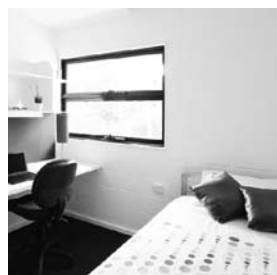


# 09

# resident handbook

uws village [parramatta]





#### Disclaimer & Warning

This handbook is a guide only. Everything changes – the price of a coffee in the catering outlets will no doubt rise and the opening times of Reception will alter. It is the responsibility of those using this guide to use the information with caution, check the details to ensure they are current, and make their own judgments. However, rules are rules and you should make sure you have read the Village Rules in Appendix C. Stay up-to-date by checking your email, posters around the Village and all the latest at [www.uwsvillage.com.au](http://www.uwsvillage.com.au). We strongly encourage you to use this document throughout your stay at the Village.

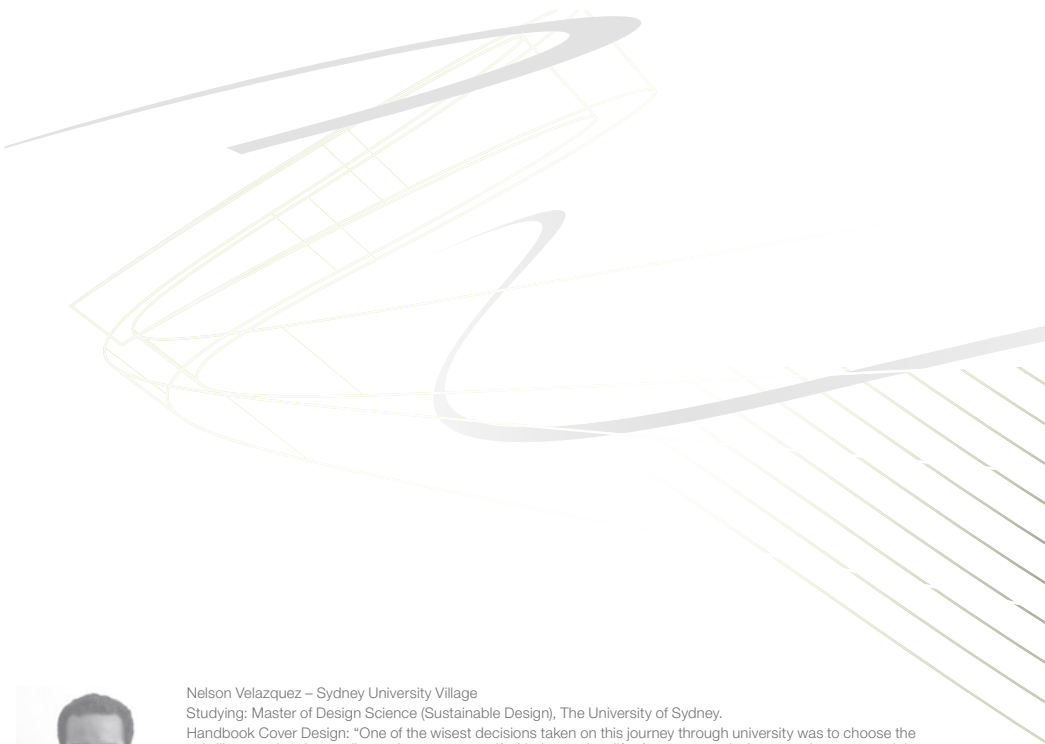
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# learning from differences

‘Learning from Differences’ is a theme that conditions our management approach to UWS Village [Parramatta]. Day to day you will as a student have a wonderful opportunity to learn both in lectures and in your residential environment. At the Village we encourage a program of inclusiveness and appreciation of what people, cultures and ideas have to offer our residents



Nelson Velazquez – Sydney University Village

Studying: Master of Design Science (Sustainable Design), The University of Sydney.

Handbook Cover Design: “One of the wisest decisions taken on this journey through university was to choose the uni village as the place to live and connect myself with the student life. As a community integrated to campus, it has empowered me to perform at my best in academic and social aspects, providing access to resources, services and activities to cope with everyday life and facilitating social and recreational activities within a range of options to exploit that “high energy” that is at its peak at this stage of my life. That sense of being integrated and taken care of in my needs as a young adult was what I intended to express with the art, being the uni village the source from which you can obtain that type of energy to shine your best”.

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# welcome to uws village [parramatta]

On behalf of everyone involved with UWS Village [Parramatta], I welcome you to life on Campus. Regardless of where you live in the Village you'll find our staff work hard to maintain a living environment that fosters both academic success and personal development. As a resident you have the opportunity to extend your education beyond the lecture theatre. You can take the concepts and ideas you learn in lecture halls and test them out in a supportive environment. In the process you will learn more about yourself and those around you.

Community and Diversity are two key elements of the residential program at UWS Village [Parramatta]. The Resident Assistants, who live in the Village assist you in many ways, from greeting you and making you feel welcome, to planning programs and activities that provide social interaction and facilitate learning.

Throughout your time at the Village you will encounter people whose lifestyles, backgrounds, personalities, and values may be different to your own. Sometimes these differences may challenge what you believe, but if you take the time to get to know the people around you, you will find that you have a lot more in common than you initially thought.

The Resident Handbook identifies the services, policies and resources you need to be an informed resident of the Village.

I encourage you to take the time to read it and to always keep it handy for reference purposes. If there is any more information that you need, please contact any of the Village Staff or one of our Resident Assistants. We're all here to help you gain the most from your time at University.

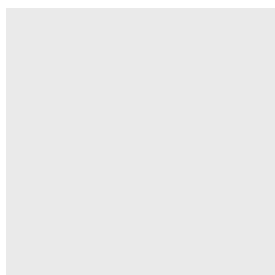
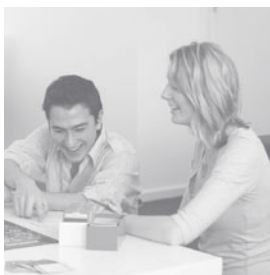
I wish you all the best during the coming academic year. I urge you to get involved in student associations, whether at the Village or in the University itself, to be part of a voluntary project, or play some sport. You certainly have something to contribute to the village community!

Sincerely,

A handwritten signature in dark ink, appearing to read 'S. Ward', with a stylized flourish at the end.

Sally Ward  
Village Manager  
UWS Village [Parramatta]

# your community: the village



1

UWS Village [Parramatta] is a brand new Village opening in 2009, which is located right next to the UWS Parramatta North campus, and a short walk from the South campus.

Our Village is home to over 340 students, from differing campuses and fields of study, many of whom I hope you have the opportunity of meeting and getting to know during your time here at the Village. All Apartments (73 in total) are fully furnished and self contained and in configurations of One, Four, Five, Six and Eight Bedrooms.

The Village centres on several communal areas, including the Village bbq area, tv room, student lounge and courtyards, offering residents a high degree of independence with convenient facilities and the security of a supportive community. Residents can expect to be treated courteously by staff and are asked to behave in the same way in return.

## 1 Sally Ward Village Manager e. [sally.ward@clv.com.au](mailto:sally.ward@clv.com.au)

The Village Manager is Sally Ward. She has worked for Campus Living Villages since 2003 in various roles and properties, and is responsible for ensuring that the stay of every resident in the Village is rewarding, enjoyable, secure and comfortable. To assist Sally in achieving this is a great team of people and the many residents who are active in both organising and participating in the fabulous Village events throughout the year.



# facilities and services

## Reception

e. [info@uwsvillage.com.au](mailto:info@uwsvillage.com.au)

The Reception desk is located in the Administration building at the front of the Village facing Victoria Road (off Pemberton Street). Hours of operation are as follows:  
Monday to Friday: 9.00am – 5.00pm  
(except public holidays).

Reduced hours of operation may apply during vacation periods. Reception should be your first point of contact for any residential enquiries including checking your accounts, lockouts, collecting parcels and all check ins and check outs. Staff at Reception can also help you with any general questions you may have about the Village or the local area.

## E-Library

The Village E-Library is located within the Administration Building and offers several computers for residents to use. A printing and photocopying terminal is also available. Printing, faxing and photocopying prices are listed below. Faxing is available from the Village reception.

## Student Lounge & TV Room

Both located within the Administration Building, the Student Lounge is a great meeting point for residents wishing to study or just hang out. Many of the Village events will take place in, or meet in this area. The TV Room is accessible 24 hours a day for all residents.

## Administration Office

The Administration Office is located behind Reception. The main role of the Administration Office is to keep the Village running smoothly and to look after residents. All of the staff of the Village have their offices located in the Administration Office and are available for consultation if you make an appointment via Reception. The Office is open between the hours of 9.00am to 5.00pm Monday to Friday.

## Laundry

Your residence is equipped with a laundry containing washing machines, dryers and sinks. The machines will be available to you for use 24 hours a day, with all machines being coin operated. Change is available from reception during normal office hours of operation.

## Price List

Service	Cost
Black and white A4 photocopying & printing	10c per page
Colour A4 photocopying & printing	\$1 per page
Fax sent to a local number	\$1.00 for up to 5 pages, 10c per additional page
Fax sent to an STD number	\$1.00 for first page, 50c per additional page
Fax sent to an international number	\$2.00 for first page, \$1 each additional page
To receive a fax	20c per page

# your residences



## What is provided?

All residences come fully furnished, with every bedroom in the Village containing a:

- desk
- desk chair
- bookshelf
- wardrobe
- bed
- mattress
- notice board
- heating
- ceiling fan
- mirror
- network port (connection fee is charged)

All residences have common kitchens, bathrooms, eating/lounge areas and laundries.

## What do I need to bring/buy?

All residents need to supply their own:

- bed linen, quilts/blankets and pillow
- towels and tea towels
- cooking equipment, crockery, cutlery, glasses, cooking utensils
- laundry detergent and dish washing detergent
- pegs, iron, air dryer for clothes (optional)
- small padlock for lockable drawer in your room
- all meals

## What you can buy from the Village...

For your convenience (particularly for those who are getting straight off a plane), the Village has sourced bedding packages that may be purchased from Reception upon your arrival.

### King Single Package - \$175

(suitable for rooms in a five bedroom west apartment)

- 1 x Cotton covered 750gm pillow
- 1 x King Single Percale flat sheet
- 1 x King Single Percale fitted sheet
- 1 x Pillow case
- 1 x King single quilt cover
- 1 x King single quilt
- 1 x Bath towel

## Internet

A once off connection fee (annual) of \$50.00 is payable at reception for internet provisions. The Internet provider for the Village offers a variety of connection plans, from 1 hour usage to unlimited monthly download



packages. For more information on this pay-as-you-go service, please see reception.

## **Cleaning Services**

You are required to keep your room and apartment in clean and tidy condition. However, if you wish to have your room or apartment cleaned, a service is available at very reasonable rates - for more information, or to book a cleaning service for your apartment, please see reception.

For more details, refer to the Village Rules in Appendix C

## **Garbage**

Removal of garbage from your room is your responsibility. Please regularly take your garbage from your apartment to the designated bins placed at stations around the Village. Residents are reminded that there is a \$50 fine if you fail to dispose of your rubbish correctly.

## **Reporting Maintenance Issues**

### **1) How to lodge a maintenance request**

Report all maintenance issues directly to Reception or via email [info@uwsvillage.com.au](mailto:info@uwsvillage.com.au). We will log your maintenance request and will attend to your request as soon as is practicable.

### **2) Urgent maintenance**

Urgent maintenance, such as broken doors, gas leaks and electricity shortages should be reported immediately to Reception. Maintenance staff will see that the matter is attended to within the day.

If these urgent problems occur after hours, they need to be reported to the On-Call Resident Assistant or Security. They will assess the situation and provide assistance.

### **3) Service standards – examples and time**

Village Management is committed to providing a responsive and timely service to residents. Simple matters such as the

replacement of light bulbs should take a period of one to two working days. Repairs to more complex appliances, such as cook tops and microwaves that require parts will take longer to complete as parts must be ordered. Urgent repairs will be given priority.

### **4) Breakages**

You are responsible for any breakages that occur as a result of you, your flatmates' or your guests' use of the items in your apartment. Please report any breakages as they occur, so that replacement items can be provided as soon as possible.

## **Locked out of your apartment?**

There is always someone in the Village who can assist you to get back into your apartment or room if you lock yourself out.

During office hours Monday to Friday, 9am through to 5pm, a spare key can be collected from Village Reception. Residents MUST return their spare key within 24 hours or a lock change will be carried out at the resident's expense.

After office hours, lockouts are attended to by the On-Call RA. Remember that other more pressing matters may prohibit these staff from attending to your lockout straight away, so please be patient.

The On-Call RA will handle lockouts during the following time periods:

Monday to Friday: 5.00pm to 9.00am

Saturday & Sunday: 24 hours

The On-Call RA can be contacted by calling the After Hours RA Phone - all after hours lockouts will attract a \$10.00 lockout fee - donated to the Village's charity of choice.

# administratively speaking

## Mail

Above anything else, communication is most important, before your arrival, while you are with us and after you have departed. Email is used as the primary communication tool, and it is compulsory that you have a valid email address while at the Village. "Hotmail" addresses are actively discouraged and when you are a resident in the Village we will ask you to provide us with your University email address.

Snail Mail (items delivered by postal service) is still used and you undoubtedly have a lot of people who will want to contact you via this method.

### Your street address:

UWS Village [Parramatta]  
Corner of Pemberton Street +  
Victoria Road  
Parramatta NSW 2150  
Australia

### Your postal address:

UWS Village [Parramatta]  
Corner of Pemberton Street +  
Victoria Road  
Parramatta NSW 2150  
Australia

## Receiving mail

All mail will be sorted daily by reception and distributed into the mail boxes (sorted alphabetically using your Surname) located in the reception foyer. Should you receive a large parcel, it will be kept in Reception and a notice will be placed in your post box advising you of its arrival. Parcels can be collected during office hours. Any mail not collected within one month of receipt will be returned to sender, or disposed of.

## Sending mail

A Post Office is located only a short walk from the Village at 91 Fennell Street. The Post Office is open during normal business hours of 8.30 am to 5.00pm Mon - Fri. All postal services are available.

A public post box is located 500 meters from the Village on the opposite side of Victoria Road.

## How rooms are allocated

Rooms are allocated by the administration office and wherever possible we always endeavour to fulfill specific requests made by residents. Residents can request on their application forms if they wish to be placed with one nominated applicant. Age, area of study, arrival and departure date, and nationality all are considered when allocating people into different residences.

Current residents can expect to be contacted in around September in regards to the reapplication processes for accommodation.

## Checking in

Its fantastic - you made it.

### 1. Upon arriving in your room

You will need to fill out a Room Condition form, letting us know of the condition of your room upon arrival. These must be returned to Reception within 48 hours of check-in. It is imperative that these are completed in detail as they are a record of the condition of the room when you arrived at the Village. You will also receive further information about living in the Village and using the facilities.

## 2. What Next?

Make an effort to meet others in your apartment. Follow the directions of your RA's as to where the main meeting areas are. Keep up to date with what events are coming up by checking the Village notice boards for Information on Village/RA run events, campus tours, Orientation week activities etc. Read every notice that is put under your door – it will be important!

Set your room up to make it feel like home for you. Say hello to someone you don't know – they could turn out to be your new best friend.

## Checking out

### 1. Fix a date

Advise the Village administration team well in advance of your check-out date and time.

