207, 307, 407 and 507, as well as three Resident Advisors who live in the apartments. Their role is to provide academic support and pastore 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 - College

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

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

The Role of the Resident Advisors (RAs)

- Provide leadership, academic support and pastoral care to residents
- Being on duty in the evenings and on weekends
- 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

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.

Residents' Committee

The Residents Committee is made up of two representatives from each level plus the four Resident Advisers, who are ex-officio members. Nominations will be called for in March and elections will be held if necessary to decide the level representatives. Nominees should be interested in attending regular meetings and being actively involved in the organisation of College events.

The Residents Committee is required to report in a formal manner with appointment of Chair and Secretary, and the deliberations of the committee must be circulated to all the residents and also put on the Residents Committee noticeboard. If a committee member misses two meetings without an apology, he or she will automatically cease to be a member of the committee. Interested residents may attend meetings as observers and can be co-opted by the committee to assist with events and activities.

The role of the Residents' Committee is to assist with the planning and organising of cultural and social events for students and to make suggestions and recommendations to management that enhance the quality of life and experiences for residents.

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 key card enabling access to their rooms and the front and rear Residential College doors after hours. All residents are required to pay a \$500 security deposit. Included in this security deposit is a key card deposit. Should any resident have the misfortune of losing your key card, contact the Reception Desk during office hours or contact a Resident Adviser. No spare key cards are kept at the Reception Desk, but a replacement key card can be provided within 1 working day at the Reception Desk. There is a \$20 fee to replace a lost key card. We recommend that residents keep their key card 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.

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

The safety and security of all residents is very important. From 8.00pm to 8.00am week day and all weekend, the front and rear doors of the college are on a self-locking mode. Please do not leave these doors open during these times as this would pose a security risk to residents.

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

INFORMATION ABOUT RESIDENT'S ROOM

Each Resident is expected to keep his/her room neat and clean. Rubbish bins are to be emptied into the large bins located near the lifts on each level.

- Residents may decorate their rooms. However the use of nails, pins, adhesive tape and other items, which may damage the wall and paint work, is prohibited. Blu-Tac may be used.
- Each room is vacuumed and rubbish bin is emptied once a week. The linen change roster is listed in this handbook and placed on the notice board on each floor. Residents are asked to place their sheets, doona cover and pillowcase outside their door in the morning. A replacement set of linen will be placed on your bed if soiled linen is left outside your bedroom door.

In the interests of energy conservation make sure that the lights, heater and fan are **not** left on in the room when residents are not there.

Fans will be confiscated if placed on the heater or window sill or left on it when residents are not in the room.

Health Department and Fire Regulations prohibit cooking in rooms. Please use the kitchen to do your cooking. It is open 24 hours.

Do not remove the flyscreen or smoke detector in your room - \$100 fine.

Hydronic heating is provided in each bedroom. Please do not put any clothing or other items on the heater.

Residents must provide a suitable board or waterproof mat for their bar fridge to protect the carpet.

The door is fitted with a special door-closer. Please do not disengage this mechanism, as it is there for safety reasons (i.e. fire) - \$100 fine. Residents may, however, use the doorstop provided.

Note: Please note that Victorian Fire Safety regulations require that technical staff inspect bedroom doors on a regular basis. Residents will be notified before the inspection.

LINEN CHANGE AND CLEANING SCHEDULE

Level 2 and Level 3 – Wednesday

Level 4 and Level 5 – Thursday

The schedule of dates for when the linen change will take place will be up on your respective floor level noticeboard. During these days, please ensure you remove all your bed linen and place outside your door for collection. In return, you will be given a clean set of bed linen for you to re-make your bed with. No dirty linen left outside room = no clean linen provided.

INSPECTIONS – COLLEGE BEDROOMS

College bedroom inspections will be conducted once per semester. Residents who do not maintain their bedroom 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 room if residents fail the reinspection. The cost to clean the bedroom will be passed on to the resident.

