

UniLodge

Lincoln House

2026

RESIDENT HANDBOOK

Wurundjeri Country

125 Bouverie Street, Carlton Victoria 3053 Australia

Contents

ARRIVAL AND SETTLING IN	4
INDUCTION PROGRAM	5
ARRIVAL CHECKLIST	6
RESIDENTIAL LIFE PROGRAM.....	7
FACILITIES & SERVICES	8
YOUR SHOP	15
COMMUNAL KITCHEN.....	16
BE SUSTAINABLE	18
Complaints	19
Financial Difficulties.....	20
LIVING TOGETHER AT LINCOLN HOUSE	21
YOUR AGREEMENT WITH US.....	23
RULES OF TENANCY	25
RIGHTS & RESPONSIBILITIES.....	30
PAYMENTS	31
CONTACT DETAILS	32
EMERGENCY PROCEDURES.....	33
Assembly Location Point - Evacuation	33
Fire Sprinklers and Smoke Detectors	33
HEALTH & SAFETY	35
Health Services	35
Health information	36
Security Information	37
Important Numbers	38

WELCOME

Welcome to UniLodge Lincoln House

On the lands of Wurundjeri Woi Wurrung people, of the Kulin Nations, and whose Elders past, present, and emerging we acknowledge.

We trust that your stay here will be both enjoyable and productive. We understand that you are here not just to study, but also to enjoy yourself and be at ease. We hope to alleviate some of the pressures you will face, through our Residential Life Program, which includes a variety of social events, life skills and links to the University's extensive student services.

The Resident Handbook is designed to enhance everyone's understanding of the building and to understand your obligations in observing the "House Rules" in relation to the Residential Rental Agreement. The aim is that through a better understanding, all residents can enjoy their stay.

Most of the issues in this Resident Handbook are based on common sense and outlined during the initial sign-up process, and subsequent orientation. The regulations are designed for your comfort, safety, security, and wellbeing.

We hope you find this guide useful in answering any questions you may have - but should you still have any queries, please feel free to ask – we are here to help!

UniLodge management is committed to developing an atmosphere and environment that provides students with the support you need, and the best possible opportunities to maximise your potential to achieve success and an all-round student experience.

A very warm welcome to UniLodge Lincoln House!

The UniLodge Lincoln House Team

Enjoy your stay!

ARRIVAL AND SETTLING IN

This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Residential Rental Agreement.' You must read these documents and, once understood, sign the acknowledgment form issued to you, as agreement to abide by the building rules and contract obligations. You are also entitled to a copy of the signed Residential Rental Agreement.

The items you will receive upon check in are:

- A security swipe card
- An electronic copy of the Entry Condition Report for your room

Most students arriving from overseas experience a certain amount of 'culture shock.'

The people, the weather, the food, and the buildings may be new, and it may take a little time to get used to the new surroundings.

Many new students, including Australian students, are living away from their family and friends for the first time. So, we encourage you to become involved in our Residential Life Events, where you can make new friends and begin to feel more 'at home.'

If you are having difficulty settling in, our staff are here to help you! We also have many students from different countries that are going through the same experiences as you.

Please see us - if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

Issues outside of office hours? Please contact our Residential Advisor – a student and resident just like you, who is on duty when the office is closed – on
0438 014 252.

INDUCTION PROGRAM

To introduce you to our building, we run an induction program that tells you more about who we are, what we do, and how you can make the most of your time here.

All residents are required to complete this induction program within seven days of moving in – but in good news, most of it can be completed before you even arrive, which will mean you will be ready to fully embrace your new home as soon as you arrive.

The first part of our induction program is a set of online modules. These modules will only take a few minutes to do for each module, and each is followed by a short quiz.

All residents are required to complete these modules within three days of moving in – but as they contain handy information like video tours of the building and hints for getting around Melbourne, we recommend you complete them before you even arrive. You never know, it might just help you adjust what you pack to bring with you!

How to complete the modules:

- Go to <https://unilodge.adesaustralia.com/>
- Register, selecting **Lincoln House** as the organisation username, and using the password **UniLodge**.
- Complete all modules.

The second part of our induction program is after you arrive. During intake periods, we run one to two Welcome Evenings a week, where you will get to meet an RA, learn more about your new home, go on a tour, and share a meal with your fellow residents. This is the best way to start to meet your neighbours, so make sure you get along to the first sessions that you are available for when you arrive!

Outside of our main intake periods, our reception team will advise you on how to arrange to meet with a Residential Advisor for a personalised tour around the building and induction session.



ARRIVAL CHECKLIST

Before you arrive

- Book an arrival time via the [key collection appointment link](#).
- Upload your Certificate of Enrolment (CoE) or Statement of Enrolment and a copy of your student visa (if applicable) to the [Residential Portal](#), unless provided otherwise as part of your application.
- Have your passport (or other ID if an Australian citizen) and any other documentation you have been requested to provide ready to go for sighting at check in.
- Complete the ADES introduction modules (instructions on how to complete them in the section 'Induction Program')
- Put the RA phone number (0438 014 252) and the Lincoln House office number (03 9113 8200) in your mobile phone.

Within seven days of checking in

- Complete your electronic Entry Condition Report and ADES modules.
- Attend an induction evening to meet an RA and other residents.
- Make sure you have accessed the Wi-Fi and Residential Portal.

RESIDENTIAL LIFE PROGRAM

What is the Residential Life Program?

Our Residential Life Program consists of a range of events, activities, and support networks to help you meet new people, settle into Melbourne, do well in your studies, and make the most of your time here at Lincoln House. It is run by our Residential Life team and Residential Advisors – and we love suggestions from you too!

You will see our Events Calendar on our notice boards around UniLodge Lincoln House – but the best place to check is our Residential Portal, where you can find out more about the events and sign up for them!



What types of activities underpin the Residential Life program?

- Barbeques and social events that encourage interaction, fun and friendship
- Day trips – visit Australian icons like the Great Ocean Rd, or hiking at Wilson's Prom
- Educational and special interest forums, seminars and focus groups.
- Life skills sessions such as budget workshops, interview skills, and resume writing workshops.
- Community activities such as fundraising for charities like Movember or attending community events
- Games and movies nights
- Sporting activities such as netball, basketball, Australian footy and cricket
- International parties and cultural activities

Registering for events

To find out more about the events on offer and start signing up, log into the [Residential Portal](#) and View Program & Events

Many of our events require you to register to participate – make sure you register ahead of each event that you want to attend through the [Residential Portal](#) (and don't forget to put it in your calendar!).

FACILITIES & SERVICES

Services from Reception

Service	Cost
Lock out fee	Free during business hours \$10.00 afterhours
Replacement access card	\$55 each
Printing	\$0.50 per page black and white \$1.00 per page colour
Photocopy	\$0.50 per page black and white \$1.00 per page colour
Vacuum Cleaner	Free for first hour, then penalties apply. Please book in advance via Residential Portal.
Iron	Free for first hour, then penalties apply. Please book in advance via Residential Portal.
Trolley	Free for first hour, then penalties apply. Please book in advance via Residential Portal.

Please note that vacuums, irons, and trolleys cannot be hired after 5:30pm.

BBQ

The BBQ is on the outdoor Skydeck on the 13th floor and is available to residents every day until 10pm for free use. Please ensure that you clean the BBQ after use and do not leave personal items in the area.



Bicycle Storage

Bicycle racks are in the security bike storage room in the basement. All bikes need to be registered first with UniLodge reception, and we will then give you access to the storage in the basement. Bikes must not be stored in the courtyard. Some electric bike users find it difficult to access the basement – we recommend you take this into account before purchasing or hiring an electric bike. Bikes cannot be stored in your room, or the corridor. If bikes, e-bikes and scooters are found parked where they should not be, staff members will remove them, and only available to be returned during office hours. Please do not charge your e-bike / scooter battery inside your room. If you are required to charge the battery, please do so in the provided bike storage space and do not leave it unattended whilst charging.

Car Parking

Car parking is not available at the property. Paid street parking is available, or the closest undercover carpark is located at University Square, 244 Bouverie Street. We do not recommend keeping a car in the city. GoGet and Flexicar both offer car share vehicles for hire from outside our building. Ensure you are qualified to drive in Australia and familiar with our road rules before hiring a vehicle.

Laundry

A laundry with washing machines and dryers is located on the second floor of the property. For effective cleaning and drying, do not overload the machines. Please do not leave washing or baskets in the laundry room unsupervised. This includes clotheslines, which are prohibited in the laundry. If any uncollected laundry or clotheslines are found, they will be removed from the laundry the following day. Detergent is automatically dispensed from all machines except for the final two – if you wish to use your own detergent, you can use these final two machines, as indicated by the signs on the machines. If you experience a problem with one of the machines, please fill out a Maintenance Report via the [Residential Portal](#).