You will receive a departure confirmation letter a few months before our records show you are due to depart. It is essential that we know your exact date of departure from the Village - especially if you intend to put your room in the letting pool.

### 2. Where to go

Checking out of the Village can only be done at Reception. Allow ample time, as a number of people may also be checking out at the same time as you. On your day of departure you must fully vacate your room by 10.00am. If your actual departure time is before Reception opens in the morning, you must complete all departure formalities the day before.

### 3. Upon checking out

Clean... Ensure your room, bathroom and living areas are clean. Take all of your possessions with you. You do not need to shampoo the carpet as we will organise that and charge a cleaning fee to you're

account, but your room must be left in the same state as when you first moved into the Village. You will also need to arrange through reception for your room to be inspected before your departure, and if it is not in a satisfactory condition, as inspected by Village management, cleaning will be arranged and the cost deducted from your deposit. If you are leaving on the weekend, you will need to arrange for inspection on the Friday, and your room will then be re-inspected on the next working day following your departure

**Furniture and fittings in place.** Make sure that all items that should be in your room are present when you leave. Anything that is missing will be replaced at your cost. When you have checked and cleaned everything, lock the bedroom door.

**Return Keys.** Ensure that you return your room key, and Village swipe key on their original key tag by the due date. Extra charges will apply for keys missing or handed in late

**Pay up!** You will be required to settle all accounts, miscellaneous charges etc. at least 24 hours prior to your check out.

**Refund of deposit.** Following the inspection of your apartment, Village Management will charge your account the costs of any damages, replacements or cleaning expenses required in your room and/or apartment and this amount will be deducted from your deposit. Your deposit, minus any such costs, will be forwarded to you electronically by 14th January. It is imperative therefore that you leave a forwarding address when you check out and maintain your bank or credit card accounts.

Check out procedures are posted on the village website and will be sent out in October to all residents.

## Summary of costs

### Residential Fee

The Residential Fee is the fee for occupying a room at the Village and enjoying the facilities of the Village. The Fee is payable in advance on a fortnightly basis. The Residential Fee does not include water, gas and electricity usage - these incur an additional cost per week.

Residential Fees vary depending on the room type you occupy. Residential Fees including initial fees are published on the Village website: [www.uwsvillage.com.au](http://www.uwsvillage.com.au).

### Security Deposit

You are required to pay a security deposit to the Village before commencement of your residency. The deposit may be applied by the Village to meet charges which you incur throughout the year but do not pay by the due date, the cost of any damage which you cause to Village property and any fines imposed throughout the year for breaches of the Village Rules. Your deposit will be refunded at the end of the year if the final inspection following departure is satisfactory, and all room furniture and fittings have been left in satisfactory condition, taking account of general wear and tear.

### Other Set up Fees

Details of other set up fees including computer network, can be obtained from Reception.

### Parking

Whilst the Village does not offer parking spaces, residents are permitted to park their vehicles in the University car parks, provided the applicable parking permit has been purchased from the university and is displayed. Residents utilising the University car parks should adhere to applicable traffic rules, time zone and other restrictions and park in designated bays. All University car parks are patrolled by University Security

parking inspectors and illegal parking will be fined.

UWS offers several options in relation to parking permits with a year pass available for \$620.00. Casual parking can also be purchased on the northern campus at \$4.00 per day. For more information, please visit <http://parking.uws.edu.au/>

### Your Keys

You will be issued with one swipe key card and one key to your room. The swipe key card will provide access to your apartment and will also open the external doors in your block. Key tags should be removed so they cannot be identified if you lose them. Please keep your tag. You will need to return your keys on the tag when you move out. For security reasons, you are required to lock the door to your room and your building's external doors at all times.

### Lost Keys

A lost key must be reported to the Village Administration Office as soon as possible. If you lose any of your keys, the Village will have to charge you for replacement keys or swipe card. Costs for a lost key range from \$66-\$200 for a hard key and \$20 for a swipe key.

## Your personal details

It is really important that you keep the Village up to date with all your personal details. For instance, you must have leave a current email address and forwarding address when you depart the Village. These details are kept in the strictest confidence in accordance with the Village Privacy Policy (Appendix F in this Handbook). To change any personal details, please come to Reception and leave your new details with a receptionist, who will change them in our system.

## Summer Room Letting

You are entitled to occupy your room in the Village from the beginning of your contract up until 31st December.

You will not be required to vacate your room during the mid year break and you can continue to occupy a room between the end of the academic year and 31st December if you wish – for example, if you are working in Sydney or just wish to spend your time at the beach. However, if for some reason you do not want to spend the summer holidays in the Village you have the option to put your room in a letting pool to be available for short term accommodation such as conference guests and the like.

However, your Residential Agreement requires you to pay the full amount of rent for the entire period of your agreement (52 weeks). If you do elect to vacate your room for the holidays, your room will be put into a rental pool and a proportional rebate of the Residential Fee for the period your room is in the pool will be paid to you. The amount of the rebate will be in the discretion of Village management and dependent on the levels of occupancy of pooled rooms during the summer vacation.

## Important points to remember about the letting pool:

- once you have nominated to be included in the letting pool (a letter will be sent to you at the commencement of the second semester detailing this process), you cannot change your selection, except in exceptional circumstances. Likewise if you have decided not to be included you can not change your mind later, without agreement by Village administration.
- to maximise the availability of rooms in the pool, and to thereby maximise the potential return to residents, the Village may have to move residents during the summer period. By signing your Residential Agreement you have authorised us to do this. For example: If two persons in a five bed apartment elect not to put their rooms in the pool and stay on in the summer period, and the other three elect to go in the pool, the Village will move the two persons staying on so the five bed apartment can be utilised for summer bookings.
- The ability of the Village to be able to let out rooms to visitors and conferences in the summer is essential for the financial viability of the complex, and therefore assists us in maintaining rental rates at an affordable level for long term residents.



# your community: village life



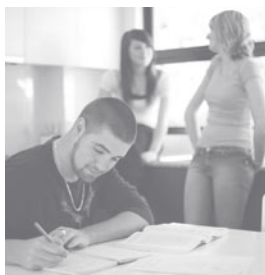
# your community: village life

**It won't take you long to realise that there's never a boring moment at the Village. Village life is very informal - after all it is your home. Lots of socialising takes place around the kitchens and common areas, and it's not uncommon to find half a dozen people in the lounge watching TV.**

There is a huge range of organised activities offered inside and outside the Village over the course of a year. To gain some insight into just some of the activities you can expect, have a read of past editions of the Village newsletter. Activities cover a broad range of social, cultural arts, volunteering and sporting events. Many activities are open to the friends of residents and other students of the University – the Village is not separated from the University and local community by high walls; it is part of the community.

It's much more fun to be involved in organising events rather than just turning up when they are on. Being involved in the organisation and running of events is a social activity in itself and allows you to meet fellow residents and members of the community – some of the best fun you'll have is in the organising! You'll also pick up some great skills ranging from project management to communication that translate to your studies and are attractive to future employers. Any Village resident can become involved in organising activities; all you have to do is speak to one of our Residential Assistants.

The easiest way to make friends and have a good time is to become involved. It is as simple as queuing up for a sausage at a BBQ, then just say hello to the person next to you and that's one more of the 340 residents at the Village that you know!



## Social Activities

There is a range of activities always on offer in the Village. If you would like to see an activity that's not on offer speak to your Resident Assistant or one of the Administration team as we are always looking for new ideas.

## Sporting Activities

Sport and physical activity is very important, and is a great way to get outside, meet people or even just take a break away from the books.

If you are interested in getting a Village team together to enter into University or local sporting competitions, let a member of management know and we will see what we can do to support your efforts.

## Community Services

Our aim is to provide a complete lifestyle that allows residents to explore their interests and talents while meeting greater needs of the community. There are many great charity fundraising events during the year such as 'Shave for a Cure' and 'Relay for Life', so if you would like to get a team together, or would like to see the Village get involved in some way, please let us know.





Keep a keen eye out in the coming year for our community service programs for the opportunity to make a significant contribution in the life of others!

### **Behind the Scenes of Village Life-Residential Team**

Resident Assistants are a key component of the management and leadership of the Village. Being an RA offers residents a rare opportunity to gain valuable leadership experience before entering the job market.

RAs undertake a variety of training programs to provide the knowledge and skills to competently perform in their role. Training provides the RA team with skills ranging from project management to dealing with difficult

people or assisting in an emergency. RAs take part in a structured leadership program over the course of the year.

Much of the work of an RA goes on behind the scenes. The entire RA team gathers once a week to discuss events in the Village. RAs play a significant role in developing policy and procedures for the Village, as well as providing leadership of the social, sporting and volunteering activities of the Village. RAs have a proactive approach to the leadership role and work closely with the Village Manager.

As part of the leadership program, RAs are actively involved in building and maintaining networks on campus and in the wider community. RAs do everything from organising social events to helping residents through more difficult times. Being part of the RA team means making a difference, working with an exciting and energetic group of people and there is nothing more rewarding than making a difference in someone's life.

Applications for RA positions will be taken for when vacancies occur during the year and they will be advertised in the Village.

The Village also appoints a number of associate RAs in April. The Associate RA positions are open to first year residents who show great leadership potential. Associate RAs are full members of the Residential Programs Team but do not undertake on-call duties alone. If you would like to discuss becoming an RA then please speak with the Senior Resident Assistant, the Village Manager or a current RA for some inside knowledge.



# residential life



**Community and Diversity are key components of Village life. We encourage all residents to be involved in activities if only in a small way. You will encounter people whose lifestyles, backgrounds, personalities and values are different to your own. Take the time to get to know people around you, and never be afraid to ask questions, seek advice or guidance.**

## How the Residential Team can support you?

The Resident Support Team exists to provide residents with a positive and harmonious environment in which to live. There are a number of ways a Resident Assistant can help you including:

- letting you in if you are locked out of your room (see lockouts for further info.)
- providing assistance with a noisy resident or apartment.
- helping to mediate any other residential dispute.
- providing support and coordination in the case of a serious medical emergency or incident.
- providing referrals if you are having trouble coping with University or experiencing emotional problems or stress.
- being a friendly face that you can seek advice and support from.
- assisting you to make the Village your home, make friends and become involved in activities.

There is always an RA on call after hours Monday to Friday, and Saturday/Sunday when the Administration office is closed

## What's on? How to find out

There's always lots' happening in and out of the Village. To stay in touch with what is going on in the Village you should check Village notice boards, read Village Newsletters and don't be afraid to ask one of our RA's.

## Living in shared accommodation: a survival guide

Living with a new group of unknown people can be somewhat confronting - you don't know their funny quirks and aren't familiar with their pet peeves. The important thing is that it doesn't need to be that way. Indeed if you follow a few simple rules you can ensure that you will get along with your new housemates.

- decide from the outset whether you are going to share cooking. Whilst sharing the cooking is a great way of minimising costs, it isn't desirable for everyone. You need to consider if you have similar tastes and budgets and it always helps if the other person can cook.
- be considerate with your use of shared facilities and equipment. (This means don't be a remote control hog.)
- if something has strong sentimental value to you, don't leave it in a communal area but store it in your room, otherwise you are just asking for it to get broken.
- be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all residents.
- don't leave dirty dishes overnight. This one if stuck to always win brownie points with your housemates – there is nothing worse than having to do the dishes before you can have some breakfast in the morning.
- Take out the garbage when the bag looks full.

## Resolving difficulties

Living with other people involves a balance between patience with them and knowing when to raise issues that are affecting your personal wellbeing. If you have an issue with a fellow resident, try first to talk about that issue with the person concerned. Try to talk about it before you are at bursting point.

Talk about how the actions of the other person are affecting your happiness in the house. Don't get into accusations. Think of solutions that can accommodate the interests of all involved.

If you feel that you are unable to come up with suitable compromises yourselves you can call a Resident Assistant to discuss your problem. If needed your RA will arrange a house meeting with all residents of your apartment to discuss concerns and help resolve the problem.



# your safety, security and personal wellbeing

**The Village is designed with your safety in mind. While our city is a friendly place and is consistently voted as one of the most liveable cities in the world, it is dynamic and like any city it is sensible to be security conscious both at home and when you are out and about. Campus Living Villages provides after hours Village security. We advise residents to always lock their bedroom door, and ensure the main apartment door is closed upon leaving the dwelling.**

## Personal Security

Like in any big city, when travelling to and from the Village, especially at night, you should take simple security precautions. Stick to busy, well lit streets and try not to walk alone. The University offers a complimentary shuttle bus that runs between the Village and Campus, and runs daily from 8.00am.

If your personal security is threatened in the Village contact Security or your Resident Assistant (numbers at the back of the handbook) who will come to assist you. If you are on campus and feel threatened, call Campus Security.

**Bikes** Bikes must be stowed at various designated bike racks throughout the Village. If you have a bicycle then you need to use a heavy-duty lock that is very hard to cut such as a “U-Bolt”. If your bike has flip lock wheels then you must consider securing these and taking flip lock seats with you.

**Cars** To minimise the risk of petty theft, when parking your car near the Village it is advisable not to leave any valuables in sight such as stereos, wallets, keys, coins, mobile

phones or cameras. Consider leaving your glove box open so that people can see there is nothing of worth to steal.

**Doors and windows** Always remember to lock all doors behind you. It is important that residents take responsibility for the security of their own apartments. Very simple precautions such as ensuring you always lock the front and sliding doors to apartments when not in the living room, lock bedroom windows and doors.

**Suspicious persons** If you see anyone acting suspiciously alert Village administration or a Resident Assistant straight away.

## Drugs – Legal & Illegal

We have placed information about drugs under this section because our primary concern is your safety. Alcohol is perhaps the most widely used “drug” in society and its use can have a very negative impact. The negative health effects of alcohol are widely known and include heart disease and liver disease. The regular and excessive use of alcohol can have a major impact on your personal relationships, work and study. If you are drinking several times a week and doing it every week, then you may have an addiction to alcohol. There is also a strong link between alcohol and violence, including date rape.

We’re not here to preach and we know that some people have lots of fun with the legal and illegal drugs out there, but we do want you to be safe and enjoy all aspects of life. The Village does NOT support the use of any illegal drugs. The most common drugs that you come into contact with are alcohol, tobacco and marijuana. The possession and use of marijuana is illegal in Australia. Then there’s a whole range of other illegal drugs

that playing with can cause major problems, ranging from arrest by the police (and if you're an international student, deportation) to death. While you can die from a drug overdose, some countries also execute drug users so if you're holidaying in Southeast Asia at the end of semester think twice before using even marijuana. You can never be sure what you have purchased when you buy illicit drugs and if you are going to take the risk of trying something like ecstasy then make sure you use it with a friend who:

1. isn't under the influence at the same time.
2. will not hesitate to call an ambulance if you become sick.

### **A few things to note about drugs in the Village:**

- the use of marijuana and all other illicit drugs is prohibited. Residents found to be using illicit drugs will face disciplinary action, which may result in eviction from the Village.
- if you are caught dealing (selling) marijuana or any other illicit drug in the Village the police will be called and you will also be required to immediately move out of the Village.
- if you think you have an alcohol or drug problem and don't know who to see for assistance then you can talk with the Village Manager, and she will assist you to see a doctor.
- your welfare is our primary concern. In the evenings, you can always contact the on-call RA or a Senior Resident Assistant if you or your friends need help.