FEATURES OF THE RESIDENTIAL COLLEGE

BATHROOMS

There are male and female toilets and bathrooms on each floor of the Residential College. The bathrooms and toilets are cleaned and disinfected every weekday.

In the interests of water conservation, please make your showers short!!

BARBEQUE

A BBQ is located in the courtyard and is available for residents to use at no cost. Please ensure that the gas is turned off when you have finished cooking, pull the cover down and make sure the surrounding area is clean and tidy.



BICYCLES

Residents are not permitted to keep bicycles in the Residential College building. There is a special area in the car park where your bicycle can be stored safely at no cost to you. You will need to obtain a swipe card in order to gain entry to the bike storage area. This can be obtained from the SSAA office located above the bookshop in John Street.

BREAKFAST

A continental breakfast is served in the Dining Hall seven days a week. The times are as follows:

Monday – Friday	7.30 am – 9.30 am
Saturday – Sunday & Public Holidays	8.00 am – 10.00 am

Please do not take any cups, glasses or cereal bowls away from the Dining Room. After breakfast please return all items to the kitchen.

CARPARK

Car parking is available in the car park, adjoining the Residential College. Daily, weekly, and monthly rates are available. Please contact the car-parking attendant for details.

CLEANING AND WASTE MANAGEMENT

A cleaning contractor is engaged to provide cleaning services at the Residential College on week days. Only a minimum amount of cleaning is done on the weekends. Residents are required to dispose of all rubbish appropriately and to keep the community garbage/waste areas neat and tidy

Waste Bins

Blue Recycling Bins – Recycle paper only (not for cartons or boxes)

Red Recycling Bins – Recycle bottles and cans

Green Bins – Rubbish, general waste and cardboard material

CLOTHES LINE

There are two clotheslines located in the rear courtyard available for use. To maximise its usage please do not leave your clothes on the line longer than necessary. Pegs are provided.

DRINK DISPENSING MACHINE

Soft drinks are available from coin operated dispensing machines in the Dining Hall. In case of any malfunction of machines please contact the Resident Adviser on duty or phone the number displayed on the machine. Please note that no refund will be given by the Residential Advisers. To obtain refund please phone the number displayed on the machine.



FIRST AID CABINET

The First Aid Cabinet is located near the laundry. The names of the trained First Aiders are listed on the cabinet. If you need First Aid during business hours see the Administration Officer at the Reception Desk. After hours, contact the Resident Advisers who are trained in First Aid.

Note: All residents are strongly advised to take out their own Ambulance Service cover.

KITCHEN

The Kitchen is open 24 hours and available for Residents to use. Each Resident is provided with one food/utensil storage locker in the Kitchen area. Residents are advised to keep their lockers clean and locked. You will find your kitchen cupboard key on a hook above the sink in your room.

Communal refrigerators marked for the use of residents of each level are provided in the kitchen. Residents can store/freeze their food items in these fridges, however please do not leave food in the refrigerator/freezer for long periods. Students should keep in mind the number of students using the same refrigerator and only purchase perishable items for their immediate needs. Any food put in the refrigerator must be in sealed containers or wrapped with *Gladwrap* or *aluminium foil*, otherwise it will be removed. All refrigerators are regularly defrosted and cleaned and you will be given ample notice about this in order to remove your belongings.

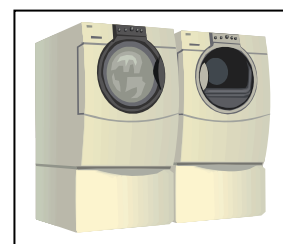
Two Microwaves, two ovens, a sandwich maker, a rice-cooker, and two dishwashers are also provided in the kitchen for use by residents. Residents are expected to clean them after use.

On each level at the Residential College there is a fridge where Residents can keep their drinks. Storage of any food in these fridges is NOT PERMITTED.

These fridges are provided with milk everyday for the residents to make tea or coffee. Residents are requested to replace milk after use.

.Students are required to keep the kitchen clean at all times and dispose of any rubbish in the bins provided. It is in the interest of all the Residents that dishes are washed immediately after use and put away in lockers. Dishes and utensils left in the black bins will be regularly disposed of!