Mail, parcels, and other deliveries

All mail and parcels are received by reception and can only be collected during office hours – we recommend that you come and check your mail at least once a week.

Please note that groceries and meal deliveries will not be accepted by UniLodge and cannot be left unattended inside the foyer – be sure to have your deliverer contact you.

Reception

Our staff will assist with questions and queries regarding the property and have a range of knowledge concerning the local area, food, travel, and general information. Reception hours are as follows:

- *Monday to Friday 08:00am – 6:00pm*
- *Saturday, Sunday, and public holidays - closed (Residential Advisor on duty)*

Resident Lounges

There are four resident lounges, on the ground, 2nd, 7th, and 13th floors.

- **Ground Floor:** Fireplace, lounges, book swap and vending machines.
- **2nd Floor:** PlayStation, table tennis, pool table and large cinema room.
- **7th Floor:** Foosball, two large flat screen TVs, pool table, terrace and two balconies.
- **13th Floor:** Rooftop Terrace, BBQs, gardens, cinema room and large flat screen TV



Please show consideration to your fellow residents by cleaning up after yourself when using these areas.

Rubbish, Recycling and Food Waste

Please empty your rubbish and recyclable items into the respective chutes (red - general garbage and yellow - recyclable) which are located on each level. This should be done on a regular basis for health and hygiene reasons. If something does not fit in the chute, please dispose of your rubbish and recyclable items in the Ground Floor garbage room located in the ground floor courtyard. You can access this room using your regular access card.



We also have a dehydrator onsite. We have tubs for collecting food waste in our kitchen (black tubs on silver trolleys) and in each of our kitchenettes (black tubs with green lids). Please check the signs next to them as every food waste system is different, and the dehydrator can only take certain kinds of food.

It only takes a moment to separate your rubbish, recycling, and food waste – but every time you do this, you are reducing the amount of waste that ends up in landfill.

Penalties apply for any rubbish and recyclable items left outside of the garbage chutes. This also includes disposing of takeaway items in the shared bathroom rubbish bins and leaving rubbish in the hallways. Ensure rubbish bags are tightly closed before you put them down the chute.

On the ground floor kitchen, we have red and yellow bins to separate your recycling and landfill rubbish. Please read the signs above the bins to help you work out what you put in each bin. Remember that if you put something in the landfill bin, it is going into a big hole in the ground for an exceptionally long time, and it is not going to break down. The less rubbish you put in that great big hole, the better for everyone – reduce what you use, recycle what you can, and only use things that cannot be recycled if you have to.

All of our bins have transparent plastic bags in them so that our cleaners can safely empty them and to keep the bins clean, but the contents of the recycling bins *are still recycled*. The clear bin liners help us (and the bin company) make sure that the contents of the recycling bags are all recyclable before it is emptied into the recycling bin.

Please note that it is illegal to put batteries or other electronics in landfill bins in Victoria. Batteries and small electronics can be given to the reception desk. If you need to dispose of larger appliances, you can take these [to the electronics bins at the Kathleen Syme Library in Carlton](#).



Food waste bins (above) and recycling bins (right).

Study Rooms

You can invite your friends to join a study group and share your creative ideas in one of our four Study Rooms located on level 1. These rooms are fully equipped with large flat screen TVs, wall-sized whiteboards, tables, and multiple power outlets/ power points. Please remember that if you are bringing guests into the building, you must accompany them at all times.

Transport

Information on public transport can be obtained from the [Public Transport Victoria website](#) or you can [download the PTV app](#) on your mobile phone. Our friendly customer service staff can assist you to navigate the website or the app. You can find out more about concession pricing for tertiary student at [Public Transport Victoria](#).

Utilities - Electricity, Gas & Water

Electricity, gas, water and wi-fi costs are included in your rent.

LOOKING AFTER YOUR ROOM

Carpet

You can borrow a vacuum cleaner from reception to vacuum your floors. We recommend you vacuum at least once a fortnight. Vacuums are available for hire from 8.00 am – 5.30pm. You can borrow the vacuum for 30 minutes at a time. Penalties apply for late returns.

Departure Cleaning

Your room has been professionally cleaned prior to your arrival, and a new mattress protector has been left on your bed. Please put this mattress protector on your bed and make your bed with sheets on top of it. As a condition of your lease, you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, UniLodge has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of an extremely high standard which meets our expectations.

Please do not remove from your room any item or equipment that has been provided by UniLodge.

Ensuite bathrooms

Keep the grout and silicone clear of mould and stains through regular (we recommend weekly) cleaning using water, a cloth, and a shower cleaner or natural alternative.



Mould Management

Preventing mould:

- Allow sunlight into the room as much as possible.
- Open doors and windows to allow air to circulate.
- Clean apartment and bathroom regularly.
- Clean up water leaks and spills indoors immediately.
- Clean wet areas regularly by wiping away moisture from windows, walls and near taps.

Any mould found in rooms/apartments must be reported to reception IMMEDIATELY.

Fan

The fan on your wall comes with a remote control, but it can also be controlled from the fan itself. If it does not work when you first try it, ensure that it is plugged in and turned on at the power outlet/ power point. Make sure that the remote control is not attached to the fan when in use. If you are still having issues, please file a maintenance report via the [Residential Portal](#).

Hanging items on walls

You can hang items on your walls, but you must ensure you do not damage the walls in the process, and that you remove everything before you leave. You can buy special hooks, such

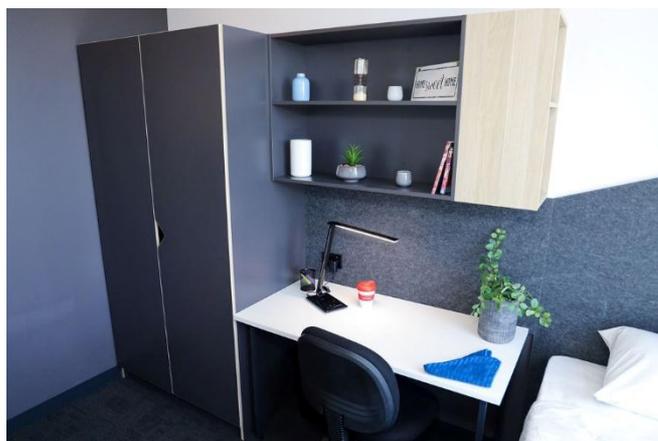
as 3M removable hooks, from supermarkets or hardware stores, which are designed not to damage the walls once removed. If removed and damage is caused, you will be liable for the costs to the repair the wall. Please do not use sticky tape or other sticky substances such as Blu Tac, as both will cause damage Any damage caused when removing these hooks will be your responsibility and repair will be at your cost. You must not hang any special hooks from your wardrobe as this will damage the paneling and require a full replacement of the wardrobe and wardrobe doors

Hard floors (ensuite rooms only)

Use a light floor detergent mixed with water. Make sure the flooring is dry to avoid slipping when you walk across it.

Hard surfaces (desks, cupboards etc.)

A wipe over with a clean, soft damp cloth should be sufficient to keep all laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent, or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.



Heating

There is a centrally controlled hydronic heater installed in your room. Once the outdoor temperature drops below 23 degrees, your heater will be functional. When the outdoor temperature is above 23 degrees, your heater will not function. You can adjust the temperature using the dial on the side.

At no time should the heater be covered or obstructed in anyway, and clothing and laundry must not be hung over the heater due to the risk of fire. Please also be aware that the heater and the pipe around it are not designed to be stood on or hit – doing so may result in damage to the heater, and potentially cause flooding in your room.

Mattress

Please ensure that you use the provided mattress protector on your bed between the mattress and your sheets to prevent stains or damage to your mattress. Any stains on your mattress protectors will be your responsibility and steam cleaning will be at your cost.

Roller Blinds

You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off, please raise a maintenance request to the [Residential Portal](#).

Smoke Detector

Your room has been fitted with a smoke alarm. They are located on the ceiling of your room. Each one is connected to a 240V power supply via your room switchboard.

If you attempt to tamper with or remove any smoke alarms or other safety equipment in our building, the cost of any repairs or assessments will be passed on to you.

Windows and mirrors

Clean your windows and mirrors with a soft, lint-free cloth and water, white vinegar, or a window cleaner – please do not use abrasive cleaners, scouring pads or anything else that's abrasive on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products.