### **Personal Issues**

Personal issues, such as academic stress, alcohol abuse, depression and eating disorders may strain relationships in a living situation. It is both a student's right and a student's responsibility to seek help when such issues become disruptive.

Studies on alcohol abuse within universities show that there are significant secondary affects for room mates and friends of those who drink excessively. A resident's concern about protecting a room mate's privacy, where excessive drinking is involved or otherwise, should not keep him or her from getting support personally or for that other person.

If a resident is worried about a friend, if the behaviour of another resident affects living habits of others, he or she has the right and responsibility to seek help both personally and for that other person. It may be that the resident's action spares the individual concerned painful consequences – then or later. You may seek assistance from a Senior Resident Assistant or the Village Manager.

### **Further Information and Help**

If you need help or want to talk to someone about excessive alcohol use, quitting smoking or problems you may have with illicit drugs, then think about dropping into Student Support Services located in Building EJd 51 on campus or contact them on 02 9685 9266.

If you are looking for more information then a good start is the NSW Government youth website: [www.youth.act.gov.au](http://www.youth.act.gov.au)

If you would like to talk with someone over the phone for further information, advice or treatment for drug and alcohol problems then try the NSW Drug and Alcohol phone line for Western Sydney on 02 9840 3355.

### **Sexual Decision Making**

No-one should feel pressured into being sexually active. Despite greater sexual freedom in recent times, and more openness in discussing sexual attitudes and behaviour, don't feel forced into behaviours you aren't yet ready for. You need to feel comfortable with the decisions you make in this regard.

Decisions about sexual behaviour should be made thoughtfully. Everyone has their own set of values and attitudes and people are ready to engage in different sexual behaviours at different times. Go with what feels right for you.

Our values provide a frame or structure within which decision-making takes place. As adults, it is crucial to make responsible decisions in relationships. These decisions should involve each partner equally, with the realisation that your partner has a valid point of view, and valid feelings, that need to be understood and considered. If you can both do this, you will have a satisfying and successful partnership. After all, our relationships with each other are of great importance in our lives – perhaps the greatest source of pleasure, and sometimes unhappiness. It makes sense to pay attention to forming and maintaining relationships.

If you and your partner decide to be sexually active, both of you should take some responsibility for health care within the relationship. You have to decide how much physical contact to have, and you have to make decisions about contraception.

Both men and women should share these responsibilities and should respect each other's wishes. It is vital to consider the consequences of sexual involvement. These could include: unwanted pregnancy, dealing with the issue of abortion, early marriage, HIV and so on. These issues need to be discussed with your partner before you start a sexual relationship. These aren't easy decisions. If you need some guidance, the FPA Health Line (ph: 1300 658 886) can provide information and referral; they also have an excellent website: [www.fpahealth.org.au](http://www.fpahealth.org.au) with many facts under the "sex matters" link. Your General Practitioner is also a good source of help in discussing the options in contraceptive control.

There are times when you are vulnerable to being swept away in strong feelings, for

example in the party context with free flowing alcohol, when spur of the moment impulses may lead you into unwise behaviour.

Don't forget, you can always see a medical practitioner at the University Health Service following such a time.

If you want to talk about relationships issues at any time, and feel uneasy talking with a Village RA, make an appointment to see a Counsellor at the University, which is free and confidential.

## Harassment

Harassment has no place within any of our villages or halls and the residential management team have a proper concern where the behaviour of students towards other students may constitute harassment.

Such behaviour may take the following forms (but is not limited to): offensive jokes; expressing stereotypes (assumptions about an individual's behaviour, values or culture based on a group they belong to); derogatory or offensive material sent through the mail or email; physical contact; intimidation, abuse or assault.

Behaviour is considered harassment when it is unwelcome or offensive to the recipient and is repeated or of such a significant nature that it has a detrimental effect on the recipient's ability to study or engage in his or her normal activity.

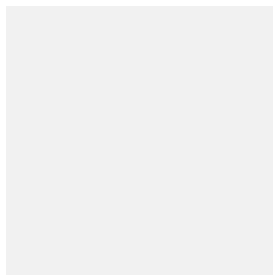
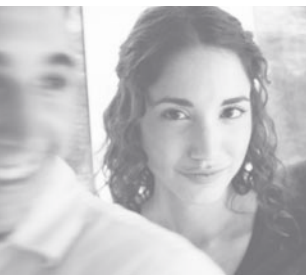
Harassment complaints procedure: In the first instance, assistance may be provided by the Village Manager. If it does not seem appropriate, then contact your GM Operations (contact details can be obtained via the Village Manager or Reception).

University Support Services are listed in "where to go for help" section.

## Personal Property

Ensure your property is stored safely & securely at all times. Refer to rules on insurance for personal items.

# **your community: university of western sydney**



Sydney is a fantastic city to live in – it is diverse, beautiful and always full of action.



**Whilst living at UWS Village [Parramatta], students are encouraged to acquaint themselves with all that the University campus has to offer.**

UWS Connect provides a wide range of excellent on-campus facilities for the entire community at the University. Most of these services are located within the HUB area of the University.

UWS Connect's aim is to provide the essential facilities and services that enhance your time on campus at the University. In addition they seek to provide a social dynamic to University life through the wide range of events and entertainment provided on an ongoing basis and through the Clubs and Societies operated by UWS Connect.

### **Services at UWS Connect**

Your time at university should be so much more than a means to get a degree... uwsconnect delivers a comprehensive range of activities, events, programs and services both on and off campus to help you make the most of your student experience.

From weekly activities in central campus venues, to ongoing prizes and promotions, to continuous improvements to facilities and common spaces on campus, they are developing vibrant campus hubs where you can engage and interact with other members of the UWS community.

And the fun doesn't stop there. There's short trips away, overseas travel, cross-campus parties and signature sell-out events like the Harbour Cruise and UniBall - all aimed at giving you wonderful opportunities to help balance the demands of study, while forging friendships and building peer support networks.

Get connected with uwsconnect and make your time at UWS the experience of a lifetime! Visit [www.uwsconnect.com.au](http://www.uwsconnect.com.au) to find out more.

### **The Services and Facilities on offer by UWS Connect include:**

uwsconnect operates essential services across the University to support the campus communities. These services encompass food & beverage, retail, bookshops and sports & fitness offerings, which are delivered via a network of outlets.

And they don't just deliver essential services in the form of sales transactions. They are committed to delivering, and improving, your University experience by creating warm and inviting spaces. Their outlets and facilities form campus hubs which act as meeting points on campus where you can mingle with your peers and develop important social networks to make your time at UWS rewarding and enjoyable.

'Connect Central' retail shops are conveniently located in each campus hub of the University. These stores cater for the everyday needs of a campus community, selling a broad range of items including course supplies, uniforms, newspapers, stationery, confectionery, drinks and a whole lot more. An extensive range of UWS-branded merchandise and memorabilia is available, which make for an ideal gift or keepsake!

Connect Central also serves as an information and booking office for Short Courses, Trips & Tours, Activities & Events, University Games and other programs operated by uwsconnect.

You can also browse and make purchases or payments over the internet via uwsconnect's online shop <https://shop.uwsconnect.com.au>.

As uwsconnect is a not-for-profit entity, any trading surpluses are reinvested to further improve their services and facilities for your enjoyment. That's the bottom line.



## Connect Fitness

Free sporting facilities are available at Parramatta campus to help you enjoy an active lifestyle, including an oval at the northern end of campus (Victoria Rd.), and tennis and basketball courts adjacent to Car Park 2. The large, open spaces of Union Square and the grassed area adjacent to Rec Hall Cafe (Bld EG) are popular for passive activities, as is the large format outdoor chess board between the Library and River Bar (Bld EN). Sporting equipment - including soccer balls, basketballs, footballs, cricket kits and tennis sets - is available from the Connect Central retail outlet on campus for a nominal fee of \$2.00. Pool tables in the River Bar are also very popular and provide a great avenue for engaging with other students, and free pool comps are held throughout semester. Check noticeboards and the website for more information.

Situated across other UWS campuses, Connect Fitness centres offer fully equipped facilities including electronic equipment, pin loaded machines, free weights and change rooms with hot showers.

Our staff provide a wide range of fitness related programs, fitness assessments and other services run under the supervision of fully qualified instructors. Different membership packages are available, including reciprocal membership for students who do not study at just one campus.

Exercise your body as well as your mind - come work out with us!

For more information, visit your campus specific site or contact the following Connect Fitness centre:

<b>Bankstown</b>	<b>t. 9772 6222</b>
<b>Blacktown</b>	<b>t. 9852 4085</b>
<b>Campbelltown</b>	<b>t. 4620 3604</b>
<b>Hawkesberry</b>	<b>t. 4570 1782</b>
<b>Penrith</b>	<b>t. 4736 0234</b>



# sometimes things don't work out

## Sanctions

There are a lot of students who live here together and some people might find that very difficult. This is particularly true when study and assignment pressures build up. Part of the reason residential staff do duty rounds, in the evenings, is to insist on consideration for others. The Golden Rule for living in a community such as ours is to be considerate of the rights of others at all times.

The Village maintains Rules regarding consideration for others, safety, welfare, and protection of property. These standards are set out in the Village Rules (on the Campus Living Villages web site) and the back of this handbook, and are part of the Room Offer process following application. Without exception, residents are bound by these Rules if they accept our offer of a room. Inappropriate behaviour results in sanctions. These can involve (but are not limited to) community service, monetary fines, alcohol bans, contact with parents and eventually suspension or termination of residency.

## Complaints Procedure

We are committed to providing a pleasant and comfortable place to live and to ensuring that any complaints are handled fairly and in a timely manner. If you have a complaint

about our services, staff or another resident, it is important that you let us know in person. We cannot act on anonymous or third party complaints.

You can present a complaint in writing if you wish and all such letters should be addressed to the Village Manager.

If you have a significant complaint please ensure that you make an appointment with the Village Manager so they can discuss this with you in a confidential environment and with sufficient time for the matter. You may bring a support person with you if you wish.

You can always use the university for support.

If you wish to bring something to our attention without actually complaining, please email your suggestion/comments to the Village Manager.



# where to go for help

## The Resident Support Team

No matter how big or small you think your problem is, you can always approach one of the Resident Assistants to ask for help (chances are they have come across a problem like yours before). The team is your first point of call for any difficulty that you may encounter whilst living in the Village and they can provide you with advice, support and where appropriate refer you on to other organisations within the University for help. They can help with lockouts, noise complaints, resident disputes and more serious matters. If you are having trouble with uni, experiencing emotional problems or stress, are ill or just in need of a chat, please feel free to contact a Resident Assistant. Alternatively, you can arrange a time to meet with a Senior Resident Assistant or Village Manager to discuss your problem with them. If it is urgent, don't hesitate to call no matter the time.

## Student Enquiry Service

If you have any problems with your enrolment, we suggest the first place that you should try is the Student Administration General Enquiries, your Faculty Office or if you are an international student, the International Office.

You can contact Student Administration on 9852 5222. They can help with enrolment problems, HECS payments for local students, provide you with a copy of your academic transcript, advise local students on the payment of fees and assist with any timetabling problems.

## Faculty Offices

Your Faculty Office can also be a good place to go for faculty specific help -

**All course enquiries should be directed to 1800 897 669 (local students) or 9685 9087 (international students).**

## Faculty

School of Accounting

School of Economics & Finance

School of Law

School of Management

School of Marketing

Sydney Graduate School of Management

School of Computing & Mathematics

School of Medicine

School of Natural Sciences

School of Nursing

## Location

Building EDG

Building ED

Building EK

Building ED

Building EI

Building EH

Building EC

Building EV

Buildings LP, LY, LZ

Building EQ

## Student Services

University of Western Sydney provides a wide range of personal, welfare and academic support services to help you achieve your educational goals and facilitate your success at University.

### Health & Counselling Services

t. 9685 9266 f. 9685 9613

Sick? In need of contraception? Vaccinations for travel? Located in Building EJ on main campus, you can either drop in or book an appointment. The Health Service offers bulk billing for Medicare members and students covered under the Overseas Student Health Cover Scheme.

If you are experiencing any sort of emotional difficulties such as feeling the pressure of University, troubles living away from home, lack of motivation, poor time management or more serious emotional distress, you can call to make an appointment with one of our Residential Counsellors.

### University Security

t. 9685 9169 / 9685 9058

Located in Building EB on the Southern campus, call any time night or day if you feel your personal security is threatened on campus. They also offer a drop off service on campus which is available late at night. You can dial ext 2300 from any phone on campus.

## UWSV Learning Assistance

The Village does not operate a tutorial program, and does not profess to be an educator. We do however have a very serious interest in the success of every one of our residents, and assisting them by offering study skills workshop and other life skills training to achieve their personal goals.

Throughout the year our Village Team will introduce a number of programs which will primarily assist residents in the process of learning. It is impossible for us to understand

everything our residents want from us in the area of learning so we need your feedback. Where a need is realised we will endeavour to provide services to meet that need or alternatively direct you towards people who can assist.

You can contact the University Student Support Service on t. 9685 9266 to find out about the Peer Assisted Study Sessions or email [pass@uws.edu.au](mailto:pass@uws.edu.au)

Below we have summarised a few points which we know will help you achieve your goals while at the University.

## UWSV Study Survival Guide

### Here are the Top Ten Tips from the Study Guide.

- 1 Attend every class
- 2 Hand in work on time
- 3 Don't be afraid of lecturers!!  
Approach them out of class to discuss your progress and any questions you have
- 4 Don't work too many hours at our casual job
- 5 Write up lecture notes
- 6 Keep up with the readings
- 7 Get a study buddy to swap notes with
- 8 Look up previous exam papers on the library website
- 9 Allow time out from studying.  
Exercise and get involved with social activities
- 10 Eat and sleep well

# in case of emergencies

## Fire

All residences are equipped with smoke or fire detection devices. Residents need to organise fire wardens for each floor. All rooms have information about what to do if you hear a fire alarm, or in the case of fire. In addition, your Resident Assistants have been trained in how to respond to such an emergency. Please do exactly as they or your fire warden asks in such an event.

### You should:

- familiarise yourself with the location of alarms and fire fighting equipment and emergency procedures.

### You should always:

- check closed doors for fire before opening (use back of hand),
- crawl low (smoke and heat will build from ceiling down),
- close doors behind them as they exit (this will slow the spread of fire and smoke), and
- practice your escape plan using these techniques.

### In a Fire, once clear of the building:

- call the Fire Brigade on 000 from the nearest telephone away from the building on fire,
- account for all people in the building, and
- if anyone is missing, tell the fire brigade.
- DO NOT return to the building

Call your RA or Security on 9685 9169 / 9685 9058

For any life-threatening emergency call '000' to summon fire, police and ambulance services from any phone.

## What can cause a fire?

**Cooking Fires** Cooking fires are a major cause of building fires. They are usually caused by cooking oil overheating (without someone to watch it), grease that has accumulated on the stove or range hood, and dish towels or pot holders left too close to burners.

**What You Can Do:** When preparing food, don't leave the cooking area unattended. If a pan catches on fire, do not carry it... leave it on the stove, turn off the heat, cover the pan with a lid, fire blankets or use a fire extinguish. Provide a safe place for dishtowels and pot holders away from the heat of the stove. Don't wear loose clothing while cooking and never reach across a burner. Do not pour water on an oil fire!!

**Furniture Fires** Fires in couches, chairs and bedding are usually caused by someone carelessly dropping cigarettes or matches between the cushions. Smoking and naked flames are not allowed in buildings.