LAUNDRY



Washing, drying, and ironing facilities are available for the residents of the Residential College. Residents can find irons and ironing boards on levels 2, 3 and 4 in the corridor. Two coin-operated washing machines and clothes dryers are provided in the central laundry, which is located on the ground floor near the Reception Desk. The washing machines and dryers both operate only on a \$2 coin per load. It is strongly advised that you clean out the lint filter before drying your clothes.

If any machine is out of order, report this to the Reception Desk or to the Resident Adviser immediately. Remember to remove your clothes after washing/drying has finished, so that other residents can use the facilities.

The laundry is locked at midnight and opened the following morning.

Please do not store any personal items including laundry detergent in the room – they will be disposed of.

MAIL

Mail for residents is sorted at the Reception Desk by the Administration Officer each weekday and is placed in the appropriate mailbox. Large parcels and envelopes are held at Reception Desk and you will be notified of this through your mailbox. There is a public mailbox on Glenferrie Road near the laneway to the railway station and the Post Office is also located on Glenferrie Road.

Stamped letters may also be left at the Reception Desk for posting.

The mail arrives around 11am on most days. Australian stamps (\$0.55) can be purchased at the Reception Desk.



Your postal address is:

Your Name
Swinburne Residential College
Room Number/21 Wakefield Street
HAWTHORN VIC 3122
AUSTRALIA

e.g. John Wilson
Swinburne Residential College
Rm 222 / 21 Wakefield Street
HAWTHORN VIC 3122
AUSTRALIA

Please encourage people sending mail to you **to write your room number on the envelope**. This will assist us sorting the mail, and will ensure that you receive your mail promptly.



NEWSPAPERS & MAGAZINES

- The newspaper will be delivered to the College each morning and this will be provided for the residents in the Dining Hall area.
- There will also be a small collection of magazines provided to these residents and again, these will be available in the Dining Hall area.

Residents are advised that these magazines and newspapers are for communal use, and are not to be removed from the Dining Hall area.

NOTICE BOARDS

Noticeboards are located in the Dining Hall, Reception foyer above the photocopier, and on each level of the Residential College near the lift. Please do not put notices anywhere else at the College. All notices must be authorised by the Manager Student Residence before being displayed on the noticeboard. At all times a roster outlining which Resident Adviser is on duty every night/weekend is displayed. Dates and times of tutorials held are also displayed, as well as other useful information.



PHOTOCOPIER

A Copyguard operated photocopier is located in the entrance hall of the Residential College and is available for use by all Residents. Upon arrival at the College you will be issued with a Copycard which will entitle you to 100 copies. Should you wish to add more value to your card, this can be done at the Reception Desk. 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.



POOL TABLE & TABLE TENNIS TABLE

The pool table and table tennis table are found in the Dining Hall and are for the use by current College residents and their guests only.

RECREATION LOUNGES

There are three TV/Video lounges at the Residential College:

- A TV with Foxtel Cable TV is provided in the Dining Hall area on the ground floor,
- A TV-DVD is provided on the Level 3 lounge in Room 317,
- A TV-DVD is provided on the Level 5 lounge in Room 517.
- **Residents are requested not to remove or alter any cables on any of the audio-visual equipment at the College.**

Residents are advised that the Level 3 and Level 5 TV lounges will be locked at midnight by the Resident Adviser on duty. The noise in these two TV lounges must always be kept to minimum, as there are residents in adjoining rooms.

Food and drink must not be taken into Rooms 317 and 517.

STEREO SYSTEM

A system, located in the Dining hall, is available for your use. Please show consideration for others when using this. After 11pm the volume must be kept at a minimum.

TUTORIALS AND TUTORIAL ROOMS

Room 217 and Room 417 are designated as tutorial / meeting rooms. Students can make use of these rooms if studying in groups but books and other belongings must not be left there overnight as the room may be used for a meeting the next morning.