YOUR SHOP



UniLodge residents do not have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with them. Our online shop, called “Your Shop,” is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive. Items are available for purchase throughout your stay with us at Lincoln House.

Here is what one of our residents had to say about Your Shop:

“I am satisfied with my product. It was particularly good value for money & having everything already in my room when I moved in was a great relief.”

– Tom, UniLodge Resident

Visit [Your Shop](#) now and order today!

Please note that it will take up to ten business days for your order to arrive. Please take this into account when placing your order – if you place your order ten or fewer business days before you arrive, it may not be here when you arrive.



COMMUNAL KITCHEN

The communal area kitchen and dining area are regularly cleaned by cleaners appointed by UniLodge.

The cleaners' duties do not include tasks that are your responsibility such as:

- Washing up your dirty dishes
- Putting your rubbish in the rubbish/recycling/ food waste bins

Any items left in the communal area kitchen will need to be cleaned and put away off the benchtops into your reserved wooden lockers or assigned lockable fridge tub and bag in the fridge. If items are not placed in the assigned lockers and fridge tubs and bags, these will be disposed of. The shelves and cupboards that are not lockable lockers are communal spaces, and any items left there are free for anyone to use.

Penalties will apply if you leave food waste in the sink.

You are not allowed to cook inside your room.

If you see any issues in the kitchen, such as blocked sinks or faulty stovetops, please report them to a staff member or file a maintenance report via the [Residential Portal](#).



On arrival, you will receive a fridge tub and lockable bag to store your refrigerated items in within the fridge. The tub goes inside the bag, and we recommend you purchase a lock in order to lock your bag. Please keep all items within this and keep in your allocated fridge.

Make sure to check your tub regularly and clean out any food going off and clean up any mess you make in the fridge – it spoils it for everyone! While there are mini-fridges available in the floor lounges throughout the building, these are only for storing drinks like milk or juice. Please do not store food or alcohol in these fridges. These fridges are checked daily, and anything that should not be in there will be removed and thrown out. Failure to return the lockable fridge tub and bag will result in a penalty applied to your account.

Please keep all frozen items in a bag that you can close in the freezer – we recommend a zip up insulated bag from the supermarket. Please ensure you print your name and room number on your bag. You can put it in a freezer of your choice.

We conduct regular cleanouts of all the fridges and freezers in the building. When we are doing this, we will give you a week's notice, sending out an email, and putting posters on the fridges or freezers to let you know what is being cleaned out and how to prepare.

Please ensure you always close the fridge and freezer doors properly behind you – if they are left propped open, the appliance can warm up and food spoil.

If you hear any alarms sounding in the kitchen, please investigate where the alarm is coming from – often it is because someone has left a fridge or freezer door open. Please look out for your fellow residents and close any doors that are open. If you cannot find the source of an alarm, please let reception or duty RA know as soon as possible.

Please be respectful of other people's belongings in the fridge and freezers. You are allocated only one lockable fridge tub and bag in the fridge and room for one small-to-medium sized bag in the freezer.

Microwave

You will be able to locate a microwave in the kitchenettes on each floor and in the Ground Floor kitchen.

A microwave is not the same as a regular oven. A regular oven cooks food by heating the air around it. The hot air cooks the outside first and then the inside. This is why food can get crispy or brown in an oven. A microwave cooks food in a different way. It uses energy waves to heat the water inside the food. This makes the food heat up very quickly. But it usually does not make food crispy or brown. If your food is designed to be heated in an oven, do not use a microwave. You will be able to locate an oven on Level 6.

BE SUSTAINABLE

We are trying to ensure life at Lincoln House is as environmentally friendly and sustainable as possible, which is why we have a range of energy and water saving initiatives in the building, as well as aim to keep as much waste out of landfill as possible.

But to do this we need your help! Some things that you can do to help us include:

- Instead of buying new, look for second hand items where you can. We have our 'Room of Requirement,' where departing residents have left items that they no longer need and which you are welcome to use for the duration of your stay at Lincoln House.
- Keep your showers short – use a timer to keep your shower length to four minutes.
- Say 'no' to single use plastic – have a set of re-usable bags for your shopping, and keep a set of reusable cutlery, straws, and a reusable coffee cup in your bag for takeaway. You can even get reusable takeaway containers that flatten down and you can get your takeaway food put into it!
- Separate recycling and food waste from landfill and put each down in the right rubbish chute or in the right bin.
- Got some clothes you no longer need, but are too good to throw out? Take them to our bin room downstairs (in the courtyard) and put them in our charity donations bins – they will go to Diabetes Victoria, who will sell them in their charity shops and put the profit to good use.
- Check out our specialist waste streams to recycle those 'hard to recycle' items, like batteries, spray bottle nozzles and more. These are stored in the kitchen and bin room.

Do not put your food waste in the bin! Put it in the tubs in the kitchen. You can find out more about what happens to our food waste in our bins section earlier.



GETTING HELP

We promote a culture of mutual respect, inclusion, and celebration of diversity. We aim to provide opportunities for the building of intercultural understanding and friendship. This means everyone feels respected, looks out for everyone else, and shares a sense of family, friendship and belonging.

UniLodge strives to provide community-based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. Confidence is kept, and you can be assured of a sympathetic ear regardless of the size or nature of your problem.

Things that can take time to adjust to include:

- Transitioning school to tertiary/university life
- A different education system with different demands
- Living away from home, family, and friends, and looking after yourself
- Settling into city life, a new state, or a new country
- Language barriers and lifestyle and cultural changes
- The administration involved in setting up life in a new place, such as signing up to bank accounts, tax file numbers, superannuation and more.
- Managing your study loads

UniLodge staff are here to assist you with all these issues and more. Feel free to visit reception and we will be happy to give you the information you need or direct you to other people and services who can assist further.



If you, or a fellow Lincoln Houser, is affected by illness, accident, death of a relative, or any other challenges, please contact our Residential Life Manager or General Manager. If necessary, we can refer you to the appropriate counsellors for further support. We are here to help in any way we can.

Complaints

Life in a community can sometimes create challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge management. If you do come across some difficulty in your life at Lincoln House, do not hesitate to raise it with the Residential Life Manager or the General Manager. In most cases, problems can be resolved through informal enquiries and discussions.

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

Step 1 - Talk politely and openly to the person involved.

Step 2 - Inform the person that you will take the matter to UniLodge management.

Step 3 - Inform the UniLodge manager of the complaint, and they will work with you to resolve the issue.

If you have a complaint against UniLodge Lincoln House, please come and speak with us about it; we will always do our best to help you! Please note complaints must be processed with UniLodge Lincoln House, and not with the University unless you wish to escalate an unresolved complaint that has not first been addressed by Lincoln House staff, or secondly by UniLodge Australia's head office in Brisbane at (07) 3233 3700.

If you have any concerns with the terms of your leasing agreement, please contact us on (03) 9113 8200 or lincolnhouse@unilodge.com.au and we will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office on feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer Affairs Victoria at <https://www.consumer.vic.gov.au/>.

Financial Difficulties

If you are experiencing any financial difficulties, please speak to the Residential Life Manager, the Customer Service Manager, or the General Manager. Often, these difficulties can be managed by the implementation of a financial plan.

The Residential Life Manager can also help connect you to your University, which may be able to offer some form of assistance through their Financial Aid team. The Financial Aid team may be able to provide student loans, advice and advocacy around government student payments, grants based on financial need (including housing/rent assistance grants) and welfare support.

Further details for University of Melbourne students can be found at this link: <https://services.unimelb.edu.au/finaid>.