**Electrical Fires** Cracked and damaged appliance cords are the most common source of electrical fires.

**What You Can Do:** Check all electrical cords periodically to determine their condition and, if damaged, replace immediately. NEVER use water on Electrical fires. Turn appliance off if safe to do so.



## Medical

Always ensure that the Village knows if you or your housemate has experienced a serious medical emergency. If the emergency is of a serious nature phone an ambulance by dialling 000. If you are unsure of what to do you should phone a Resident Assistant. They will attend, assess the situation and contact the relevant people, ambulance, security etc. For matters of a less urgent nature, here are the contact details of some local facilities that may be of assistance.

## Hospitals

Cumberland Hospital

1-11 Hainsworth Street, Westmead, NSW, 2145

t. 9840 3000

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Westmead Hospital

Cnr of Darcy Road & Hawkesbury Rd, Westmead, NSW, 2145

t. 9845 5555

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## Doctors

Regency Medical Centre

470 Church Street, North Parramatta, NSW, 2151

t. 9630 4555

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Rivaside Medical Practice

Unit 12, Lower Ground, 330 Church Street, Parramatta, NSW, 2150

t. 9635 5588

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## Dentist

Parramatta Dental Care

Suite 3, 460 Church Street, Parramatta, NSW, 2150

t. 9683 6699

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## Chemist

Darin's Pharmacy

Cnr Victoria Road & Pennant Street, Parramatta, NSW, 2150

t. 9630 2056

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My Chemist - Parramatta

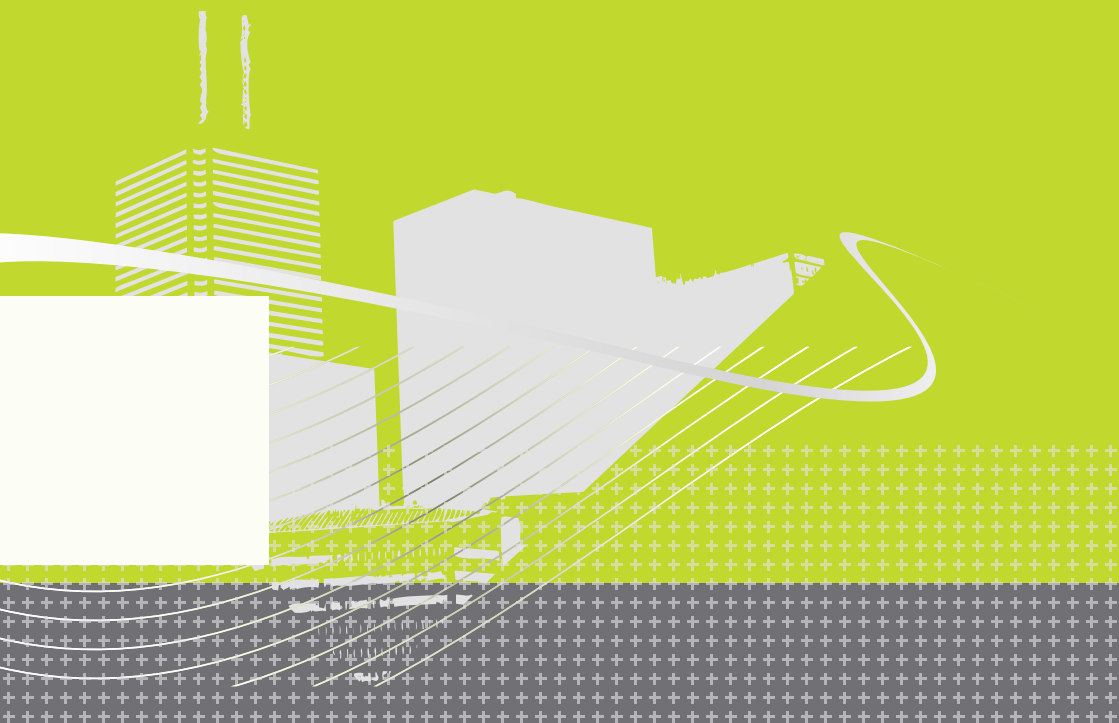
Shop LG, 12 Riverbank Shopping Centre

330 Church Street, Parramatta, NSW, 2150

t. 9635 0488

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# your community: local parramatta & sydney city



## Shopping

The closest shopping centre is Westfield Shopping Centre located in central Parramatta, and contains over 500 retail outlets, including major department stores, banks, fashion, supermarkets and food outlets.

## Eating Out

Sick of cooking - why not grab some take away from one of the many cuisines in Parramatta Westfield Shopping Centre. There is also local takeaways, including Thai, or try one of the cafés on Campus.

## Cinemas

The closest cinema is Greater Union at Westfield Shopping Centre in Parramatta. Visit [www.greaterunion.com.au](http://www.greaterunion.com.au) for complete listing of all movie screenings, or visit the local "Riverside Theatre" for performing arts productions - [www.riversideparramatta.com.au](http://www.riversideparramatta.com.au).

# sydney city

Sydney is a fantastic city to live in – it is diverse, beautiful and always full of action.

## Getting Around Sydney

Sydney has a large and efficient public transport system which includes suburban, intercity and countrylink trains, the bus system, a tram or light rail system and of course the world famous Sydney ferries.

The only bad thing about the system is that international students are not generally eligible for student rates on public transport and have to pay full fare. As a cost saving measure, it is advisable that all students (but particularly international students) take advantage of the Travel Ten (gives you ten trips) system on the buses or weekly fares if you have to frequently travel to the same or a similar place. For route maps and timetables

log onto [www.131500.com.au](http://www.131500.com.au) or alternatively you can call the Transport Information Line on 131500 to get the latest information.

## Struggling getting from A to B?

[www.whereis.com.au](http://www.whereis.com.au) is the ultimate street directory! Type in the address you want to find and a map of where it is and directions of how to get there by car or foot will pop up.

**Buses** – Buses are the cheapest way of getting around and often the most convenient. Sydney Bus Routes 520, 523, 524 and 525 operate between the University Campus (bus stop located on Victoria Road, opposite Rippon Avenue) and run into Parramatta Station, Westfield Shopping Centre and main café precinct every 10 minutes.

**Trains** – Trains can take you to a wide range of suburban, intercity and country locations. Whilst more expensive than the bus, for longer journeys the train system wins hands down. The easiest way to get into Sydney CBD or other eastern destinations is via the Parramatta train station.

**Ferries** – Ferries and Jetcat fast ferries are a great way to see Sydney at its finest and to get to Manly Beach, Taronga Park Zoo or Doyles on the Beach at Watsons Bay. These are again quite expensive but well worth every cent. Ferries depart every half hour or so from Circular Quay depending on the time of day and your destination.

**Taxis** – The most convenient option, but convenience comes at a cost! Taxis are an advisable form of transport at night, particularly if you are female and travelling alone. All taxis in Sydney are metered.

## Other Shopping

Sydney is a fabulous place to go shopping

**Pitt Street Mall:** The clothes shopping area in Sydney. If you can't find anything here, you aren't looking hard enough. From designer

clothing on the surrounding blocks think Gucci, Armani, to the Department stores such as David Jones (which also has a great food hall) and Myers, to chains such as Just Jeans and Timberland right down to cut prices to stores such as Supre and Dotti. It has it all! A great place to go sales shopping provided you don't feel agoraphobic.

**Queen Victoria Building (QVB):** A classy establishment with quality brands and prices to match. QVB is the home of Kookai, Orotan, Bally and Camper as well as an antique print room and has a large old-fashioned tea room on the top level.

## Things to do in Sydney

### Hop on and off tour of Sydney

<http://www.sydneybuses.info/tourist-services/bondi-explorer.htm>

Explore Sydney and Bondi upon a double-decker bus. See all the main sights as you hop on and hop off at conveniently located stops around the city. Listen to the multilingual commentary and learn interesting facts. Spend as much or as little time at places of interest before jumping aboard for the next stop - the choice is yours!

**Minus5 Sydney Ice Bar** "The coolest experience" [www.minus5experience.com](http://www.minus5experience.com)

Welcome to the COOLEST VIP list in the world. Get down to Minus5 Sydney Ice Bar and surround yourself with hand sculpted ice. The walls, the bar, the sculptures, the seats and even the glasses that you enjoy famous vodka based cocktails in, everything is made of ice. A unique experience to chill the bones and delight the senses.

### Sydney Harbour Jetboat Thrill Ride

[www.harbourjet.com](http://www.harbourjet.com)

It's EXTREME. It's SAFE. It's FUN. Experience Sydney Harbour at high speed with a jet boat ride. Take massive sideways slides (not unlike those of a rally car), unbelievable 270° spins and the infamous powerbrake stop, where the jet boat comes to a complete halt within two boat lengths!

### Bondi Beach Surf Lessons

[www.letsgosurfing.com.au](http://www.letsgosurfing.com.au)

What better place to learn to surf than the world-famous Bondi Beach? You'll find fantastic waves, sunbathing models, year-round sun and the coolest beachside vibe anywhere. The dedicated, fully-qualified staff can help you catch the wave of your dreams, whether it's your first time setting foot in the ocean or you're a surf fanatic looking for the big one!

### Blue Mountains

The bluey-green Eucalyptus; the pink and rust coloured sandstone cliffs of the Blue Mountains with its breath-taking scenery. Aboriginal legends and stories of early European explorers. Visit the quaint mountaintop towns. Rides on the Skyway Cable Car and the Scenic Railway.





# appendix a

## Cooking Recipes

### breakfast recipes

#### Bircher Muesli

##### INGREDIENTS

2 cups rolled oats  
2/3 cups orange juice  
1 cup reduced fat yoghurt  
1/2 cup low fat cream  
2 tablespoons honey  
1 cup sultanas  
1/2 cup almonds, slivered  
1 cup sliced fruit (mixture of bananas, apples, strawberries)

##### METHOD

Combine the oats, orange juice, yoghurt, cream and honey. Cover and set aside in the refrigerator for 2 hours or overnight. Add the fruit and almonds and serve.

#### Banana Bread

##### INGREDIENTS

5 tablespoons butter  
1/2 cup sugar  
1/2 cup brown sugar  
1 large egg  
2 egg whites  
1 tsp. vanilla  
1 1/2 cup bananas, mashed  
1 3/4 cup flour  
1 tsp. baking soda  
1/2 cup heavy cream  
1/2 cup chopped walnuts

##### METHOD

Cream all wet ingredients together in mixing bowl, cream well, mix all dry ingredients in another bowl and add to wet ingredients.

Mix well. Stir in walnuts. Pour batter into prepared loaf pan. Bake @ 360 degrees for about 1 hour 15 minutes.

Cool bread in pan for 10 minutes. Remove Bread from pan and cool completely on wire rack. Slice and serve with butter and jam.

# lunch and dinner recipes

## Chicken Burger

### INGREDIENTS

8 chicken tenderloins, sinew removed,  
2 teaspoons Cajun spice  
sea salt and pepper  
1-2 tablespoons olive oil  
4 good quality, floured burger buns  
1-2 tablespoons olive oil, to drizzle on bread  
100ml sour cream  
4 crunchy leaves iceberg lettuce  
1 avocado, quartered and sliced  
2 ripe salad tomatoes, sliced  
salt and pepper  
sweet chilli sauce  
1 carrot, peeled and trimmed, then cut into ribbons with vegetable peeler  
1 Lebanese cucumber, cut into ribbons with vegetable peeler  
fries, to serve

### METHOD

Pre-heat grill pan or barbecue.  
Dust chicken strips with Cajun spice and season, gently flattened with a meat mallet.  
Lightly oil chicken strips, turning once, to coat each side.  
Grill chicken over a high heat (4-5 minutes each side).  
Halve burger buns horizontally, oil and grill.  
Spread sour cream on both top and bottom of toasted bun.  
Tear lettuce into a few pieces and place on top of base, top with 3-4 slices of avocado then 2-3 slices of tomato. Season the tomato.  
Top with 2 strips of grilled chicken and some sweet chilli sauce.  
Place lid on burger, secure with a couple of long toothpicks or short wooden skewers.  
Serve with a small carrot and cucumber salad and a side of fries.

## Nachos

### INGREDIENTS

300g corn chips  
2 cups prepared chilli con carne mix  
1 cup grated cheddar cheese  
Sliced jalapeño peppers optional  
½ cup sour cream  
½ cup guacamole

### METHOD

Preheat oven to 160°C or 140°C fan-forced.  
In a large ovenproof ceramic bowl or serving dish. Layer corn chips, chilli con carne mix and grated cheese. Repeat to use up ingredients.  
Top with jalapeños if desired.  
Cook in oven 15-20 minutes until cheese is melted and golden.  
Serve garnished with a large spoon of sour cream and guacamole.

## Spaghetti Bolognese

### INGREDIENTS

2 tablespoons oil  
2 onions  
750g (1½ lb) minced steak  
470g canned whole tomatoes  
3 tablespoons tomato paste  
1 teaspoon basil  
1 teaspoon oregano  
½ teaspoon thyme  
salt & pepper  
1.25 litres (5 cups) water  
grated parmesan cheese  
500g spaghetti  
1 tablespoon oil, extra

### METHOD

Heat oil in large shallow frying pan or fry pan, add peeled and chopped onions, saute gently until onions are tender. Add steak, stir with fork over high heat until meat is dark golden brown, mashing meat well so there are no lumps.

Add undrained tomatoes, tomato paste, basil, oregano, thyme, salt and pepper. Mash tomatoes well, stir over medium heat until all ingredients are combined. Add water; mix well. Bring to boil, reduce heat, simmer gently uncovered, 2 hours or until nearly all liquid has evaporated.

Add 1 tablespoon of extra oil to large quantity of boiling salted water. Add spaghetti gradually so water does not go off the boil. Hold long strands of spaghetti at one end and place other ends into the boiling water. The pasta will begin to soften in the hot water and it is then simple to lower strands into saucepan, coiling them neatly inside pan. Cook spaghetti for approximately 10 to 12 minutes or until tender but still firm, drain well. Pile spaghetti into deep bowls, spoon sauce over; offer grated parmesan cheese separately.

## Antipasto Pizza

### INGREDIENTS

2 red capsicums, quartered, deseeded  
2 pieces (20cm-diameter) Lebanese bread  
80ml (1/3 cup) passata (tomato pasta sauce)  
4 marinated artichokes, drained on paper towel, quartered  
80g (1/2 cup) pitted kalamata olives  
8 cherry bocconcini, torn in half  
100g baby spinach leaves, to serve

### METHOD

Preheat grill on high. Place the capsicum, skin-side up, on a baking tray. Cook under grill for 6-8 minutes or until charred and blistered. Transfer to a sealable plastic bag. Set aside for 5 minutes (this helps lift the skin). Peel and thickly slice.

Preheat oven to 220°C. Place the Lebanese bread on a baking tray and spread with the passata. Top with capsicum, artichoke and olives. Season with salt and pepper.

Bake

## Lazy Lasagne

### INGREDIENTS (serves 4)

7 tomatoes, chopped  
300g fresh lasagna sheets  
2 x 100g packets Primo Low Salt 97% Fat Free Shaved Leg Ham, chopped  
1 zucchini, grated  
1 1/4 cups grated mozzarella cheese  
1 cup purchased fresh creamy béchamel sauce

### METHOD

Preheat oven to 200°C. Lightly grease a 6cm deep, 17cm x 27cm (base) ovenproof baking dish.