Food and drink are not permitted in the Tutorial/Meeting Rooms 217 and 417

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 the Dining Hall, Courtyard and TV/Tutorial rooms.

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

OTHER GENERAL INFORMATION

ALCOHOL FREE ZONE

The City of Boroondara has established an Alcohol Free Zone in the streets, laneways and parks of the Glenferrie precinct, including the area around the Swinburne Student Residences. Open containers of alcohol are banned within this zone 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.

COLLEGE ALCOHOL POLICY

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

Do not feel that just because you are at Tafe/University you need to drink alcohol, particularly more than you are comfortable with. The College is very aware of two common outcomes related to excessive alcohol consumption – community disturbance and property damage and secondly the personal, physical and emotional damage resulting from heavy drinking.

The Residential College encourages moderation and a responsible attitude towards the use of alcohol and has developed policies to ensure:

- The reputation of Swinburne Residential College is maintained within the University and the broader community
- The health and safety of residents, staff and visitors.
- The effective management of social functions at the College so that they are well planned, safe, fun and successful.
- An inclusive environment for residents who chose not to consume alcohol.

REQUIREMENTS

The following policies have been implemented to be supportive of responsible behaviour:

a) **Designated Areas**

Residents may have alcohol in the Dining Hall and rear courtyard until 11pm and are responsible for disposing of all bottles, cans and other rubbish in the bin's provided.

Swinburne's Child Care Centre is located behind the courtyard. Do not put children's health and safety at risk with inappropriate behaviour and inappropriate disposal of bottles

b) Restricted Areas

Food and drink are **NOT** permitted in the Common Rooms 217, 317, 417 and 517 for the comfort and enjoyment of all residents.

Residents are **NOT** permitted to congregate in their rooms or the passageways to drink alcohol.

c) 'Alcohol Free' Periods

June and November are nominated as '**Alcohol Free**' at the College.

Parties will not be permitted in the College during these periods and the RA's will be vigilant in checking there is no consumption of alcohol at the College.

This is to ensure that all residents can prepare for and complete their exams without unnecessary noise and disruption.

d) Functions:

- 1) The Manager is required to approve **any function** within the College where alcohol is either supplied or present. This must be done **at least 48 hours** before the planned event.
- 2) Alcohol is not to be used as a drawcard for functions
- 3) Drinking games are not permitted
- 4) Intoxicated residents are not to be supplied with more alcohol
- 5) An adequate amount of food and non alcoholic drinks must be provided
- 6) Alcohol must not be supplied to students under 18 years of age. Proof of Age will be required at functions held with alcohol.

3) Misuse of Alcohol:

Residents whose excessive consumption of alcohol:

- results in harm to themselves or others
- places others at risk
- results in damage to College property

will be required to meet with the Manager. Residents will be advised to seek medical advice or counselling if there are repeated incidents and expulsion may follow.

ALCOHOL BAN

A College Alcohol Ban may be implemented at the Manager's discretion if there are repeated incidents with alcohol involved. Until the ban is lifted, no alcohol will be permitted in the College. The Resident Advisers will be responsible for ensuring that no alcohol is consumed at the College. Notices will be posted and an email sent to all residents informing them of the ban.

So, the simple message about alcohol is that if you choose to consume alcohol, do so in moderation and show regard for the rights of others.

COOKING REGULATIONS

Due to health and safety regulations, residents are **NOT** permitted to cook in their rooms. This applies to toasters, rice cookers, sandwichmakers and all other cooking appliances. An electric jug is provided in each room for the making of tea and coffee only.

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 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 college floor and the surge protector protects your electrical appliances from exploding if there is an electricity surge.

FURNITURE

College furniture must **NOT** be removed from the Dining Hall or other common areas. Disciplinary action in the form of fines will be taken against any resident found moving furniture. Moving furniture around causes damage and can have an adverse impact on health and safety.

It is also not permitted for Residents to remove the cushions from the College couches for their own use.

A fine of \$100 is payable by a resident found to be moving College furniture or cushions.