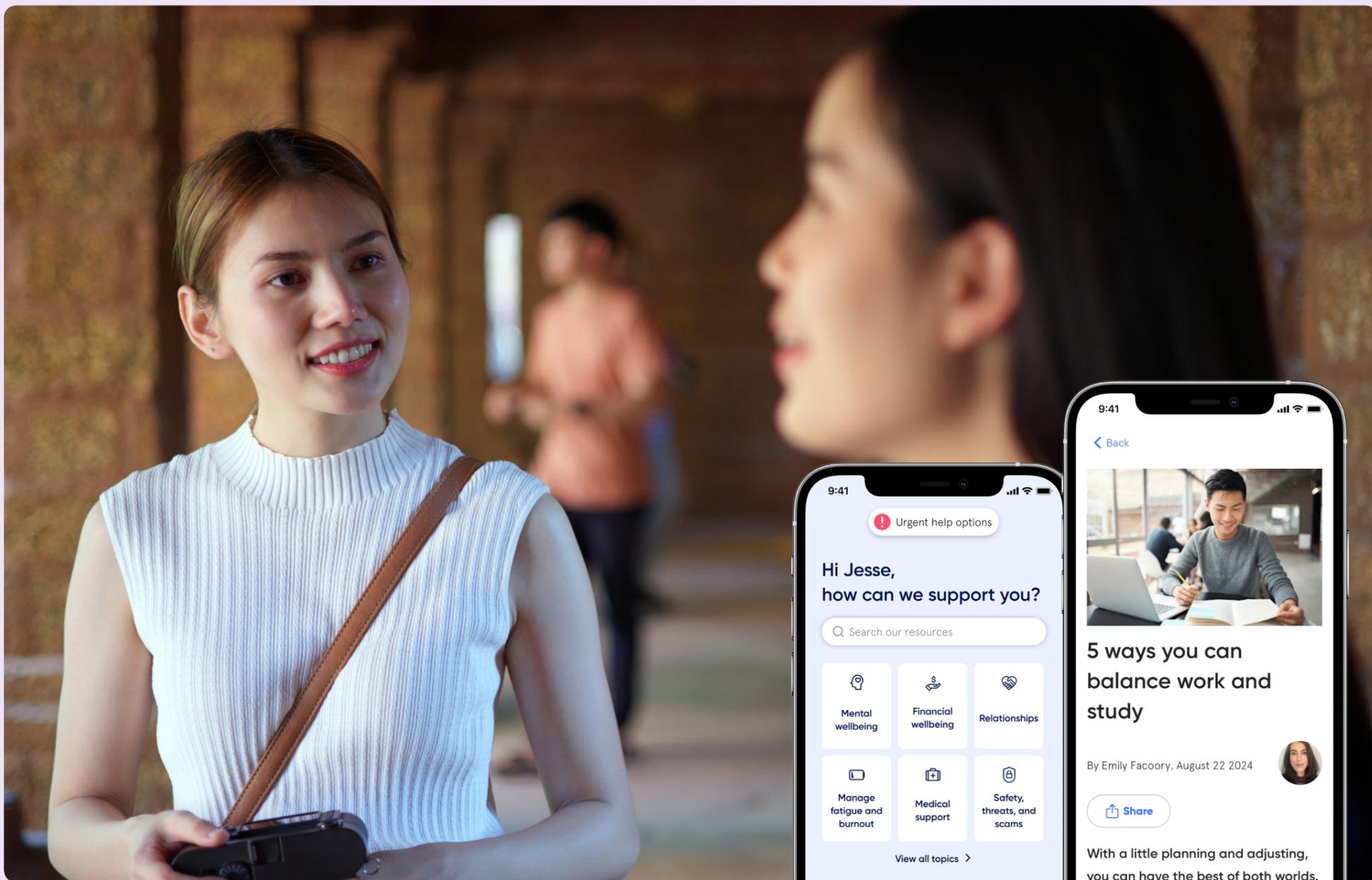
In addition to the above the University offers a suite of support to the student community. Details of the full range of opportunities and services can be found at this link: <https://students.unimelb.edu.au/>

When Australia feels brand new, we're here for you – 24/7

Get help, answers, or someone to talk to – 24/7. Sonder provides you with free, confidential medical, safety and wellbeing support.



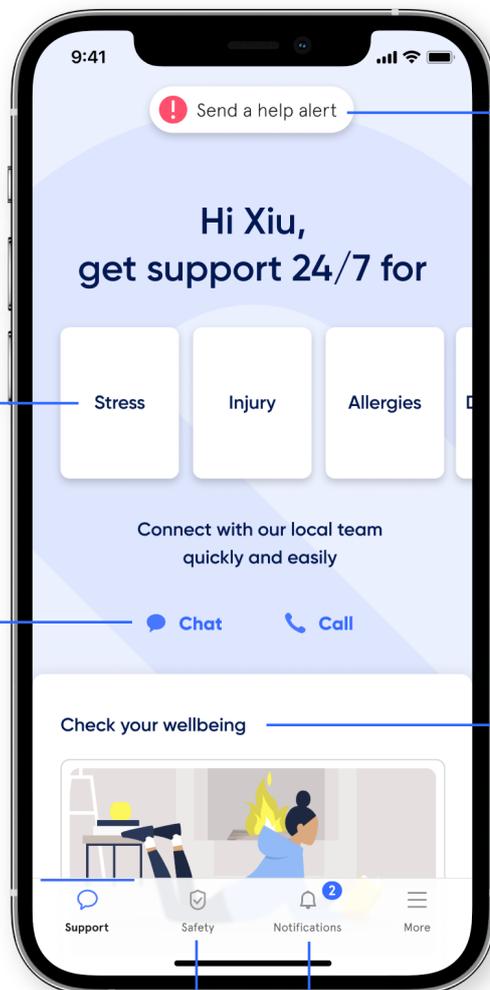
Scan to download the Sonder app



Here's how Sonder can support you

Popular help topics

Start a live chat, call or discover helpful resources across these common topics



Live chat or call

Connect with nurses, psychologists, wellbeing experts and emergency responders directly

24/7 help alert

Instantly connect with the Sonder team or emergency services

Resources

Access information on a wide range of topics such as:

- COVID-19
- Mental health
- University support resources
- Stress and anxiety
- Fatigue and sleep
- Family and relationships

... and much more

Check your wellbeing

Wellbeing assessments

Our quick and easy questionnaires will allow you to reflect on your wellbeing and overall health

Track my journey and check on me

Feel safe and secure knowing someone is always looking out for you when you travel home, after class, meet someone new or walk alone in an unfamiliar area

Notifications hub

Sonder constantly scans the environment for events that might impact your safety, such as natural disasters, COVID-19 changes or criminal incidents nearby. Find all relevant updates here

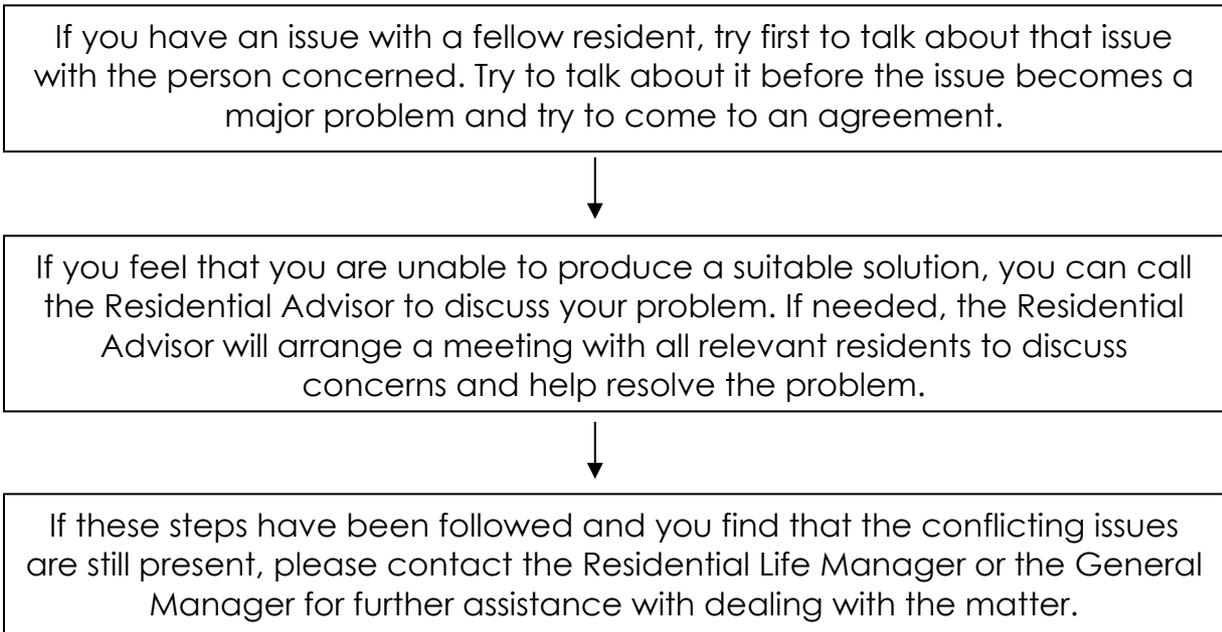
 **Access your free Sonder account**

Scan QR to download Sonder



LIVING TOGETHER AT LINCOLN HOUSE

Living in a close community like Lincoln House can be a lot of fun, but it will take effort and compromise. Follow these escalation steps if conflicts arise.