Spread one-third of the chopped tomatoes over base of prepared dish. Cover with a layer of pasta, trimming if necessary. Sprinkle with half the ham, half the zucchini, half the remaining tomatoes and one-third of the grated cheese. Cover with another layer of pasta. Sprinkle with remaining ham, zucchini, tomatoes and half the remaining cheese. Top with remaining pasta.

Spread béchamel sauce over pasta. Sprinkle with remaining cheese. Bake for 40 to 45 minutes or until golden and pasta is tender. Stand for 10 minutes. Serve.

## Pork & Asian Greens Stir-Fry

### INGREDIENTS

1 (about 300g) pork fillet, thinly sliced  
1 red onion, cut into thick wedges  
2 garlic cloves, crushed  
2 tsp finely grated fresh ginger  
1 1/2 tsp Chinese five spice  
2 tsp peanut oil  
1 bunch broccolini, cut into 5cm pieces diagonally  
1 bunch baby choy sum, coarsely chopped  
1 bunch baby buk choy, washed, dried, quartered  
60ml (1/4 cup) oyster sauce  
Steamed jasmine rice, to serve

### METHOD

Combine the pork, onion, garlic, ginger and Chinese five spice in a bowl. Heat half the oil in a wok over high heat. Add one-third of the pork mixture. Stir-fry for 2 minutes or until brown. Transfer to a bowl. Repeat, in 2 more batches, with the remaining pork mixture.

Heat remaining oil in the wok over high heat. Add the broccolini and stir-fry for 2 minutes or until bright green and tender crisp. Add the pork mixture, choy sum, buk choy and oyster sauce and stir-fry for 2-3 minutes or until buk choy just wilts.

Spoon the rice among serving bowls. Top with pork mixture and serve.

# dessert

## Chocolate Truffles

### INGREDIENTS

6 chocolate rollettes, thinly sliced  
2 tbs coffee-flavoured liqueur (such as Kahlua)  
225g (1 1/2 cups) thawed frozen mixed berries  
2 x 200g cartons King Island chocolate creme dessert  
White chocolate curls, to decorate

### METHOD

Use the rollette slices to evenly line the bases and sides of four 250ml (1 cup) capacity serving glasses. Pour over the coffee liqueur. Spoon the berries among the glasses and top with a dollop of the chocolate creme dessert. Set aside for 10 minutes to develop the flavours.

Sprinkle truffles with chocolate curls and serve immediately

## Banana Split

### INGREDIENTS

200g dark chocolate, chopped  
150ml pouring cream  
70-80ml Tia Maria or Kahlua  
2 bananas, peeled and split lengthways  
6 scoops vanilla ice-cream  
200ml whipped cream  
2 tablespoons flaked almonds, toasted  
fresh cherries to garnish

### METHOD

Combine chocolate, pouring cream and Tia Maria in a small saucepan. Working over low heat, whisk mixture until chocolate has melted and mixture has combined. Set aside until needed (may be refrigerated and gently warmed in microwave in 30 second bursts before using).

To assemble, place 1 split banana and 3 scoops of ice cream in a boat-shaped dish. Top with whipped cream, chocolate liqueur sauce, toasted almonds and fresh cherries.

To find more great recipes visit:  
<http://recipefinder.ninemsn.com.au/>



# appendix c

## Campus Living Villages - Rules of the Village

Subject to the terms of the Residential Agreement and any applicable legislative provisions, the Rules of the Village ("the Rules") are as follows:

For the purpose of this document the term 'Village' refers to all residences at a Campus Living Villages site.

### 1. Introduction

The Rules are a supplement to the Residential Agreement which all residents sign when they take up residence in the Village. The Rules provide guidance and information about the standards and procedures which residents of the Village are expected to meet and comply with during their residence in the Village. Throughout the year updates of the Rules and information about residency in the Village will be distributed to residents by emails and flyers.

Any failure by residents to comply with these Rules and any update or variation of them which is notified by Village management will constitute a failure to comply with the provisions of the Residential Agreement and may lead to disciplinary action including termination of a resident's right to reside in the Village.

The Rules are intended to benefit all residents. However, the expectations of residents outlined in the Rules should not be seen as an exhaustive list. In becoming a resident of the Village, you become a member of the Village community and accept the responsibilities and obligations associated with being a good neighbour and citizen, whether or not they are detailed in the Rules.

### 2. Absence from Room

If you expect to be absent from your Room for more than 48 hours, please inform the Resident Assistants via email, and leave an emergency contact number. You do not have to tell the Resident Assistants where you are going, we just want to know how to contact you urgently if we need to, and so we will not worry.

If you are detained away from the Village for any reason, please contact the Village administration office and leave a message if it is unattended.

Should another resident or a Resident Assistant report to Village management that you have not been seen for 48 hours and you have not advised us of your intended absence, Village management reserves the right and has the authority to enter your Room/Apartment to check that you are okay.

If you are reported as being absent for more than 72 hours, and we have no records of your whereabouts, Village management will report you as a missing person to the police. If you are under 18 years of age we will also contact the person nominated as Guarantor in your Residential Agreement.

### 3. Aesthetic Appearance

The Village is part of both the University life and the local community. You are required to maintain your Room in a neat and clean state of condition/appearance. If applicable, you must in conjunction with other residents ensure that Apartment Common Areas are maintained to the same standard.

Do not place foil, cardboard or other unsightly material or objects in or on any windows in the Village or alter any window coverings in the Village.

Keep balconies, decks and patios neat and orderly at all times and clear of personal belongings.

Furniture designed for indoor use is not permitted outside

(Including on any balcony, deck or patio).

If in the opinion of Village management any item adversely affects the appearance of the Village, the resident concerned will be asked to remove it. If you are asked by Village management to remove any item you must do so within the timeframe set by Village management.

### 4. Alcohol and other Personal Issues

Personal issues, such as academic stress, alcohol abuse, depression and eating disorders may strain relationships in a living situation. It is both a resident's right and a resident's responsibility to seek help when such issues become disruptive. Studies on alcohol abuse within universities show that there are significant secondary affects for roommates and friends of those who drink excessively. A resident's concern about protecting a roommate's privacy, where excessive drinking is involved or otherwise, should not keep them from getting support personally or for that other person.

If a resident is worried about a friend or if the behaviour of another resident affects the living habits of others, the resident should endeavour to seek help for that other person. Sources of help such as University health & counselling services are listed under "handy phone numbers" at the back of the Village handbook.

Village management recognises that alcohol is an established part of life in Australia and New Zealand and is enjoyed by many members of the Village community. Normally, Village management will not attempt to stop drinking at the Village, but will encourage moderation in and a responsible attitude towards the consumption of alcohol. It will aim to create a climate that enables individuals to make a free and informed choice as to the level of their alcohol consumption, in an environment free of social pressures to drink to excess.

Alcoholic drinking games and other activities that promote binge drinking are not permitted at the Village. Drinking games tend to encourage excessive drinking and drunkenness, tend to inhibit all other social interaction and pressure players to drink over their limits. Such activities can quickly make a participant very intoxicated and are dangerous. The host of the party and other participants may be held responsible for any negative consequences of excessive drinking.

Residents are required to comply with any policy, rule or guideline published by the University which relate to the consumption of alcohol and will be in breach of their obligations under the Rules and their Residential Agreement if they fail to do so.

This rule works in conjunction with specific village rules as outlined in the handbook.

### 5. Apartment/Room Condition Form

When moving into a Room/Apartment, a resident is expected to carefully inspect the Room/Apartment. Within 24 hours of moving in any damaged or missing items must be reported to Village management by returning the Room condition form the resident is given on arrival. This form includes a full list of all items that should be in the Room/Apartment. Village management will follow up on all reported problems and take corrective action as appropriate.

If a resident fails to advise Village management of any problem(s) within 24 hours of moving in, the resident will be taken to have been satisfied with the condition of the Room/Apartment and confirmed that the Room/Apartment was in a good and undamaged condition at the Commencement Date. Upon vacating a Room/Apartment, a resident will be billed for any missing or damaged items and for damage to the Room/Apartment not reported to Village management within 24 hours of moving into the Room/Apartment.

## 6. Bikes

Bicycles are to be secured only to the bicycle racks located throughout the Village. They are not to be secured to other objects such as benches, light posts, trees, handrails or disabled access ramps. They are not to be placed in hallways or allowed to impede a means of access. Bicycles that are secured to anything other than bicycle racks, impede access or in any way present a safety hazard will be confiscated by Village management and a fee will be charged for their return.

Bicycles are not permitted inside Rooms or Apartments.

Bicycle storage is not available during the Summer Period once you have vacated your Room.

The Village is not responsible for the security of or any damage sustained to any bicycle which is left in the bicycle racks or anywhere else in the Village. It is strongly recommended that U-bolt locking devices are used for securing bicycles throughout the Village.

## 7. Candles/Incense

Due to risk to life and property, candles, torches, incense and other open flame devices are strictly prohibited anywhere inside or around buildings in the Village including in Rooms and Apartments. Burning of the above devices is likely to set off the smoke detectors in your Room/Apartment. Residents will be required to pay the cost of the fire brigade attending together with any charge imposed by Village management if a false alarm occurs because of a resident's failure to comply with this Rule.

## 8. Car Parking and Motorbikes

The Village has limited parking spaces available and may not be able to provide parking facilities to residents of the Village.

A resident must have a valid University campus parking sticker and/or a Village parking sticker to be able to park within the Village.

If the Village has parking facilities, residents may apply to the Village administration office for a Village parking sticker when applying for a University campus parking sticker. Residents must prove that they are a resident of the Village by producing a copy of their Residential Agreement. If Village management grants a resident the right to park within the Village, the University campus parking sticker they will be issued will have a special notation on it, allowing the resident's vehicle to be parked within the Village.

Any vehicles that do not display a current and paid up Village parking sticker or which are not parked in the bays provided will be fined.

Several visitor parking spaces are available within the Village and are clearly displayed as such. Visitor parking spaces must be left clear for visitors. Authority must be sought from the Village administration office to park in a visitor parking space. Visitors who park in non-visitor areas or in a visitor parking space without approval will be fined.

Where resident parking is available, limited disabled parking spaces are also available and these spaces are strictly for residents with disabilities, who display the appropriate disabled parking permit. Heavy fines will be imposed on vehicles parked in a disabled parking space not displaying such permit.

The Village is not liable for any damage to and/or theft of any vehicle or property left within the vehicle whilst the vehicle is parked in the Village.

NO Carpet at Griffith

## 9. Carpet Damage

Damage to carpet in a Bedroom will be billed to the resident. Damage to carpet in an Apartment Common Area or in the common area of a Hall will be charged equally between

Apartment and Hall residents respectively.

Village management will attempt to have soiled carpet cleaned at the expense of the resident(s) of a Room/Apartment. In the event that a stain cannot be removed, the carpet will be replaced at the expense of the resident(s).

Upon vacating a Room/Apartment all carpet must be in the same condition as it was in on occupation, taking into consideration general wear and tear. The cost of returning the carpet in a Room/Apartment to this condition, including the cost of having the carpet steam cleaned, will be charged against the resident(s)' Deposit.

## 10. Chalking

"Chalking", a popular means of promoting events in the University, is prohibited in the Village.

Any chalking on Village roads, footpaths, parking areas or buildings will be removed immediately by Village management and the persons responsible for such actions will be charged for the cleaning.

## 11. Cleaning

Village management will arrange:

- sweeping, vacuuming and mopping of the external and internal common areas of the Village (e.g. laundry, administration & resource centre etc);
- maintenance of the Village grounds and gardens;
- for flyers posted in non-designated areas to be taken down;
- for external garbage bins to be regularly emptied; and
- for cleaning external surface of buildings in the Village to be cleaned.

All residents are expected to:

- clean and vacuum their Room on a regular basis;
- maintain their Room in a hygienic manner; and
- clean internal windows and walls in their Room.

Residents who live in Apartments are also expected to:

- participate equally with other residents in keeping the Apartment Common Areas clean;
- clean all appliances and surfaces within an Apartment;
- clean the internal areas of the cook top, range hood, oven and refrigerator equipment; and
- remove garbage from the Apartment regularly.

Residents must supply their own cleaning materials and equipment in the Village where not otherwise supplied. In some villages, prior arrangements have been made for cleaning provisions.

Residents can arrange for their Room/Apartment to be cleaned professionally on a weekly or monthly basis for a fee. Details of fees associated with these services are available from the Village administration office.

Where it is brought to the attention of Village management that a Room/Apartment is not being cleaned or is unhygienic, the resident(s) of that Room/Apartment will be requested to thoroughly clean the Room/Apartment. If following such notification the Room/Apartment is not promptly cleaned to comply with basic cleanliness and health standards, Village management may arrange for the Room/Apartment to be cleaned at the expense of the Room/Apartment resident(s).

## 12. Computer, Telephone and TV Facilities

The telephone & computing infrastructure installed throughout the Village is an essential part of the Village and residents must not tamper with or remove any part of it. Damage to the telephone and computing infrastructure caused by resident(s) will be charged to the resident(s) responsible together with an

administration fee equal to 20% of the repair/replacement cost. The Village data network is designed to be more than adequate for residents' use unless congestion is caused. Congestion is generally caused when a resident(s) download large files such as movies. Resident(s) who download these type of files and who continue to do so despite a warning from Village management will be disconnected from the network.

Residents must adhere to the following protocols when using the Village data network:

- only connect to the data port with the recommended cables and connections;
- do not dismantle the data port;
- when connecting to the network, remember that others are doing likewise;
- continually downloading large files may slow down the network and affect others and as such should only occur in limited circumstances;
- the network is not to be used for any criminal activity, including port surfing or computer hacking; and
- the network may be monitored by the University's network security services.

Where a free to air television service connection is available resident(s) must not tamper with or remove it.

## 13. Conduct Issues

Residents and their guests in the Village are to show respect for order, morality, personal honour and rights as members of the Village community.

Residents are responsible for their guests and will be held financially accountable for any breach of the Rules or misconduct by their guests.

## 14. Cooking

Cooking is only permitted in kitchens in Apartments.

Cooking equipment such as hot plates, rice cookers, electric woks and fry pans are not permitted in Rooms.

Barbeque grills and charcoal fluid may be a fire hazard and are not permitted inside buildings in the Village or outside on balconies, patios or decks without the approval of Village management, which can be withheld at its absolute discretion.

## 15. Damage or Loss

Proper care must be taken of all Village property. Removal of any Village property from its designated location will be reported to the police. The person responsible will be charged replacement costs and an administration fee of 20% of the replacement cost for each item taken. When responsibility cannot be attributed to a specific person, Village management reserves the right to divide the replacement cost and administration fee between all residents of the Village.

Residents are responsible for all damage to or loss of Village property in their assigned Room and Apartment. If the damaged or lost item was located in a Room then the resident of that Room will be held responsible and billed. If the damaged or lost item was located within an Apartment then all residents who reside in the Apartment will be held responsible and billed an equal share unless responsibility can be attributed to a specific person. In addition, persons deemed responsible by Village management may be subject to disciplinary action.

Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which their guests cause.

## 16. Damages Charges

Recipients of a bill for damage have 7 calendar days after the date of issue of the invoice by Village management in which

to pay or request a review of the invoiced claim. If you have received an invoice for damaged or lost Village property, please take care of it immediately. Any invoiced claim not challenged within 7 calendar days of issue is no longer subject to review.