GUESTS

Residents are permitted to have guests at the Residential College. It is your responsibility to show your guests out of the Residential College **before 11pm**. Failure to do so will result in disciplinary action.

NB : Please note that you will be entirely liable for the actions of your guest(s) and must be present while they are in the College. You must ensure that your guest's behaviour and actions are consistent with the level of behaviour expected of College residents

MAINTENANCE

If anything in the bedroom or residential college 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**.

OVERNIGHT GUESTS

Overnight guests are permitted at the Residential College. A Resident must complete the Overnight Guest Form to be approved **at least one day before** the arrival of their guest. The form is available from the Reception Desk, and a fee of \$20 is payable for a mattress, bedlinen and breakfast. Contact the RA on duty in the early evening to arrange the mattress and bed linen and the \$10 refund can be obtained from Reception in office hours when the mattress and bedlinen have been returned the following day.

Guests may not sleep in the lounge areas.

This policy has been put in place for the security of the residents. It would be undesirable for an unknown person to stay in the College on any one night and use the facilities provided for the residents. A fine of \$200 is payable by a resident found to have an unauthorised overnight guest.

NB: No overnight guests are permitted during the study/exam periods – June and November.

PAYMENT OF FEES

When residents were offered a place in the College, they were given a Fee Payment Schedule. This lists the dates fees are due and the amount due. A reminder invoice will be issued to you, usually a week or two before the due date.

You may view the 2011 Fee Payment Schedule at:

<http://www.swin.edu.au/stuserv/residential> - Fee and Contract Schedule.

APPLICATIONS FOR RE-ADMISSION TO RESIDENCES

Residents wishing to stay another year in the Residential College or wanting to move to the Swinburne Apartments are required to apply for re-admission.

Applications will open from **mid August 2011 and will close on 30 October 2011**. It is not possible to guarantee accommodation for you in 2012. Swinburne Residential College is primarily for first year students although some exceptions are made.

EXTENSION OF CONTRACT

Residents who have signed contracts for 18 or 21 weeks have the option of extending their contract to 42 weeks by **31 March 2011**. If you decide to do this, please contact Reception by this date and this will ensure that the remaining two fee payments will be at the lower rate.

RESIDENTIAL COLLEGE FINES

A fine system has been implemented at the College to help ensure the security of residents and the protection of College property.

- A fine of **\$500** will be imposed on any resident found to have tampered with any College Entry and Exit doors.
- A **\$500** fine will be imposed on any resident found to have tampered with any of the three wireless access points in the College.
- A fine of **\$200** will be imposed on any resident found to have an unauthorised overnight guest in their room.
(Please see Overnight Guest Policy p 27)
- A fine of **\$100** will be imposed on any resident found to have moved College furniture from its allocated place.
- A fine of **\$100** will be imposed on residents found to have removed cushions from the College couches.
- Fines of **\$100** will be imposed on residents found to have :
 - Removed the flyscreen from their room window or
 - Disengaged the door closer on their room door or
 - Disengaged the smoke detector in their room
- Lock Out Fines apply (refer page 5)

A fee of **\$200** will be deducted from your Security Deposit on departure if you have changed the Security Code on your phone and not reverted it back to the default - your room phone extension number.

A fee of **\$50** will also be deducted from your Security Deposit if you lose your kitchen cupboard key

**In the event a resident incurs a fine it can be cleared at Reception in office hours or it will be added to the following monthly phone account.
Please observe College rules and avoid fines!**

DO's AND DON'TS

- ✓ **Do** make an effort and get to know as many residents as you can.
- ✓ **Do** participate in College activities.
- ✓ **Do** try to keep the place clean and dispose of rubbish responsibly.
- ✓ **Do** make suggestions to the RAs about things that could lead to an improved quality of life for the College Residents.
- ✓ **Do** keep noise to a minimum, especially after 11:00pm.
- ✓ **Do** discuss any needs you have with a Resident Adviser.
- ✓ **Do** advise us if are going away for more than a few days.
- ✓ **Do** report faults/ problems at the College at Reception Desk or to a Resident Adviser.