Tips for happy living around others

- Tidy up after yourself.
- Keep your room clean and tidy.
- Be aware of the noise you and any guests you have over produce.
- Be considerate with your use of shared facilities and equipment.
- Always put your rubbish in bins or down the chute
- Do not leave food lying around (it encourages pests). This includes inside your locker in the communal kitchen.
- Store valuable items in your room

Personal Problems

Do not be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are causing you difficulties. Our team is here to support you and provide guidance, assistance, and referral where necessary.

The University of Melbourne Counselling and Psychology team can be contacted through their webpage, or by phone (03) 8344 6927.

Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, simply ask.

All matters discussed will be kept confidential.

Sexual Harassment

Sexual harassment is both unacceptable and may break the law. It occurs where:

- a person subjects another person to an unrequested act of physical intimacy; or
- makes an unrequested demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person.
- Also, if the person engaging in the conduct described above does so: with the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated, or intimidated by the conduct.

UniLodge is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains this way. Anyone at Lincoln House who indulges in any form of discrimination or sexual harassment will be asked to leave.

The Anti-Discrimination Act makes discrimination unlawful on grounds including **gender, race, age, sexual orientation, religion, political belief, or activity**.

If you think you have been subjected to any form of discrimination, please contact the Residential Life team or General Manager and the appropriate steps will be taken.

Social Support

We will organise events and activities throughout the year as part of the Residential Life Program. We encourage you to participate in these activities as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Participating in the organised social events will help you make friends and develop long lasting relationships that will enrich your experiences here at Lincoln House and your time spent as a student.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and, as such, this puts responsibilities on both management and residents. As a resident, you must not cause or contribute towards an accident, such as by preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits or interfering with any fire safety notice or equipment.

GENDER-BASED VIOLENCE

At UniLodge, we are committed to fostering safe, respectful, and inclusive environments across all our student accommodation properties in line with the [National Higher Education Code to Prevent and Respond to Gender-based Violence 2025](#).

Gender-based violence (GBV) includes any form of harm, coercion, or control rooted in gender dynamics, including (but not limited to) sexual assault, harassment, stalking, coercive control, and technology-facilitated abuse. Recognising that GBV disproportionately affects women, and is compounded by intersectional factors like cultural background, disability, or diverse sexual orientation and gender identity, our whole-of-organisation approach prioritises primary prevention through evidence-based strategies that challenge gender inequality, promote cultural change, and ensure trauma-informed support for residents and staff.

Our Strategic Plan comprehensively addresses GBV prevention and response, tailored to the specific requirements of Standard 7 of the Code. Our Plan integrates dynamic policy, continuous education programs, and a 'No Wrong Door' disclosure process that empowers community with choice and agency, while working to mitigate systemic risks, barriers and enablers.

To learn more about our initiatives and how we are driving long-term change, view our full [**Strategic Plan**](#) [here](#).

DISCLOSURE

If you or someone you know has experienced Gender-based Violence, there is support available. You can make a Disclosure via any of the following channels:



Speak directly to your Res Life Manager (RLM), Res Life Coordinator (RLC), General Manager, or Residential Assistant (RA).



Call your Res Life Team or General Manager on the number provided for them.



Use the online Disclosure and Support Form via the QR Code. You can remain anonymous.



UniLodge

**GENDER-BASED VIOLENCE
UNILODGE POLICY**



DEFINITION

Gender based Violence means any form of physical or non-physical violence, harassment, abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or deprivation of liberty or autonomy, and where the conduct is:

- (a) Driven by unequal gender power dynamics or relationships, and/ or
- (b) Connected to gendered expectations or stereotypes, and/ or
- (c) Extended to Gender Identity and/or expression.

MISSION STATEMENT

At UniLodge, we are committed to providing safe, inclusive, and supportive living environments for all residents, staff, and visitors.

UniLodge adopts a proactive, evidence-informed, and risk-based approach to the prevention and response of Gender-based Violence, prioritising the safety, dignity, and autonomy of those impacted.

Gender-based Violence in any form is unacceptable and will not be tolerated in the UniLodge community.

Through strong leadership, clear policies, ongoing education, accessible support, and robust accountability, UniLodge maintains a culture of respect, equity, and responsibility across our student accommodation portfolio.

PRINCIPLES

UniLodge adopts five (5) core principles in working to prevent Gender-based Violence:

1. **Safety First:** Safety and wellbeing are the overriding priorities in all decisions and actions.
2. **Accountable Leadership:** UniLodge leaders own this policy, model respectful behaviour, drive prevention, and ensure measurable progress and continuous improvement.
3. **Education is Critical:** Continuous evidence-based education is coupled with robust ongoing assessment to identify systemic risks, enablers, and barriers, with measurable, action-based targets to ensure safe environments.
4. **Person-Centred and Trauma-Informed Systems:** All processes are designed to be trauma-informed, person-centred, and culturally safe. The agency and confidentiality of the person who has experienced harm are upheld, and procedural fairness is maintained for all parties. Through collaboration with universities and the UniLodge community, our systems are designed for transparency, integrity, and impactful consultation.
5. **Shared Responsibility:** Every member of the UniLodge community has a role in preventing Gender-based Violence and fostering a respectful environment.

ROLES AND RESPONSIBILITIES

All Members of the UniLodge Community (residents, staff, visitors, and contractors): Every person in our community plays an active role in preventing and responding to Gender-based Violence by:

- Promptly disclosing any incident or concern involving Gender-based Violence.
- Completing all mandatory education, orientation sessions, workshops, and awareness campaigns.
- Consistently modelling respectful, inclusive, and equitable behaviour and, where it is safe to do so, using ethical bystander intervention to support others.
- Contributing honest feedback through anonymous surveys, focus groups, and forums to help shape policies and practices.

Accommodation Staff (in addition to the above): Frontline and residential staff are required to:

- Actively participate in regular, ongoing training on prevention, recognition, and trauma-informed response to disclosures.
- Follow all Gender-based Violence procedures, and support colleagues and residents to do the same.

- Engage in regular wellbeing check-ins and access professional support to manage vicarious trauma and maintain their own capacity to help others.

UniLodge Leadership (Executive and Senior Management): Leadership is accountable for:

- Owning, championing, and regularly reviewing this policy and its implementation.
- Proactively addressing the known drivers of gender-based violence and ensuring full compliance with relevant legislation and standards.
- Ensuring all residents and staff have ongoing access to high-quality education and training.
- Ensuring that disclosure and reporting pathways are safe, trauma-informed, person-centred, culturally safe, and accessible – particularly for women, First Nations people, CALD communities, people with disability, and people of diverse sexual orientation and gender identity.
- Regularly seeking and acting on community feedback and maintaining strong collaboration with university partners and other providers.
- Publishing transparent, measurable progress reports to the UniLodge Board.

Gender-Based Violence Executive Officer: The designated Executive Officer is responsible for:

- Implementation of the UniLodge Gender-based Violence Strategic Action Plan 2026-2028.
- Coordinating the rollout of the policy, education programs, system uplift, and budget allocation.
- Facilitating annual risk assessments and data collection to identify and mitigate emerging risks.
- Leading a formal policy review at least every three years, incorporating community consultation and independent expert input where needed.

A breach of this Policy may result in action by UniLodge. Alleged or actual conduct by staff, residents and contractors that constitutes Gender-based Violence will be handled in accordance with the UniLodge Gender-based Violence Procedure. It may also fall under the relevant Code of Conduct, UniLodge Grievance and Complaints Procedure, Workplace Health and Safety Policy, or the relevant Resident Handbook, as applicable.

Any reports of non-compliance with this policy must be made in writing to feedback@unilodge.com.au.

This Procedure supports UniLodge's compliance with the National Higher Education Code to Prevent and Respond to Gender-based Violence 2025.



Vicki Nagle
Chief People Officer
December 2025

YOUR AGREEMENT WITH US

Condition Report

At the commencement of the Residential Rental Agreement, an electronic Entry Condition Report will be completed and acknowledged by both the resident and a UniLodge representative. This electronic Entry Condition Report will be used at the end of the Residential Rental Agreement to assess any damage to the room, its furniture and equipment.

The Condition Report must be **completed within 7 days** of you receiving the emailed report. Failure to do so, means any changes you feel are necessary cannot be included in the report if it is not returned; or if you turn it in late.

Bond

The Bond is sent to the **Residential Tenancy Bond Authority (RTBA)** – a government organisation. There it is held in trust for the term of the tenancy. The bond cannot be used for rent at any time. The cost of any repairs or excessive cleaning may be deducted from the bond upon departure.