Standard charges for replacement of damaged furniture and fittings in a Room/Apartment are available from the Village administration office. It is impossible to price all items or maintenance services in the Village, as they are generally dependant on the damage caused. All repair work is carried out on a Do and Charge basis and will be invoiced at a rate equal to the actual charge from the supplier or contractor to the Village plus an administration fee equivalent to 20% of that cost.

## 17. Decorating Rooms and Apartments

Murals are not permitted to be painted on any surface in the Village.

Most adhesives will remove paint. Please do not fix sticky stars or other adhesive decorations to the ceiling or elsewhere in your Room/Apartment and do not use tape of any nature. The use of nails or screws will damage the walls and the paint. If any holes are left in the walls and require patching you will be charged not only for fixing the holes but also for painting the entire wall.

Notwithstanding posters can be used to decorate Rooms and Apartments, please ensure that they are only affixed to walls using blutak or a similar non-marking re-usable adhesive.

## 18. Disabled Access

A number of the Rooms, Apartments and buildings within the Village have been fitted with facilities to assist persons with disabilities. Interfering with or blocking these facilities in any way is considered misconduct and will result in disciplinary action which may include termination of a resident's Residential Agreement and their right to reside in the Village.

## 19. Discipline and Misconduct

Misconduct is an action or series of actions that breach your Residential Agreement, these Rules, any laws or any other generally accepted standard of behaviour. Depending on the nature of a resident's misconduct, Village management is entitled to take the disciplinary action detailed in a resident's Residential Agreement and/or these Rules and reserves the right to refer any occurrence of misconduct to the University and/or the police if in their absolute discretion they determined that course of action is appropriate.

Disciplinary action includes but is not limited to admonition, probation, termination of a resident's Residential Agreement and the requirement for the resident to leave the Village.

Except in circumstances where Village management do not consider it feasible (at its absolute discretion) for a resident to retain the right to reside in the Village, a warning by email or in writing will describe the unacceptable behaviour, the right of Village management to require the resident to leave the Village and the steps which the resident must take to retain the right to continue to reside in the Village. Should a resident fail to respond in an acceptable manner to an email or written warning and continue to behave in a manner that is detrimental to the well-being of the Village community, the resident may then have their Residential Agreement terminated and be required to leave their Room/Apartment and the Village.

In circumstances of serious misconduct, as determined by Village management at its discretion, Village management is not required to give any prior warning or notice of its intention to terminate a resident's Residential Agreement except if to do so would breach a specific term of the Residential Agreement or any legislative requirements.

A resident required to leave the Village for disciplinary reasons will not ordinarily have the opportunity to return to their Room/Apartment except via prior arrangement with Village

management and then only to collect the resident's possessions and under the supervision of Village staff.

In the event that a resident is asked to vacate a Room for disciplinary reasons, no fees will be refunded and the Deposit paid by the resident in accordance with the terms of the Residential Agreement will be forfeited.

If a resident has had their Residential Agreement terminated and been asked to leave the Village, Village management reserves the right to refuse to accept an application for residency in the Village from that resident in the future for such time as it sees fit.

## 20. Dishware

Residents are required to provide their own dishware in most villages. If your Room/Apartment is supplied with pots, pans, crockery and cutlery, it is the responsibility of each resident that the amount of inventory stated at the start of the year is maintained and present upon departure. Any concerns or requests to replace the pots, pans, crockery or cutlery should be submitted to the Village administration office for consideration.

If the Village is a catered facility, dishes and other items must not be removed from the Village or University catering outlets. This equipment belongs to the operator of these facilities and removal of their equipment, dishware and other items constitutes theft and will be prosecuted accordingly.

## 21. Drugs

The possession, cultivation, usage, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment to aid the use of illegal drugs or substances is prohibited.

Any breach of this Rule, in any form, by a resident is considered serious misconduct and as a consequence Village management reserves the right to terminate a resident's Residential Agreement and also report the incident to the police.

## 22. Electrical Equipment in Rooms

To prevent overloading electrical circuits and to conserve energy, please limit electrical equipment in Rooms to such items as computers, study lamps, clocks, electric blankets, stereos, coffee makers, personal vanity items and other small appliances. These items must be maintained in good and clean operating condition. Appliances with open heating elements such as hot plates and electric heaters are prohibited in Rooms and Apartments unless provided by Village management.

## 23. Electrical Safety Reminders

Residents must comply with the following fire and safety policies which are intended to prevent injuries in the Village and to ensure compliance with health and safety regulations:

- never modify a plug by bending or removing prongs;
- if plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them, contact the Village administration office for assistance;
- extension cords should only be used when absolutely necessary and only on a temporary basis. If you must use an extension cord, we recommend using a multiple outlet power strip equipped with an internal circuit breaker. If you discover any faulty electrical equipment, please report this to the Village administration office;
- do not "daisy chain" extension cords and/or power strips;
- large appliances are not permitted in Rooms; and
- promptly replace frayed or damaged cords.

## 24. Emergencies

At the back of the Village handbook you will find all the numbers to be called in the event of an emergency.

For any life-threatening emergency call '000' (Aus) or '111'(NZ) to summon fire, police and ambulance services.

False alarms waste the time of emergency services and Village management and may result in disciplinary action and the imposition of fines and charges.

You are responsible for familiarising yourself with the location of alarms and fire fighting equipment in your Room/Apartment and in the common areas of the building in which your Room/Apartment is located, and with the emergency procedures for the Village. Fire safety information is posted in all Rooms/Apartments.

## 25. Evacuation

Evacuation maps are posted in various parts of the Village indicating your location in relation to the nearest exit and steps to take to vacate the premises. You must familiarise yourself with the location of all exits from your Room/Apartment and the building in which your Room/Apartment is situated and attend when required by Village management fire awareness programs and participate in fire and evacuation drills which take place at the Village. Evacuation maps are part of the fire equipment of the Village and must not be tampered with.

In the event of an evacuation, please report to your building's assigned emergency assembly point for further instruction.

The Village is regularly inspected by the fire brigade for safety and fire code compliance. Residents are required to keep common areas clear of any items which may effect safe egress from buildings. Whenever Village management encounter these obstructions or are informed of their presence, they will proceed to remove the obstructions to ensure fire code compliance.

If Village management is required to remove items left in common areas, residents will be charged, with repeated violations incurring escalating charges.

## 26. Exit Signs

Exit signs have been located throughout the Village for the personal safety of residents and visitors. Exit signs are not to be tampered with, disconnected or removed. Playing of ball games in Rooms, Apartments and common areas of buildings could potentially damage exit signs and is therefore prohibited. Residents will be charged for any damage caused to signs and where the person responsible for the damage cannot be identified all residents of the Apartment or building will be charged an equal share of the cost of repairing the damage.

## 27. Fire Alarms

Never assume that a building alarm goes directly to the fire brigade. Always call '000'(Aus) or '111'(NZ) in an emergency situation, or the on-call Resident Assistant if you are unsure what to do when you hear an alarm.

The fire brigade is obligated to respond to any alarm regardless of the cause. Any resident found to have set off a false fire alarm, whether purposefully or because of carelessness, is responsible for any charges levied by the fire brigade and may also be subject to fines and disciplinary action.

Never shower with your bathroom door open as excessive steam can set off a fire alarm.

## 28. Fire Equipment

Fire blankets and/or extinguishers are located in all kitchens. These are to be used for small fires only such as stove top fires where oil has ignited. Used fire blankets/extinguishers must be returned to the Village administration office for immediate replacement.



Fire equipment that is not in working order jeopardises the safety of all residents and as such Village management will regularly be checking all fire equipment including fire extinguishers and hoses, fire alarm boxes, smoke detectors, exit signs and evacuation maps.

It is against the law to tamper with fire equipment including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Violators will be subject to substantial fines, possible criminal penalties and disciplinary action which may include termination of a resident's Residential Agreement.

Any fire equipment repair or replacement that results from resident misconduct will be charged to the resident(s) responsible. If the responsible party cannot be determined, the fine and related damage will be charged to all residents of the building or Apartment as the case may be in equal shares.

### **29. Fix-it Requests & Repairs**

The Village has a substantial asset management and maintenance schedule, which is continually being implemented, to ensure that the Village is maintained in an excellent condition.

All maintenance in the Village is carried out by suitably qualified tradesperson who will be identifiable by Village ID cards.

All requests for repairs or replacements in your Room/ Apartment can be submitted via a "fix-it request" via the Website or Email. Requests are processed Monday to Friday by the Village administration office. Residents should report any problem which they believe constitutes a safety or security risk to the Village administration office.

Depending on the nature of the problem, Village management do their best to ensure that urgent repairs are dealt with immediately. This may not always be possible due to the availability of contractors and parts required for repairs.

Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item in the Village nor are they permitted to contract with any third party for such repairs.

The cost of any repair or replacement in the Village which is necessitated because of a deliberate act or the negligence of a resident(s) will be charged to that resident(s).

### **30. Flyers**

Flyers and posters may be posted only after they have been approved by Village management and then only at approved locations or on bulletin boards throughout the Village. Any materials posted anywhere else will be removed and cleaning charges will be billed to the responsible individuals.

### **31. Furniture**

Furniture in a Room/Apartment is to remain in that Room/ Apartment. It is not to be moved to another Room/Apartment, even on a temporary basis. Furniture is to remain inside Rooms/ Apartments unless it has been nominated for outdoor use.

### **32. Garbage Disposal & Recycling**

Residents are responsible for the frequent removal of all garbage from their Rooms and Apartments. Multiple garbage bins are available for you to throw away your rubbish. Residents are responsible for ensuring rubbish is placed in the appropriate garbage and recycling bins.

In the interest of hygiene and aesthetics please do not place garbage adjacent or on top of garbage bins. There are ample bins within the Village to cope with the garbage from all residents. Residents should not leave garbage outside their Rooms or Apartments.

Any resident found not complying with these procedures will be fined at the discretion of Village management.

### **33. Grounds and Gardens**

An extensive landscaping plan has been implemented for the Village and the grounds are maintained by Village management. If you notice areas in need of attention, please let the Village administration office know. Please help in keeping the Village free of litter. Residents must not remove, damage, cut or break any foliage off plants or trees.

### **34. Hazardous Material**

Hazardous materials including automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be used or stored in or around the Village because of the safety risk to you and other occupants of the Village. If a material is deemed hazardous, Village management will arrange for its removal with the cost of arranging such removal to be charged to the owner of the material.

Do not pour motor oil or any other hazardous material on the ground or down any drain. Motor oil is a hazardous waste material and cannot legally be recycled or discarded at the Village.

### **35. Hazing/Initiation**

Hazing is defined as any mental or physical requirement or obligation placed upon any person or group of persons which could cause discomfort, pain, fright, disgrace, injury or which may be personally degrading or which violates any University policy, Village policy or law.

Hazing in any form is completely unacceptable in the Village. Any resident who is found to be involved in hazing will be reported to the appropriate authorities and will be subject to disciplinary action at the discretion of Village management which may include immediate termination of their Residential Agreement and revocation of their right to remain in the Village.

### **36. Heating**

In the interests of safety, heaters with an exposed element & small fan heaters are prohibited within the Village.

If heaters are not supplied in your Room/Apartment, it is recommended that residents only use enclosed column heaters. Please use common sense when using the heaters. Do not leave heaters on when you leave your Room/Apartment. Do not place any items of clothing or any other article over or close to a heater.

### **37. Indoor Plants**

Indoor plants are permitted in Rooms and Apartments, but residents are reminded to be mindful of the needs of co-residents.

Residents must not water plants in the showers or sinks as this can create plumbing problems. All indoor plants must be placed on trays or other receptacles to avoid staining carpets.

### **38. Inspections and Building Condition Issues**

Subject to complying with the notice provisions in Rule 46, Village management reserves the right to enter any Room / Apartment:

- in the case of an emergency;
- at any time between semesters;
- for the purpose of inspection, maintenance or repair; or
- if requested to do so by a resident.

Residents must not change any lock or place any additional locks on any door to their Room or any other doors within their Apartment.

Inspections of Rooms/Apartments are undertaken to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained and enable planning for renovation or refurbishment projects. Repeated failure to pass the cleaning inspections will result in charges to residents for professional cleaners to return the Room and/or Apartment to Village standards.

Prior to vacating a Room/Apartment, residents may request a pre-inspection of a Room/Apartment by contacting the Village administration office.

### 39. Insurance

The Village assumes no responsibility for the personal property of residents and their guests. Residents should maintain insurance protection against loss and damage to or theft of personal property.

### 40. Keys/Swipe Cards

Residents will be issued with keys and/or Swipe Cards, which enable access to their Room/Apartment and to Village common areas.

Swipe Cards that are lost must be reported to the Village administration office immediately and with appropriate identification, a resident will be issued with a new Swipe Card™ at a cost. If your Swipe Card is faulty please return it to the Village administration office and it will be replaced at no charge. If your Swipe Card is damaged please return it to the Village administration office and you will be issued with a new Swipe Card at a cost.

Residents are responsible for the keys issued to them. If a key is lost, report it immediately to the Village administration office and another key will be issued at a cost the amount of which will be dependant on whether the lock itself has to be replaced.

Keys may not be duplicated and only Village management or a duly appointed locksmith can alter or repair a lock.

If you have lost your key and/or Swipe Card, locked yourself out of your Room/Apartment or if you have damaged the lock to your Room/Apartment, you will need to verify your identity at the Village administration office prior to the issue of a new key and/or Swipe Card or access being granted to your Room/Apartment.

If you are locked out of your Room/Apartment after hours contact the duty Resident Assistant. The duty RA has a master key with which to open your Apartment/Room door. There will be a charge to open your Apartment/Room door. (This money is donated in full to a charity nominated by the Village.)

Village management strongly recommends that Residents keep their Room door locked when you they are not in their Room/Apartment.

Costs of replacing a swipe card and/or a key, lock and lock out charges are available in the handbook.

### 41. Kitchens

Residents must clean the kitchen appliances in the Village after each use

If a Resident becomes aware that a kitchen appliance requires maintenance, they should advise Village management via the "fix it request" on the Website or Email.

The cost of repairing or replacing damaged appliances and an administration fee of 20% of that cost will be charged to the person responsible for the damage or to all residents of an Apartment/building if the person responsible cannot be identified. Faulty appliances will be repaired at no charge.

### 42. Laundry

For a fee, Residents can make use of the Village laundry facilities. Residents can access the Village laundry facilities

24 hours a day. Residents are expected to provide their own washing supplies and must ensure that they leave the area in a tidy state. Laundry left in washers or dryers must be placed in the laundry baskets located under the folding bench. Any laundry left in the Village laundry facilities which is not claimed within 7 days will be deemed abandoned and will be donated to a local charity.

The Village is not responsible for any damage caused to clothes or other items resulting from the use by residents of the Village laundry facilities.

The cost of repairing or replacing damaged laundry appliances and an administration fee of 20% of that cost will be charged to the person responsible for the damage or to all residents of the Village if the person responsible cannot be identified. Faulty appliances will be repaired at no charge.

### 43. Lighting

Any light fixture provided by a resident in addition to existing lighting must not exceed 100 watts per fixture.

Residents are not permitted to repair or replace permanent light fixtures in their Room/Apartments under any circumstances.

As a matter of safety we ask residents not to change light globes themselves, but to report blown globes via a "fix-it request" on the Website or Email.