- ✓ **Do** make sure you are familiar with the policies and procedures of the College as stated in this handbook.

- ✓ **Do** make sure you set your own message on the voicemail of your room phone.
- ✓ **Do** keep your kitchen cupboard key on the hook above your room sink.

- × **Do not** remove any fly screens at the College, including the one in your bedroom.
- × **Do not** move College furniture around the building
- × **Do not** give or loan your keycard to anyone
- × **Do not** tamper with smoke detectors in your room.
- × **Do not** tamper with any of the wireless access points at the College
- × **Do not** play ball games inside the College - go to the park nearby.
- × **Do not** store any food items in the fridge that is located on your level. This is for drinks only.

EVACUATION PROCEDURES

It is the policy of the Residential College to have trained **Fire Wardens** on each level. Once all residents have moved in the College, volunteers from each level will be called for and be trained as Fire Wardens. Please check the notice boards for the names and the room numbers of fire wardens.

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

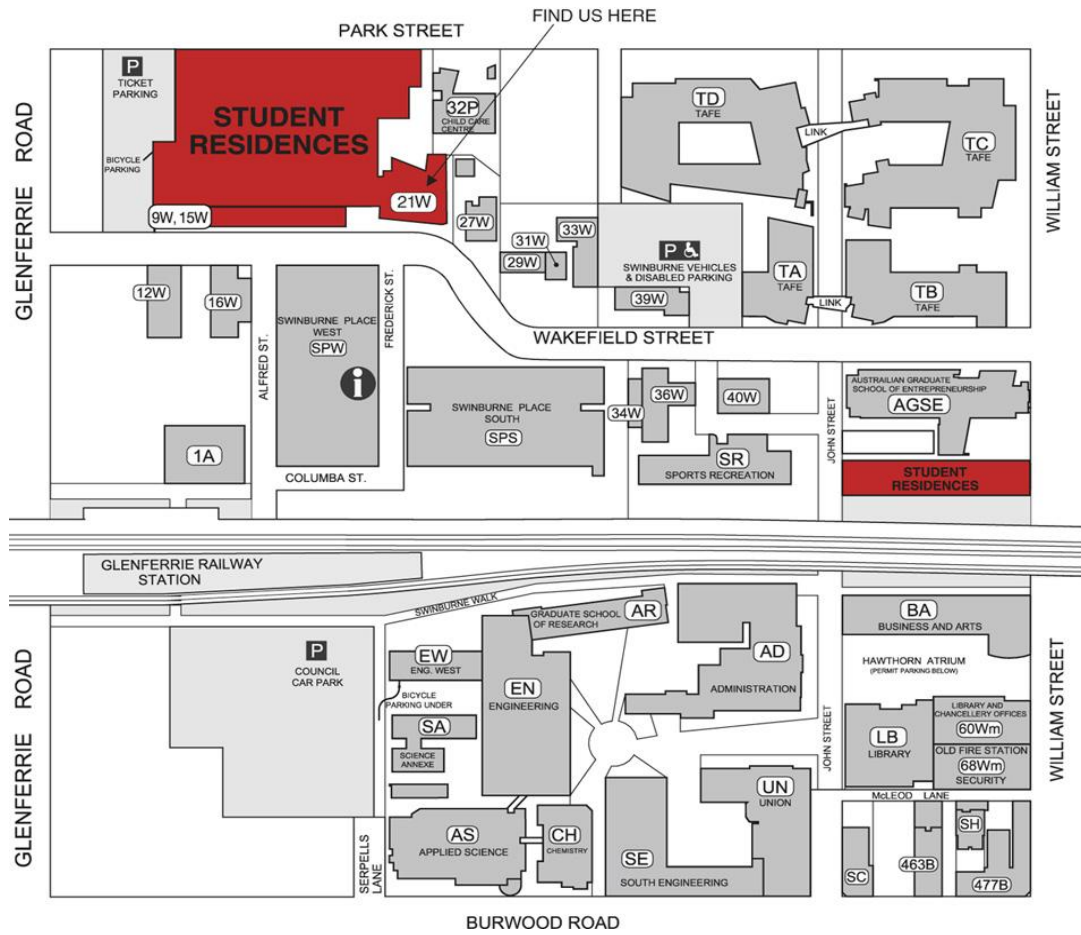
- 1** If you notice fire immediately **notify** the fire wardens.
- 2 Assist** persons in immediate danger - **ONLY IF SAFE TO DO SO**
- 3 Restrict** the danger area to prevent the spread of fire, i.e. Close the door.
- 4 RAISE THE ALARM**
 - Alert building occupants i.e. Activate break glass alarm (Fire Panel is near laundry).
 - Notify Security, phone –**9214 3333**.
 - Direct Security to notify:

Fire Brigade, Police, Ambulance (extension 0) 000

- 5 Fight** the fire if safe to do so. Otherwise close the door to confine the area.
- 6 Assist** persons with a disability. Notify Security and move the person into a safer area, i.e. EXIT stair landing.
- 7 Evacuate** the building, via your **nearest safest EXIT stairs**.
(Please remember that the **FIRE EXIT** on each level is near rooms 201, 301, 401 & 501)
 - **DO NOT USE THE LIFT IN CASE OF FIRE**
- 8 Move** promptly to the assembly area :
 - Assembly area – opposite our main entrance, on the grassed area of Swinburne Place Apartments
- 9 Remain** at assembly area until the Warden gives the “all clear”.
- 10 Report** to a Warden or the Security Guard any special observations you have that will assist the emergency service.

- ❖ All rooms are fitted with a smoke detector as a fire precaution.
- ❖ Do not make any adjustment with the door shutting mechanism attached to your room door

MAP OF HAWTHORN CAMPUS



SWINBURNE UNIVERSITY SERVICES

MEDICAL AND HEALTH SERVICES

- The University Health Service at the Hawthorn Campus is located at the George and can be contacted on 9214 8483. The Health Service provides bulk billed medical consultations for students, first aid, health counselling, health promotions and health information at no cost
- Medical clinics open after hours are located at :

<p><i>Boroondara Health Clinic</i> 378 Burwood Road Hawthorn East 3123 Ph: (03) 9818 6703 Tue,Thu,Fri: 9:00am to 5:30pm Mon,Wed: 9am – 6.30pm Sat. 10am – 1pm This clinic BULK BILLS</p>	<p><i>Camberwell Junction Clinic</i> 624 Burke Road CAMBERWELL Phone: 9882 8184 Open 7 days, 9am to 9pm This clinic DOES NOT BULK BILL</p>	<p><i>Eastern Suburbs GP's</i> After Hours Clinic 58 Nelson Road Box Hill Ph 9899 9980 Mon Fri – 8pm-11.30pm Sat – 1pm-11.30pm Sun – 12 noon-11.30pm This clinic BULK BILLS</p>
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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

CHAPLAINCY UNIT

All Swinburne campuses have access to a Chaplain who is available to help with any issue of life or meaning. Visiting chaplains can be arranged for specific religious faiths such as Catholic, Lutheran, Orthodox, Jewish and Islamic. The chaplaincy Unit is located in Mc Leod Lane behind the library, next to the Health Centre.

Rev Newton Daddow: is the Swinburne Chaplain and available every day except Thursday. You can 'drop in', contact him via email or phone on 9214 8489 / 0425 757 038 or leave a note in the mailbox.

Rev. Christopher Gibson - is the Assistant Chaplain (Chaplain to Overseas Students) and is available on Mondays, Thursdays and Fridays. He can be contacted on 9214 8489 / 0417 157 628.



SWINBURNE SPORTS AND RECREATION CENTRE - SWINERGY



Swinergy is located in John Street. Swinburne University Sport & Recreation (SUSR) operates as **Swinergy** and offers a wide variety of sporting facilities for students at a charge.