Termination of Rental Agreement

A Residential Rental Agreement may be terminated if:

1. The resident fails to pay the rent within fourteen (14) days of the due date. Also, if the resident fails to pay all outstanding expenses within seven (7) days after receiving their account. Eviction notices require the resident to vacate the property within fourteen (14) days.
2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Rental Agreement or Rules of Occupancy.

At the termination of a Residential Rental Agreement, the resident's private property must be removed. Any property left in the room will be disposed of in accordance with the Residential Tenancies Act 1997.

The Residential Rental Agreement is a legally binding document. If broken, you will incur penalties. Where a resident believes that they cannot continue to stay in the room, they must notify UniLodge Lincoln House management in writing as soon as possible.

Breaking the Residential Rental Agreement

When considering the early termination of your Residential Rental Agreement, it is your responsibility to:

- Continue to pay all rent charges until a new resident can be secured or the Residential Rental Agreement ends, whichever comes first.
- Pay all associated costs including applicable advertising and break lease fees as set out in your Residential Rental Agreement. In all cases, a departure cleaning fee applies.

You are required to give us 28 days' notice if the reason for the early termination falls under "special circumstances". However, it is in the resident's best interest to give as much notice as possible.

Cancellation of confirmed booking prior to arrival

The payment of the first two week's rent and bond is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special circumstances (with appropriate support documentation) would a refund be considered, subject to the Residential Tenancies Act 1997. In such an instance a cancellation/administration fee equivalent to two week's rental plus GST will apply.

Eviction

UniLodge Rules of Tenancy promotes tolerance, courtesy, and care for others and the diverse needs within the community. If any resident chooses to ignore or violate these guidelines, he/she shall receive written warnings from the UniLodge management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a "Notice to Vacate" and an application will be made for eviction.

In addition to the termination provisions, "Notice to Vacate" will be given to any resident who:

1. Is found to be carrying, using, or distributing illegal drugs or other illegal substances.
2. Is found to be involved in the harassment of or discrimination against another resident, staff member or person.
3. Is found to be involved in the sexual/physical abuse of another resident, staff member or person.
4. Is found to be involved in theft of another person's property.
5. Significantly interferes with the peace, comfort or privacy of another resident or staff member.
6. Is found smoking in their room or in any other area of the building.
7. Is found to have tampered with or removed the smoke alarm in their room.

These practices are against the law. Residents must note that these practices lead to immediate expulsion and possible prosecution.

RULES OF TENANCY

These rules form part of your Residential Rental Agreement with UniLodge. Please read these rules, and if you have any questions or need a translator, advise reception.

Absent from your Room

If you intend to leave your room for any length of time, [please complete the vacation form](#). This will help us to locate you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times.

Access to other rooms

Entering another resident's room without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. If you are invited into a room, and subsequently asked to leave, you must do so immediately. To prevent trespassing and, theft, all residents should keep their doors closed and windows locked regardless of whether they are in their room.

Access to the Building

The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors.

Additional Furniture and Appliances

The installation of other furniture and appliances into a resident's room is not permitted unless a written application is submitted to and approved by UniLodge management. Every request will be looked at separately depending on the size of the room and furniture required. This includes items such as fridges, freezers, portable aircons, etc.

Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is NOT permitted in communal areas, hallways, or at the entrance of the building. Alcohol may be consumed, if you are over the age of 18, in the privacy of your own room.

Under 18s are strictly NOT allowed to consume alcohol on the UniLodge premises.

Behaviour

Residents must agree to abide by the code of conduct. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Residential Rental Agreement. Residents can contest any disciplinary action by first contacting UniLodge Australia Head Office (07) 3233 3700 and secondly Consumer Affairs Victoria 1300 558 181.

Building Security

All residents and visitors agree to be bound by the security regulations and as instructed by management.

- Residents must always carry ID and, if requested, show it to management, security, or staff.
- Under NO circumstances are residents to loan out their security swipe card.
- Residents must not let non-residents enter behind them. If in doubt, they must call the RA on duty or notify reception.

Candles

It is forbidden to use candles and incense in the building, as they risk setting off the smoke alarm, and due to the risk of fire in the building. Residents who set off the fire alarm may be liable for some or all of the costs passed onto the property by the Fire Rescue Victoria (see Cooking).

Children

The property has not been built with the safety of children in mind, and therefore children are not permitted to reside within the building.

Cleaning and Inspections

You are responsible for the day-to-day cleaning of your room. In addition to this, your room will be inspected every six months after the initial first inspection of your room. We will notify you in writing before we come to inspect your room for cleanliness and possible property damage. Residents who fail these inspections will be required to rectify any issues and a further inspection will be arranged.

Common Property

You must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The resident is liable for all damages caused. You must not remove furniture (chairs, beanbags, cushions) from communal areas. When vacating, do not leave unwanted items in communal areas to give away. If your items are in good condition, you can leave them in our charity bins on the Ground Floor Bin Room or give them directly to friends, except for e-waste.



Cooking

To ensure the safety of yourself and other residents, and avoid a false fire alarm, never leave your food unattended. Always keep the rangehood exhaust fan on high. The rangehood is located above the cooktop. Make sure it switched on (you will be able to hear a faint sound) at all times – even when you do not anticipate smoke.

If your cooking triggers the smoke alarm, Fire Rescue Victoria will come to Lincoln House. If this happens, there may be charges passed onto you associated with this callout.

Store your items in your assigned cupboard. Do not hang dish towels on your locker. Fridge space is assigned, and you will be given a lockable fridge tub and bag for your items. However, you are welcome to use whichever freezer you prefer with a small-to-medium sized bag to store your items.

Drugs and illegal Substances

The use of/or being under the influence of any illegal substance in the building is forbidden. This means under NO circumstances are any illegal substances permitted within the complex, including possession or use of equipment associated with the use or manufacture of illegal drugs/substances. Failure to comply with this rule can result in eviction. If you or someone you know is struggling with drug use, please speak to our team so that we can help connect you with appropriate support services.

Eligibility of Residents

- All Residents and other occupants must be registered and sign an Residential Rental Agreement.
- Resident requires to be a student as per the development application.
- Residents must not sub-let the room/apartment under any circumstances.

Furniture and Equipment

The furniture, and other items provided in the rooms are to be used for the purposes for which they are made. You will be liable for damage to this property.

You are not permitted to make alterations or additions to the room or the furniture and equipment within the room unless the request has been given in writing and approved by management.

Gambling

Gambling is not permitted on the premises.

Guest Policy

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building. Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

Guests are not permitted to stay overnight. The maximum occupancy under the building fire regulation is **ONE**. Guests who are found to be staying overnight will be asked to leave immediately.

Hazing

Hazing is any conduct that subjects another person to humiliation, degradation, abuse, intimidation, harassment, or endangerment of mental or physical health or safety as a

condition of association with a group, regardless of the person's willingness to participate. Acts of hazing by groups or individuals are prohibited.

Identification

Identification should be always carried as it allows management and security to determine if a person is a resident at Lincoln House. It also allows after-hours access should you lose your swipe card. You should always keep your swipe card and ID separate.

Lockouts

If you lock yourself out of your room during business hours, we will let you back in free of charge. After hours, the first time you are locked out of your room is no charge to you, however a charge of \$10 will apply each time after this. If you have lost your swipe card, you will be issued with a new swipe card – note, a fee of \$55 will be charged for replacement. Make sure your key card is not in your room when you request a new card; we cannot refund your money if you find your card later. Please remember to always keep your room key with you, including during fire alarms.

Noise Curfew

As this is a student residency, people are here to study and as such noise must be kept at a minimum after 10pm. If excess noise is bothering you, you are reminded to call the Resident Advisor on duty, who will then investigate the noise and respond accordingly. Special curfew hours may apply during exam times.

Neighbours

Please keep noise down when entering and exiting the building, or when at the entrance to the building, especially at night. Please be respectful to our local neighbours, who can be bothered by loud noises residents make coming home late at night. Residents who do not respect this may receive a breach. A breach notice is a formal warning that one of the parties is not fulfilling their obligation. The notice details what must be done for the party to be compliant and how much time is allowed for the party to respond.

Parties

Residents are not permitted to have parties in their rooms and management reserves the right to shut down a party if necessary.

Pets

Under no circumstances are you are permitted to bring any pets or animals into the building. This includes fish.

Requests by Staff

Residents must comply with all reasonable requests from UniLodge management and support staff. Note that Resident Advisors are UniLodge staff and often represent management in after hours. Requests by UniLodge management/administration for face-to-face meetings with residents, are not optional, cannot be rejected, and must be complied with - as they are always especially important. All reasonable efforts will be made to find a mutually convenient meeting time and location.