### 44. Mail and Communications

The primary means of communication within the Village is by email, so it is important that you inform Village management immediately of any changes to your email address.

General notices will also be posted on the Website and around the Village.

Residents wishing to receive standard mail should use the mailing address listed in the Village handbook. When parcels are delivered by Australia/NZ Post, they will be kept at the Village administration office and a note will be placed in the resident's mail box, sorted alphabetically indicating that you have a parcel for collection. Residents are required to acknowledge collection of parcels.

Village management will not sign for any courier or non-Australia/NZ Post deliveries on a resident's behalf, except in exceptional circumstances where a resident has requested and authorised Village management to do so and we have accepted that responsibility. Under no circumstances will the Village be responsible for any item delivered by courier or non-Australia/NZ Post deliveries.

It is a resident's responsibility to regularly check their mail box. Any mail not collected within one month of its delivery may be returned to sender by Village management. Facilities for purchasing stamps and posting letters and parcels are available from the post office located on the University campus.

### 45. Maintenance Emergencies

If there is an emergency situation such as a flood, a shower that won't turn off, a Room door that won't lock etc please call the on-call RA and ask for assistance on the number listed in the Village handbook which is staffed 24 hours a day. All other requests for maintenance/repair must be submitted by a "fix-it request" on the Website.

If you submit a "fix-it request", you are deemed to have given Village management permission to immediately enter your Room/Apartment to carry out the requested maintenance/repair. Any questions or concerns about after hours emergency response should be directed to the Village administration office.

### 46. Management Access to Rooms

By signing a Residential Agreement, residents agree to give access to Rooms/Apartments on the following basis:

<b>Purpose of Entry</b>	<b>Minimum Notice which must be given to you</b>
In an emergency or for urgent repairs	Without notice
To carry out repairs and maintenance which you have requested	Without notice
To carry out general repairs and maintenance	48 hours
To inspect the Room/ Apartment	48 hours
To show the Room/ Apartment to prospective residents	48 hours, but the Room/ Apartment can during the last 14 days of your occupancy be shown a reasonable number of times after such notice has been given.
If Village management has reason to believe that you have abandoned the Room	Without notice
If Village management suspects that a person other than you is residing in the Room or the Apartment Common Areas	Without notice
If Village Management suspects that you or a person in your room breaches Rule 21 in relation to drugs, or any other rule that amount to serious misconduct.	Without notice

Where notice is required to be given pursuant to the above, Village management will not be able to specify the exact time or day that access will be required but rather a time period in which the entry may take place.

## 47. Modifications to Buildings and Rooms

Modifications to Rooms, Apartments or any other part of the Village such as installing shelves or hooks, adding new light fittings, changing light fittings, painting or repainting, or altering permanent fixtures are not permitted without the prior written approval of Village management.

Modifications undertaken without prior written approval will be removed and/or repaired at the resident's expense and the resident will be subject to disciplinary action at Village management's discretion.

## 48. Moving Out Procedures

Two calendar months prior to the end of the academic year all residents will be requested to confirm the date they will be vacating their Room/Apartment ("the vacation date") which must be prior to or on the Termination Date.

Residents must comply with the following procedures and requirements whilst moving out of their Room/Apartment in addition to any other reasonable requirements posted by Village management:

1. All residents will be assumed to be vacating their Room/Apartment on the Termination Date unless the resident has agreement from Village management otherwise;

2. Prior to vacating a Room/Apartment all fees and charges payable by the resident under the Residential Agreement must be paid in full, or arrangements satisfactory to Village Management made for their payment;
3. If a pre-inspection of a Room/Apartment is required they must be arranged with Village management 14 days prior to the vacation date;
4. Subject to prior arrangement, Village staff will inspect Rooms/ Apartments within 14 days of the vacation date and before the Rooms/Apartments are reoccupied;
5. Upon vacating a Room/Apartment it must be left in the same state of cleanliness and repair as it was in on the first day of occupation by the resident considering fair wear and tear and taking into account any notice the resident submitted to Village management in accordance with Rule 5;
6. All furniture and fittings within the Room/Apartment must be left in the appropriate rooms and if any are damaged or missing they will be charged for in accordance with these Rules; and
7. All personal belongings must be removed from Rooms/ Apartments by 10:00am on the vacation date.

## 49. Noise

Every resident is responsible for the maintenance of good order and reasonable quietness in their Room and Apartment.

Residents must at all times show proper regard for others.

Radios, televisions, stereos, musical instruments and other audio equipment should be adjusted so as not to disturb other residents of an Apartment or the Village.

Residents must at all times adhere to the Village "Noise Policy", a copy of which is contained in the Village handbook or can be obtained from the Village administration office or Website.

## 50. Obscene, Harassing or Discriminatory Behaviour

Village management is committed to ensuring that anyone who is part of the Village community treats, and is treated, at all times fairly and equitably, in an environment which is free of harassment and discrimination. All people have the right to be treated with dignity and respect, regardless of their sex, marital status, pregnancy, race, religion, disability, age, political beliefs, family responsibilities, parental status, sexual orientation, industrial activity, gender identity or physical features.

The Village has a "Zero Tolerance Policy" with respect to discrimination and harassment of any kind. All residents have a responsibility to comply with this policy, a copy of which is contained in the Village handbook or can be obtained from the Village administration office or Website. A breach of this policy is likely to result in disciplinary action, and in some instances, referral to the appropriate authorities.

The Village recognises the sexual harassment policy of the University, a copy of which can be found on the University's website.

Placement of any obscene or harassing telephone calls by a resident is completely unacceptable and is treated as a serious disciplinary issue by Village management. Anyone receiving such a call should report it immediately to the Village administration office, who in turn will contact University security. Outside general office hours, report such calls to the duty Resident Assistant or to University security.

Any resident who is found to be making obscene or harassing telephone calls will be subject to disciplinary action at the discretion of Village management which may include immediate termination of their Residential Agreement and revocation of their right to remain in the Village. Village management also reserves the right to refer the matter to the appropriate authorities.

Residents who have been victim of any form of harassment are advised to contact the University's health & counselling service for support.

## 51. Overnight Guests & Unauthorised Occupancy

While Village management does not encourage overnight guests it is understood that on occasion this will occur. Residents are permitted to have guests for short periods of time with the approval of the other residents of the Apartment. Extended visits are not permitted and residents must not in any circumstances allow any other person to reside in their Room or the Apartment Common Areas.

To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of an Apartment, the following procedures must be followed.

- all residents of an Apartment must be aware of a guest staying overnight and have their given approval to this;
- a guest must be registered at the Village administration office;
- a guest must be accompanied at all times by a resident and must never be given a Swipe Card or Room key; and
- a guest cannot stay more than two nights in any given period of seven days.

Any person found to occupy a Room, where the above procedure has not been followed, will be deemed as unauthorised, and the resident of the Room will be charged \$55.00 for each night the unauthorised person has stayed and will be in breach of their Residential Agreement.

A guest must leave the Village immediately if requested to do so by Village management whether or not the above procedure has been followed.

Residents must ensure that any guest or other person who is in the Village at the invitation of the resident or in the residents company complies with the Rules and any reasonable directions given by Village management and does not do anything which a resident is prohibited from doing under the Rules and their Residential Agreement.

## 52. Parties and Special Events

If a building or an Apartment has a party or other event, residents are expected to clean up immediately following the event including spills, stains, removal of rubbish, restoring furniture to its proper configuration, vacuuming and cleaning surfaces. Liquids left on any surface overnight may cause extensive damage.

Residents must comply with the "Party Policy" at all times. A copy of the "Party Policy" can be found in the Village handbook or can be obtained from the Village Administration office or Website.

## 53. Pest Control

Any infestations that are found to have been introduced by a resident(s) will result in charges being levied for the costs of the eradication of the pests. Good housekeeping is very important. Please ensure that food is not left out or uncovered. It is unhealthy and attracts ants and other pests.

The Village employs a pest control company to carry out routine treatments. This company will only use chemicals that are permitted by law and which comply with Australian/NZ Standards as applicable.

Prior to any residential area of the Village being treated, 48 hours notice will be given to residents.

## 54. Pets

No pets, including fish, may be kept in the Village. Additionally, residents are not permitted to bring animals into any building of

the Village. This Rule does not apply to the extent that it restricts the keeping of a guide or hearing dog.

## 55. Political and Religious Views / Solicitation

Residents are encouraged to discuss and debate their political and religious views, however, no resident has the right to force their opinion and views on another in a way that is abusive or which causes physical or emotional harm or distress, and no person may be discriminated against or oppressed because of their beliefs.

Solicitation is an uninvited or unwanted attempt to make contact with a resident for the purpose of promoting religious beliefs, engaging political views, or encouraging the purchase of items or tickets to an activity or event, or membership to a club or organisation. Solicitation is prohibited in the Village.

## 56. Privacy and Quiet Enjoyment

All residents are entitled to privacy and quiet enjoyment in their Rooms and Apartments, both from Village staff and other residents. Residents must be respectful of noise levels and allow other residents the degree of privacy they desire.

When entering another resident's Room or Apartment please knock on the door and do not enter uninvited.

Resident Assistants hold a set of keys when on duty to deal with lockouts and emergencies. Resident Assistants are not permitted to open Room doors for any reason without the permission of the occupier, except in emergencies. Any person requesting entry into another person's Room will be denied access unless the occupier gives permission in writing.

## 57. Project Work

Residents must not use cutting knives or equipment on furniture, counters, tables and other surfaces as this can cause permanent damage. If a resident has a project that requires use of a sharp implement, then they must acquire a piece of appropriate material to cut on.

Residents must ensure that they thoroughly protect surfaces if painting posters or other projects to avoid staining walls, floor coverings, carpet and other surfaces.

## 58. Recreational Facilities

If the Village contains recreational facilities they are for the use and enjoyment of all residents of the Village. Non-residents, if they are registered with the Village administration office, are also allowed to use the recreational facilities but only if accompanied by a resident. Village management does not encourage the use of the Village's recreational facilities by non-residents on a regular basis and reserves the right to restrict non-resident use. If the Village contains a pool(s) the following rules apply to its use:

- (a) There is to be NO glassware in or around the pool;
- (b) In the event that the pool is deemed unhygienic by Village management the pool may be closed for an indefinite period of time at Village management's discretion;
- (c) No diving; and
- (d) No unsafe or dangerous behaviour as determined by Village management at its discretion.

Resident(s) who use the BBQ must keep it tidy and clean it after each use.

## 59. Resident Assistants (RAs)

As part of the Residential Program at the Village a number of senior students assume the position of Resident Assistant. The role of an RA is to give support and advice to residents. Full details on the role of an RA can be obtained from the Village administration office.

RAs must respect the privacy of residents and residents must in return respect the privacy of RAs

## 60. Resource Centre/E-Library

Full details on the facilities in the Resource Centre/E-Library and how to use them are available from the Village administration office. The Resource Centre/E-Library is for the exclusive use of residents.

The Resource Centre/E-Library is not manned, but is available for use 24 hours a day. Residents must not allow access to the Resource Centre/E-Library to non-residents or persons who are not personally known to them. Under no circumstances is the Resource Centre/E-Library to be left unlocked and no food or drink is ever to be consumed inside.

The Village is not responsible for any damaged or loss incurred by residents as a result of their use of the Resource Centre/E-Library.

The cost of repairing or replacing damaged equipment in the Resource Centre/E-Library and an administration fee of 20% of that cost will be charged to the person responsible for the damage or to all residents of the Village if the person responsible cannot be identified. Faulty equipment will be repaired at no charge.

## 61. Roofs

The roofs of buildings in the Village are not constructed for pedestrian traffic. Residents must not go onto the roof of any buildings in the Village for both their own safety and to avoid damage. Resident(s) are responsible for and will be billed for any damage they cause to the roofs as a result of a breach of this Rule.

## 62. Running a Business from the Village

Residents are not permitted to conduct a business of any description from their Room, Apartment or any other part of the Village.

## 63. Security Issues

The Village strives to provide its residents with a safe and secure atmosphere that is conducive to the academic life of each resident.

Complacency often results in burglary, and we often think that "it will never happen to me" but when it does we are shocked and look to blame someone other than ourselves. With this in mind, there are several ways in which residents can further increase their level of security by:

- ensuring that your Room/Apartment door closes and locks behind you when you enter or leave your Room/Apartment;
- ensuring that building external doors are kept locked at all times;
- not propping open doors;
- disallowing people that you do not know from following you into a building;
- getting to know your neighbours;
- never lending your key or Swipe Card to another person;
- not leaving your Apartment key under a pot plant, door mat or on the frame of the door jamb;
- not leaving windows wide open when you are not in your Room/Apartment;
- not leaving money or valuables in full view when you are not in your Room/Apartment.
- securing your bike to a bike rack using a quality lock such as a U-bolt; and
- by notifying the Village administration office or University security if you notice any suspicious people or behaviour in or around the Village.

## 64. Smoking

Smoking of any substance is prohibited in all Village buildings. Violation of this policy may, at the discretion of Village management, result in disciplinary action and a fine.

Smoking of cigarettes is permitted outside of Village buildings. Smokers must dispose of their cigarette butts in the ashtrays/receptacles provided. If cigarette butts are found in the area surrounding Village buildings, residents of that building will be fined and also charged for their removal. Smokers must be mindful of not smoking near an open window.

Residents who wish to stop smoking should contact the University health & counselling service for assistance.

## 65. Student Records

Village management are bound by the Village "Privacy Policy", a copy of which can be found in the Village handbook or can be obtained from the Village administration office or Website.

In signing your Residential Agreement, you have authorised Village management to liaise with the University to verify that you are a student of the University.

It is a resident's responsibility to ensure that Village management has their up to date personal details. Residents can update their personal details held by the Village by contacting the Village administration office.

## 66. Summer Letting and Storage

Where applies, Residents who vacate their Rooms in the Summer Period must remove all personal belongings from their Room/Apartment.

There is no guarantee that on returning from the summer break a returning resident will get the same Room or Apartment as they had in the previous year which emphasises the need to remove everything from a Room/Apartment, including all common areas.

Village management will remove any personal belongings from a vacated room or apartment. Items will be considered as being abandoned and will be disposed of at a cost to the resident.

## 67. Trespassing

Unauthorised persons (including non-residents, uninvited visitors or any other person(s) deemed to be unauthorised by Village management at its absolute discretion) will be asked to and must leave the Village.

Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be asked by Village management to leave the Village and if they do not leave the Village will be trespassing.

Unauthorised persons and residents who have been asked to leave but have not left the Village after having their Residential Agreement terminated will be trespassing.

Village management reserves the right to report all trespassers to the police.

## 68. Utilities

Village management monitors utility usage throughout the Village on a continual basis, and maintains practices in an attempt to keep utility charges to an absolute minimum. In order to ensure that utility charges remain low Village management requests that residents keep their utility use to a minimum. Room and Apartment lights and other electrical equipment should be turned off when not needed. Showers and other water usage should be of a reasonable duration.

Subject to the Residential Agreement, Village management reserves the right to review the utility charges throughout the year, if we find that usage increases considerably.

## 69. Vacuuming

Vacuum cleaners are either provided in all of Rooms/Apartments for use by residents or are available for loan from the Village administration office. If a resident has borrowed a vacuum cleaner from the Village administration office and does not return it within the applicable loan period then a late return fee will apply.

Vacuum cleaners must be checked regularly by residents and emptied after each use.

If a resident notices that a vacuum cleaner is in need of repair they must advise the Village administration office by submitting a "fix-it request".

Any resident found to be abusing or deliberately misusing a vacuum cleaner will be charged for its repair or replacement.

## 70. Village Greens/Courtyards

The Village greens/courtyards are for the use and enjoyment of all residents of the Village. Ball games such as rugby, soccer and cricket can be disturbing to other residents. Residents taking part in these type of games must consider the rights and need of other residents. If a resident is directed to cease playing these type of games by the on-call RA or Village management they are to do so immediately.

## 71. Visitors

A visitor is defined as a person who is meeting with a resident for a short period of time, while a guest is defined as a person who is staying overnight with a resident in accordance with the Rules.

All visitors are required to leave the Village by 12 midnight. Any visitor present in the Village after midnight will be considered an "unauthorised person" to which Rule 67 applies and the resident responsible will be charged \$55.00 accordingly.

## 72. Weapons/Firearms

The possession of weapons (sword/knives etc.) or fire arms (guns etc.) by a resident and/or their guests within the Village is forbidden. If a resident is found to be in possession of a weapon or firearm, Village management will take disciplinary action which may include termination of a resident's Residential Agreement, confiscation of the weapon/firearm and also reserves the right to report the incident to the police.

## 73. Wheelchair Access

Wheelchair ramps, curb cuts, and building entry ways must remain clear at all times to allow residents and others who use wheelchairs free access to their Rooms/Apartments and other areas of the Village. Items blocking wheelchair access will be impounded and a fee charged to retrieve them.

# appendix d

## Noise Policy

The Village brings together a large number of residents in one complex. One of the major challenges of living together in harmony is that of being able to reside in the Village with out being affected by undue loud noise. The Village is also a social place and some noise will be present. It is the responsibility of all residents to balance these aspects and in doing so ensure that an environment conducive to study, sleep and quiet relaxation is maintained.

This noise policy expands on sections 49 and 56 of the Rules of the Village:

Every resident is responsible for the maintenance of good order and reasonable quiet in his or her room and apartment. Students must at all times show proper regard for others. Radios, televisions, stereos, musical instruments and other audio equipment should be adjusted so as not to disturb other residents of the Village.

All residents are entitled to privacy and quiet enjoyment in their rooms and apartments, both from Village staff and other residents. Be respectful of noise levels and allow residents the degree of privacy they desire.

Residents should be able to live free of unsanctioned loud noise. Thus all residents need to be aware of the noise they and their guests are making regardless of the hour of the day. Residents should be particularly mindful of the noise generated from normal activity in an apartment such as watching TV, holding small gatherings, or returning late at night to the Village after being out. The noise policy applies year round as study requirements are not restricted to traditional semesters.

Residents of the Village undertake summer semester, mid semester classes and clinical blocks. Postgraduate research students study all year round. Many residents also work or study late into the night and therefore have varying sleep requirements.

If you are unsure what constitutes unreasonable noise you are encouraged to contact the On-Call Resident Assistants. The level of noise at any time is at the discretion of the staff of the Village, including the Resident Assistants and Security. Official activities authorised by Village Management may generate loud noise and such activities will generally cease by midnight. These activities will normally be advertised in advance of them occurring. There are official activities held throughout the year in the Village that provide residents with the opportunity to have fun and involve noise from music and large gatherings. There are many other options close to the Village that provide residents the opportunity to get together and provide music and other entertainment.

## Responsibility for Addressing Noise:

Residents are responsible for the noise that they and their guests make. Residents should always be careful that they are not unreasonably disturbing their fellow residents. If a resident is being disturbed by noise they should speak with the person making the noise if they feel comfortable doing so. This is especially the case within apartments.

Should you feel that you are being effected by unreasonable noise please follow the following steps:

- approach the resident/s making the noise and discuss the effect it is having on you and request that they lower the level of noise.
- if you are unable to approach the residents generating the noise or they are unresponsive, you may contact Village

Administration. Residents should address noise complaints to the On-Call Resident Assistant and should not contact Village Security directly about noise complaints. Residents must comply with any request from the on-call Resident Assistant or other staff member relating to loud noise.

- if a request by the On-Call Resident Assistant to lower noise is not appropriately acted upon, the On-Call Resident Assistant will contact Village Security and/or the Village Director. Those making the noise will be identified and may be subject to disciplinary action.

## Specific Noise Restrictions:

Residents of the Village can generally expect reasonable quite at all times in the Village. When residents do hold social gatherings they are asked to observe the following conditions:

Week Nights: (Sunday to Thursday inclusive)

Gatherings with a reasonable amount of noise may be held in apartments until 10pm. Small social gatherings held on patios outside apartments and in communal areas such as the Village Greens should ensure that they are not making any intrusive noise after 9pm. No large gatherings should be held on outside common areas after 9pm on a week night.

Weekend Nights: (Friday & Saturday nights)

Social gatherings that generate a reasonable amount of noise may be held until 12 midnight. Large gatherings on the Village Greens and other outdoor communal areas should cease by 11pm.

Music: Stereos must not be used for outdoor gatherings and should be restricted to indoors with doors closed. Likewise musical instruments and singing should be restricted to indoors.

Exams: During official University exam periods no social gatherings can be held that disturb other residents. If a resident organises a social gathering they must observe the Village Party Policy. Please note that from time to time communal areas, may be closed to ensure that the Village is free from noise that will disturb residents study and sleep.

# appendix e

## Party Policy

Social gatherings are an important part of Village life and residents may hold parties in the Village. The Village needs to balance social gatherings against issues such as noise, security, and the use of communal space by other residents. The following policy has been formulated to assist in ensuring that social gatherings can take place in the Village while being mindful of the needs of other residents. Other benefits of the policy include minimizing risks to the organiser and residents of an apartment in which a party is held.

### Parties less than 20 persons:

Residents are to seek the Village Director's approval 24 hours in advance for parties of under 20 persons. This will assist with managing noise, security and emergencies. One resident must be clearly identifiable as being responsible for the party. This person should note their responsibilities in the Rules of the Village, including for the conduct of non-residents and the Village Noise Policy.

### Parties over 20 persons:

Parties with a large number of people in attendance require a significant level of responsibility on the part of the person hosting the party. It is important that this person plans for the party, and is sober and present for the duration of the party.

For parties over 20 persons, an application in writing to the Village Director at least three days (72 hours) before the party is necessary by the resident hosting the party.

The application will usually be assessed within 48 hours and a response sent via email to the applicant. An application kit is available from Village Administration. The application kit includes the application form that is to be submitted for approval and a checklist that the host should abide by during the party. The application form and checklist are designed to ensure that the interests of other residents of the Village not attending the party and people attending the party are adequately considered by the host.

Applicants are required to adequately describe the reason for the party, if alcohol will be present, how many people will be in attendance, how many non-residents will be in attendance, and how the party will be managed.

Please note that kegs are not permitted at parties and will be confiscated.

The resident hosting the party will be held responsible for any breach of the rules of the Village, including damage and noise. Any costs arising from a party, including costs for cleaning and damage, will be charged to the host of the party.

Where appropriate the host is encouraged to invite neighbours to a party to assist in minimising noise issues.

Proposals for parties with over 40 people attending will be based in an apartment or outdoor area will not normally be approved. Proposals for such parties should be discussed with the Village Director.

### Approval of Parties by the Household:

The host of a proposed party must always have the unanimous consent of all residents residing in the apartment of the party host.

### Non-Residents at Parties:

Many of the problems associated with parties and social functions are often linked to non-residents. Non-residents who are invited to the Village by a resident are defined as either

guests (staying overnight) or as visitors. The Village has several rules that apply to non-residents that hosts of parties should be aware of. These include:

### Guests:

#### 13. Conduct Issues

Residents and their guests in the Village are to show respect for order, morality, personal honour and rights as members of the Village community. Residents are responsible for their guests and will be held financially accountable for any misconduct on their part.

#### 15. Damage or Loss

Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage which they cause.

#### 51. Overnight Guests & Unauthorised Occupancy

You must ensure that any guest or other person who is in the Village at your invitation or in your company complies with the Rules of the Village and any reasonable directions given by the Village and does not do anything which you are prohibited from doing by this document.

Whilst you are permitted to have guests for short periods of time with the approval of the other occupants of the Apartment, extended visits are not permitted and you must not in any circumstances allow any other person to reside in your Room or the Apartment Common Areas.

Whereas the Village does not encourage overnight guests it is understood that on occasion this will occur.

In consideration of Fire and Safety Regulations, and the other residents of an apartment, the following procedures must be followed.

All residents of an apartment must be aware of a guest staying overnight and have given approval.

- a guest must be registered at Village administration by speaking to Reception
- a guest must be accompanied at all times and never given a room key.
- a guest cannot stay more than two nights in any given period of seven days.
- any person found to occupy a room, where the above procedure has not been followed, will be deemed as unauthorised, and the resident of the room will be charged \$55.00 for each night the unauthorised person has stayed.

### Visitors:

#### 67. Trespassing

The Village has no gates and boundary walls to keep out trespassers and we encourage the University community to utilise the Village facilities. Unauthorised persons (non-residents or uninvited visitors) will be asked to leave accommodation areas. Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave.

#### 71. Visitors

A visitor is defined as a person who is meeting with a resident for a short period of time, while a guest is defined as a person who is staying overnight with a resident. All visitors are required to leave the Village by 12 midnight. Any visitor present in the village after midnight will be considered an "Unauthorised Occupant" and the resident responsible charged accordingly.



**Exam Periods:**

During official University exam periods no social gatherings can be held that disturb other residents. Large social gatherings should be held off-site. Residents who finish their exams early and wish to celebrate are advised to hold parties outside the Village. Official Village functions held during this time will normally be low key and aimed at providing residents with the opportunity to take a quiet break from study.

**Drinking Games:**

Alcoholic drinking games and other activities that promote binge drinking are discouraged. Drinking games tend to encourage excessive drinking and drunkenness, tend to foreclose all other social interaction, and pressure players to drink over their limits. Such activities can quickly make a participant very intoxicated and are dangerous. The host of the party and other participants may be held responsible for any negative consequences of excessive drinking.

**Criminal Activity:**

Any criminal activity associated with a party will be reported to the appropriate authorities. Criminal activity includes the supply of illicit drugs.

# appendix f

## campus living villages privacy policy

### How we collect your information

An individual's right to keep personal information private is highly important. Campus Living Villages (CLV) is committed to protecting and maintaining the privacy, accuracy and security of your personal information.

- we will only collect information which is relevant to our business relationship with you.
- the information we collect will include personal details from which you can be identified or which are relevant to your application to be offered a place in the Village, contact and next of kin details, bank account information and information about your attendance at University, your residence in the Village and use of our services if you accept a place which is offered to you.
- we will collect this information directly from you or from your University or any other institution that you attend. If we use other sources we will tell you what they are.

If we do not obtain this personal information, we may be unable to provide you with accommodation at the Village or some of the services referred to in the Village Handbook.

### How we use your information

We will limit the use of your personal information to:

- conducting our business of providing accommodation and associated services and performing our internal administration and operations,
- maintaining records for the proper administration of the Village on behalf of the owner of the Village (Owner)
- advising you of matters which are relevant to your application to be offered a place at the Village or your residence at Village if you accept a place which is offered to you,
- maintaining our relationship with you as a resident of the Village,
- complying with legislative and regulatory requirements and otherwise fulfilling our legal obligations

We may use your information to offer you services or products that we believe may meet your needs or otherwise be of interest to you as a resident of the Village. If you would rather not receive any of this information, you can notify us at any time by emailing at the address detailed on the Village website.

### Who will use your information

We will not share your personal information with any company or person, other than:

- the Owner,
- any company which is a related body corporate of CLV or the Owner
- your University,
- employees, agents, contractors, financial lender and external advisers (such as lawyers, auditors, accountants, market research and promotional agencies) of CLV or the Owner
- unless you have asked us not to, select organisations with which CLV deals in connection with the operation of the Village and who in CLV's assessment may offer to you services or products which may be of benefit to you,
- regulatory bodies, government agencies, law enforcement bodies, tribunals and courts as required by law.

CLV binds our associated companies, employees, agents, contractors and external advisers and other organisations with

which we deal to the same standard of confidentiality as CLV itself promises in this policy, so that they cannot provide this information to anyone else. We enforce this requirement through contractual agreements.

### Sensitive information

We only collect sensitive information about you with your consent. We will only use sensitive information which you choose to provide to us relating to your:

- racial or ethnic origin, religious beliefs or affiliations and your dietary requirements in line with CLV's philosophy of providing safe, secure and inclusive residence for the purpose of allocating accommodation in the Village and maintaining our relationship with you,
- health, if you are involved in a medical emergency.
- complying with legislative and regulatory requirements and otherwise fulfilling our legal obligations.

### Who Will Use Your Sensitive Information

We will not share your personal sensitive information with any company or person, other than:

- the Owner,
- any company which is a related body corporate of CLV or the Owner
- your University,
- employees of CLV or the Owner
- regulatory bodies, government agencies, law enforcement bodies, tribunals and courts as required by law.

CLV binds our associated companies and employees to the same standard of confidentiality as CLV itself promises in this policy, so that they cannot provide this information to anyone else. We enforce this requirement through contractual agreements.

### Your information is secure

- your information may be stored in hardcopy or electronically in our systems.
- we maintain physical security over our paper and electronic data storage and premises and computer and network security which meets current industry standards to ensure that your personal information is kept secure and confidential.
- we will not retain any of your information for any longer than it is required by us for the purpose detailed in this policy..
- With your help we will keep your personal information accurate, complete and up to date.

### You can access your information

- you can access the personal information we hold about you and request corrections or updates except as otherwise provided in this policy.
- this right is subject to some exceptions, for example, you may not obtain access to information relating to existing or anticipated legal proceedings or which might threaten the privacy of others.
- we will promptly respond to any request for correction or updating of your personal information

### Contacting us about your information

If you would like to gain access to or correct or update your personal information or you think we have failed to comply with the standards which are set out in this policy, please contact us through the Village website. CLV and the Owner of the Village are bound by the Privacy Act and National Privacy Principles for the handling of personal information. To find out about the National Privacy Principles, contact the Office of the Federal Privacy Commissioner.

# handy phone numbers

To call any extension within the Village you will not need to have credit on your phone account.

To dial an external number, with the exception of the Police/Ambulance/Fire Services on 0-000, you will need credit on your phone and you will need to follow the normal process for making an outside call with your PIN number.

## Emergency Services

### Dial

Police/Ambulance/Fire	0-000
Campus Security	2300 or 9685 9169

## University Services

University of Western Sydney	9852 5222
Local Student Enquiries	1800 897 669
International Student Enquiries	9852 5499
Library Services	9852 5353
International Office	9685 9491

## On Campus Student Support Services

Health & Counselling Centre	9685 9266
Financial Services	9685 9266

## Off Campus Medical Services

Cumberland Hospital	9840 3000
Westmead Hospital	9845 5555
Regency Medical Centre	9630 4555
Rivaside Medical Practice	9635 5588
Parramatta Dental Care	9683 6699
Darin's Pharmacy	9630 2056
My Chemist - Parramatta	9635 0488

## University IT Services

Computer Centre	9852 5111
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## Transport Services

Premier Cabs	13 10 17
Legion Cabs	13 14 51
Silver Service Taxis	13 31 00