Swinergy offers:

- Physiotherapy
- Gym and cardio
- Fitness classes
- Personal Training
- Free Showers

Swinergy is open during the semester at following times:

Monday - Thursday	6.30am – 9.30pm
Friday	6.30am – 8pm
Saturday	12pm – 5pm
Sundays & Public Hols	Closed

As a student at Swinburne you are able to become a member of the Swinergy Gym. Memberships are for 1,3,6,or 12 months and include:

- Fitness Assessment
- Program Starts
- Unlimited Circuit Classes
- Unlimited Gym Usage
- Unlimited Aerobics

For further information Swinergy can be contacted on extension 9214 **8018** or swinergy@swin.edu.au

Sporting Clubs:

There are a number of sporting clubs (eg Waterski & Wakeboarding, Snowboarding, Surfing, Badminton) to join and many offer intervarsity competition (eg Football, Soccer, Hockey etc). Brochures are available at Swinergy Reception.

AFTER DARK BUS SERVICE



Swinburne's After Dark Bus Service is available for students free of charge between 6.15pm - 9.45pm and leaves from outside the Administration Building in John Street. This service takes students to their home, cars, and public transport as long as it is within the bound of the bus limits.

How to find your support services online

Careers and Employment Unit	www.swin.edu.au/corporate/careers/
Counselling	http://www.swin.edu.au/stuserv/counselling/index.html
Disability Services	http://www.swin.edu.au/stuserv/disability/
English Language Centre (ELICOS)	www.international.swinburne.edu/courses/elicos
Equity	http://www.swinburne.edu.au/studerv/equity
Health	http://www.swin.edu.au/stuserv/health/
Indigenous Programs	http://www.swin.edu.au/indigenous/
Information Technology Services Help Desk	www.its.swinburne.edu.au/student_services/student_guide/
Library	www.swin.edu.au/lib/welcome.html
Maths and Stats Help Centre	www.swin.edu.au/feis/mathematics/mshelpcentre.html
Part-time Employment/ SwinEmploy	http://www.swin.edu.au/corporate/careers/student_employment.html
Student Administration	http://www.swin.edu.au/corporate/registrar/student_administration.htm
Student Finance	http://www.swin.edu.au/stuserv/finance/
Swinburne International	www.international.swinburne.edu.au
Swinburne Student Amenities Association	www.swinburne.edu.au/ssaa

Drop in the Maths and Stats Help Centre

The Maths & Stats Help Centre is a support centre run by the School of Mathematical Sciences to help any Higher Education student studying a first year maths or statistics subject in Engineering, Applied Sciences, Business and Social & Behavioural courses. It is a drop-in centre, where tutors are available to help students individually or in groups.

In particular, we try to help students who-

- • have not studied mathematics recently
 - • have had previous difficulties with mathematics, and so lack self confidence
 - • have not the required background in mathematics
 - • have previously studied overseas
-
- As well as tutorial assistance, students have access to a variety of resources-
 - extra notes and self-paced material on particular topics
 - past exam papers and solutions
 - text books and videos

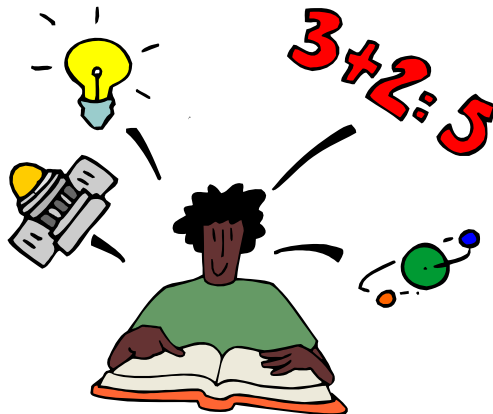
Web Resources

The Maths & Stats Help Centre is open Monday - Friday. Appointments are not usually necessary but can be made on 9214 8748 or by emailing

Vida Weiss vweiss@swin.edu.au

Location: EN614, 6th floor Engineering Building, Hawthorn.

www.swin.edu.au/feis/mathmatics/mshelpcentre.htm



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, advise 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 College they can bring this to the attention of:

- A Resident Advisor
- 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.