Residents aged under 18

If you are a resident aged under 18, you must check in with the Residential Advisor each night by 10pm. If you are going to be away, you must ensure you let the reception know in advance, as well as seeing any other required permissions to be away. You must not consume alcohol.

Security and Swipe Card

- You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building, after-hours access to eligible areas, your room, and the recreation areas.
- Residents should always carry the swipe card. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your room to ensure your room is secured.
- Should you lose your swipe card or be locked out of your room, you must contact reception or the Residential Advisor on duty, immediately to regain access and/or replace your card accordingly.

Smoking and Vaping

UniLodge is a smoke-free and vape-free building, which includes your room, balconies, communal areas, and outdoor communal areas (such as the rooftop and courtyard). Any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible. Residents who wish to smoke outside are not permitted to smoke on UniLodge Lincoln House property. The use of electronic cigarettes, vaping, or the use of any equipment for smoking purposes is also strictly prohibited.

RIGHTS & RESPONSIBILITIES

Resident Rights

- To start the tenancy with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the Residential Rental Agreement and entry condition report.

UniLodge Rights

- To send Remedy of Breach notices to residents who break the terms or conditions of the Residential Rental Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Remedy of Breach notices to residents defaulting on their rental payments, and to send a Notice to Vacate if not remedied.
- To inspect the condition of the property between 7am and 9pm at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.

Resident Responsibilities

- Pay the rent by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises, or inclusions.
- Report to UniLodge any damage/maintenance issues to your premises in writing.
- Pay for charges as outlined in the Residential Rental Agreement.
- Abide by the terms of the Residential Rental Agreement rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your room.
- Be responsible to pay for any False Fire Alarm call outs that may occur from your room.

UniLodge Responsibilities

- To make sure the room is clean and fit to live in at the start of the agreement.
- Providing a reasonable level of peace, comfort, and privacy in the premises.
- Ensure the premises are secure.
- Ensure compliance with laws regarding the health and/or safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep the communal areas clean.

PAYMENTS

Rent

Rent is to be always paid two weeks in advance as per the Residential Rental Agreement. Payments can be made in the following way:

- a) [Direct debit](#). UniLodge deducts your rent fortnightly from a nominated Australian bank account that you have provided. Sign up for direct debit by filling out the form on the Residential Portal.
- b) Stripe via your [Residential Portal](#) account.

Payment of rent must be received on or before the due date. Rent is paid on a fortnightly basis.

Residents whose payments are in arrears may be issued with a Notice to Vacate

Extra Charges

Extra charges are payable by residents and include additional cleaning, printing, lockouts, and repairs. These charges are to be paid in full at the time of organising.

Room Repairs

UniLodge employs contractors to repair any damages or problems that occur on the premises. The resident is liable for any damages or loss caused by negligence or misuse and will be charged for labour and any associated costs. For any damage caused, UniLodge Lincoln House will utilise their own contractors for quality of work, legislative compliance, and site inductions. You are not permitted to engage your own private contractors.

CONTACT DETAILS

Emergency Services Contacts (Police, Fire, Ambulance)

Call 000

Property Address

Please address your mail and parcels with full details (name, room, and street address) Each room is allocated a pigeonhole mailbox, located at reception. This is available during office hours only.

Example of how mail should be addressed as follows:

Your full name	Mr John Citizen
UniLodge Lincoln House	UniLodge Lincoln House
Wurundjeri Country	Wurundjeri Country
(your room number) / 125 Bouverie Street	123 / 125 Bouverie Street
Carlton	Carlton
VIC 3053	VIC 3053
Australia	Australia

If your mail does not include your room number, it will cause delays in delivery to your letterbox or may result in the mail item being returned to sender. Please note that we are unable to accept groceries, meal deliveries, or perishables at reception – drivers will need to contact you directly to deliver any of these.

As of 2020, Australia Post has started encouraging Australians to include the name of the traditional lands we live on in our postal addresses. This information can be included after your name, and before your street address. We live on Wurundjeri Country.

Property Main Telephone Number: +61 3 9113 8200

Outside Office Hours (Resident Advisor) call mobile: +61 (0)438 014 252

Customer Service Details

- Email: lincolnhouse@unilodge.com.au
- Telephone: (03) 9113 8200
- Online: <https://www.unilodge.com.au/student-accommodation-melbourne/lincoln-house>

Wellbeing Related Issues rlm.lincolnhouse@unilodge.com.au

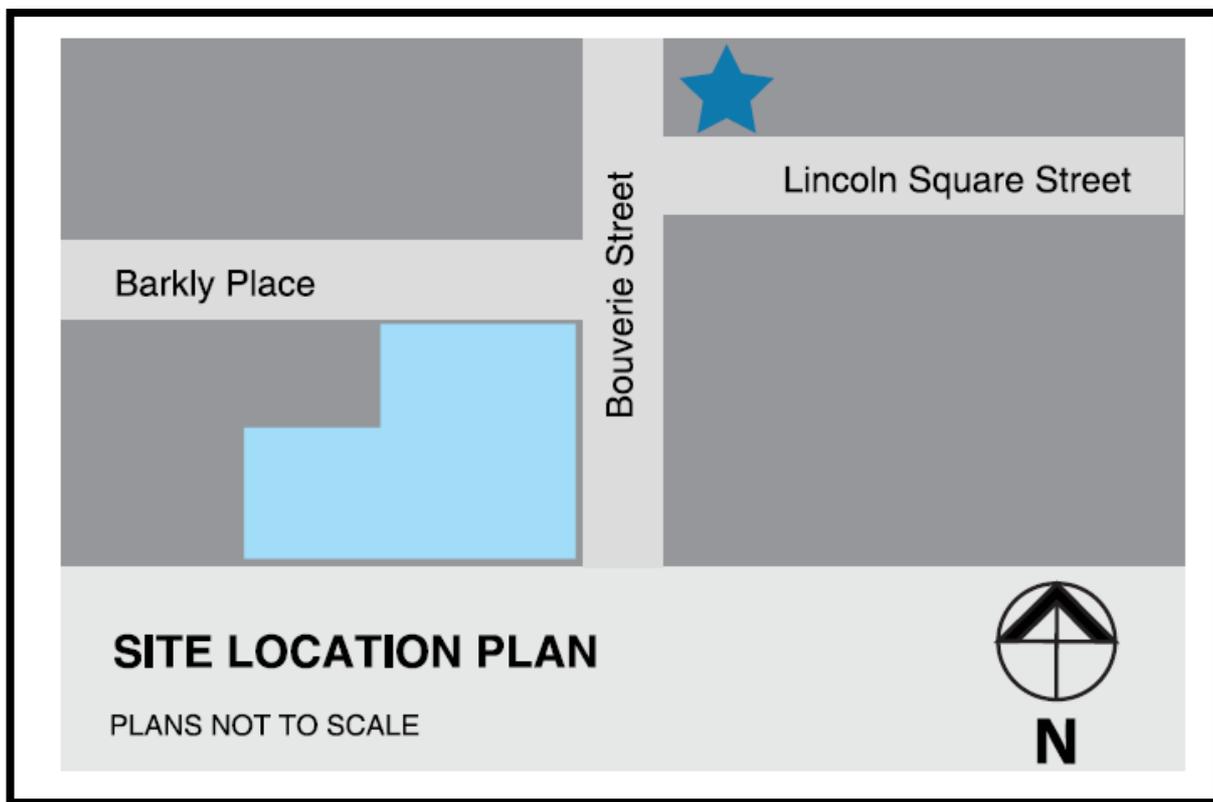
EMERGENCY PROCEDURES

UniLodge will provide residents with emergency assistance in the event of:

- Personal, physical, or mental emergencies (e.g., theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building emergencies (e.g., fire or storm damage)
- Maintenance emergencies (e.g., loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Tenancy rule breaches (e.g., excessive noise, trespassing, other disturbances)
- Lockouts – where a resident is locked out because he/she misplaced the key swipe.

Assembly Location Point - Evacuation

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT**, and continue down the stairs to Ground Level. as outlined in the Evacuation Diagrams throughout the building and await further instructions from the UniLodge staff. Before re-entering the building, please wait until instructed to do so by the fire department authority and/or UniLodge staff, as it may not be safe to automatically re-enter the building.



Fire Sprinklers and Smoke Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Fire Rescue Victoria has within its powers to levy fines and commence prosecutions (current fines exceed \$3,500). You may also be responsible for the cost of repairs to the system that a system fault or a false fire alarm may cause including to property.

False alarm callouts can result in significant fees.

Please open your nearest **window** and “fan” the fumes away from the detector which will then cease its alarm if cleared.

The kitchen is fitted with a fire blanket and each bedroom has a fire sprinkler. In the event of a fire, you should always remove yourself and others (if safe to do so). Also remove yourself from the immediate danger, closing the doors behind you. The building has fire rated doors and advanced systems for your safety.

Do not touch the smoke detectors and sprinklers **Do not hang coat hangers from the sprinkler device**

Touching the sprinkler head may result in it being activated, causing hundreds of litres of water to gush into your room, which will flood not only your room but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

In the event of Fire

- Assist any person in immediate danger, only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000).
- Fight fire with a fire extinguisher, only if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone else, only if safe to do so.
- Remain at assembly area and await all clear or roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

IN CASE OF AN EMERGENCY
(Fire, Ambulance, Police)
DIAL 000

HEALTH & SAFETY

Health Services

First Aid

If you require minor first aid, please visit reception, or call for assistance at (+ 61 3) 9113 8200. You can also contact the RA on duty after hours at 0438 014 252.

Nurse-on-Call

For 24/7 health advice from a registered nurse, call the free Victorian government nursing service, Nurse-on-Call, on **1300 60 60 24**. This service is free (except for any costs associated with making a call) and is available 24 hours a day, seven days a week.

Counselling and Psychological Services

The University of Melbourne Counselling and Psychological Services (CAPS) provides free, confidential, short-term professional counselling to currently enrolled students and staff. Appointments can be made by telephoning (03) 8344 6927 or by making an online booking. Further information on the service and how to make an appointment can be found at this link: <https://services.unimelb.edu.au/counsel>.

[If you are a student at a University other than the University of Melbourne, your university will have an equivalent service – please contact our Residential Life Manager if you need help finding them.](#)

Safer Community Program

The Safer Community Program (SCP) promotes a respectful, inclusive, and connected campus community that fosters safe learning, working, and living at the University of Melbourne. The SCP provides the opportunity to seek support and advice about behaviours of concern. The SCP can be contacted by phone: (03) 9035 8675 or by email: safer-community@unimelb.edu.au

More details can be found at this link: <https://safercommunity.unimelb.edu.au/>

[If you are a student at a University other than the University of Melbourne, your university will have an equivalent service – please contact our Residential Life Manager if you need help finding them.](#)

University of Melbourne Health Clinic

GP (general practitioner, or generalist doctor) services can be accessed at the [University of Melbourne's Health Clinic](#). **Bulk billing** is available for all students. This service is available to all, regardless of where they study.

138-146 Cardigan Street, Carlton; (03) 8344 6904; Monday – Friday: 8.45am – 5.00pm

Melbourne Dental Clinic

Dental services are available at the [University of Melbourne's Dental Clinic](#). This is a teaching clinic – students under supervision may be treating you. University of Melbourne students and staff receive discounted treatment. This service is available to all, regardless of where they study.

Level 1, 723 Swanston St, Carlton; (03) 9035 8402; Monday – Friday: 08:30am – 5:00pm

University of Melbourne Eyecare

Optometry services are available through [University of Melbourne Eyecare](#). University of Melbourne students and staff receive discounted treatment. This service is available to all, regardless of where they study.

200 Berkeley St, Carlton; (03) 9035 6666; Monday - Friday, 08:45am – 5:30pm

Royal Melbourne Hospital (including emergency room)

The Royal Melbourne Hospital, which includes a 24-hour emergency room, is a short walk from Lincoln House. Please let a Residential Advisor or other UniLodge staff member know if you are being or have been admitted to the hospital – we will be able to offer you support while you are there and when you return.

300 Grattan St, Parkville; (03) 9342 7000; open 24/7

Health Smart Pharmacy VCCC

The closest pharmacy to Lincoln House is the 24 hour [Health Smart Pharmacy](#) at the Victorian Comprehensive Cancer Centre (VCCC). This is a 'super pharmacy' – open 24/7 and staffed with nurses from 6-10pm each evening.

311 Grattan St, Parkville; (03) 9045 9777; open 24/7

Health information

Overseas Student Health Cover

International students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a six- or twelve-month period. On arriving in Australia, you will need to confirm your OSHC with the insurance company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

- You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc. confirming your re-enrolment.
- Under OSHC, you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.
- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

Ambulances in Australia

Ambulance services in Australia are extremely expensive and ambulance insurance cover is recommended if it is not already included in any insurance you have. Ambulance insurance cover is included in most forms of health insurance (either Overseas Health Cover or standard health insurance plans that your parents may have you listed on if your parents live in Australia) – please make sure you check your health care plan before you need it for this information. If you are an Australian on a Health Care Card, and you are also covered for clinically necessary transport. For more information on ambulance cover go to the [Ambulance Victoria website](#).

Please note that there is no cost if you or someone else calls an ambulance – costs are only charged if someone is transported (taken to hospital) in an ambulance. You should never hesitate to call an ambulance for yourself or someone else in a life-threatening situation.

Security Information

Insurance

We recommend taking out contents insurance to help protect your personal possessions. Contents insurance is available from a range of providers.

Intruders

Although we take all precautions, intruders may occasionally gain entry to our building. If you see anyone behaving suspiciously, call reception or the duty Residential Advisor immediately and watch the person or persons from a safe distance but **do not put yourself at risk**.

- UniLodge has 24-hour video surveillance.
- Do not show any person to a resident's room or tell them where they live - the resident concerned may not wish to see the visitor.
- Do not swipe your card for any other person in the lifts or open the front entry door.
- Tell any visitors requesting entry to call reception or the person they are visiting.
- Do not write your room number (or your name) on your key card (if lost, it should not indicate where or who it belongs to)

Lincoln House security

If you ever have security concerns within our building, please contact reception in person, by phone, or email. Outside of office hours, you can also contact the duty Residential Advisor. In an emergency, contact emergency services as well as the Residential Advisor or reception staff.

Local Police

Our local police station is Melbourne North. For non-emergency assistance, you can contact them directly by visiting in person (they are open 24 hours a day) or by phone. If you would like support in accessing police services, please see our Residential Life Manager or another staff member.

36 Wreckyn St; North Melbourne, (+ 61 3) 8379 0800; 24/7

You can also access non-emergency police support using the Police Information Line on 131 444.

Security on Campus

You can access security assistance on campus through the University of Melbourne's security team. They can provide first response to medical emergencies or assist you if you have any concerns for your safety. They are also able to provide you with a security escort service if you ever feel unsafe moving around the campus.

You can contact [University of Melbourne Security](#) on 1800 246 066.

Important Numbers

Emergency (Fire, Police, Ambulance) 000			
Melbourne Uni Student Services	136 352	Lifeline (24 Hours)	13 11 14
AIDS Helpline	1800 133 392	Medicare	13 20 11
Asthma Victoria	1800 645 130	Mental Health Foundation of Australia	03 9427 0406
Cancer Hotline	13 11 20	Men's Line Australia	1300 789 978
Centre Against Sexual Assault (CASA) - Crisis Line	1800 806 292	National Security Hotline	1800 123 400
Centrelink	13 10 21	Nurse on Call (24 Hours)	1300 606 024
Direct Line (Drug & Alcohol Counselling 24 Hour Line)	1800 888 236	Poisons Info Line	13 11 26
Eating Disorders Foundation of Victoria	03 9885 0318	Pregnancy Help Line (24 Hours)	1300 139 313
Epilepsy Association	1300 374 537	Quit Line	13 18 48
Gambling Helpline	1800 156 789	SANE Mental Illness Hotline	1800 187 263
Gay and Lesbian Switchboard	03 9663 2474	Suicide Call Back Service	1300 659 467
Grief Line	03 9935 7400	Suicide Help Line (24 hours)	1300 651 251
Immigration / Multicultural Affairs	13 18 81	Vicdeaf	03 9473 1111
Information Victoria	1300 366 356	Women's Domestic Violence Crisis Service	1800 015 188
Interpreting Service (24 Hours)	13 14 50	Women's Info and Referral Exchange (WIRE)	1300 134 130
Kids Helpline	1800 551 800	Tenants Union of Victoria	03 9416 2577
Victorian Legal Aid	1300 792 387		



I _____ from Room _____

At UniLodge Lincoln House have read, fully understand, and accept the contents of the current Residential Handbook.

I acknowledge my responsibilities as a resident of the building and accept the terms by which my rental payments must be paid.

I understand the penalties for early termination of the Residential Rental Agreement.

Signature:

Full name (please print name in English):

Date:
