



THE UNIVERSITY OF
SYDNEY

RESIDENT HANDBOOK



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Acknowledgment of Country

Darlington House and the University of Sydney's Camperdown Campus sits on the lands of the Gadigal people with campuses, teaching and research facilities on the lands of the Gamaraygal, Dharug, Wangal, Darkinyung, Burramadagal, Dharawal, Gandangara, Gamilaraay, Barkindji, Bundjalung, Wiradjuri, Ngunawal, Gureng Gureng, and Gagadju peoples. We recognise and pay respect to the Elders and communities of these lands, past and present, who for thousands of years have shared and exchanged knowledges across innumerable generations, for the benefit of all. We respect and acknowledge Aboriginal and Torres Strait Islander Peoples ongoing connection to culture and land.

Welcome to Darlington House

On behalf of everyone involved with Darlington House, we would like to welcome you to life on campus. At Darlington House, our team 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. We hope that by doing so, you will learn more about yourself and those around you.

Creating a supportive and diverse community is a key aim of the residential life program at Darlington House. The on-site Resident Assistants will 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 residence, you will encounter people whose lifestyles, backgrounds, personalities, and values differ from yours. 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 Darlington House and outlines some important expectations around behavior to ensure harmonious community living.

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

We wish you all the best during the academic year and hope you will make your residential experience an integral part of your education. We urge you to get involved in student associations, whether at the residence or in the University itself, to be part of a voluntary project, or play some sport. You certainly have something to contribute to the community at Darlington House.

Sincerely,

Darlington House

1. Your Community: The Residence

The Facility offers a mixture of shared apartments, which include shared bathrooms, kitchens and common rooms. Darlington House Residents have an added bonus of entry to many of The Regiment facilities such as the communal kitchen, outdoor BBQ areas, media room, the learning hub, music rooms, maker space, rooftop terraces, outdoor gym, and multiple communal breakout spaces. In addition, Darlington House Residents also enjoy the convenience and use of a laundry, bike storage and games room within The Regiment. Darlington House offers Residents a high degree of independence with convenient facilities and the security of a supportive community.



2. Facilities and Services

a. The Regiment Reception (Darlington House Residents to contact Regiment)

m. 0448 093 906

t. 02 8043 7778

e. accommodation.rg@sydney.edu.au

b. After hours assistance

Duty Manager: 0466 559 737

Protective Services: 02 9351 3333 - If you're feeling unsafe on campus or concerned for the safety of others

Emergency Services: 000 (Police, Ambulance, Fire)

c. Regiment Reception operating hours

The main Reception for students residing at Darlington House is located at The Regiment. This is staffed 24/7 for any needs you have; you only need to call or visit the Reception across the road. The Regiment Reception Desk does close after hours; however, the Duty Manager is able to be reached via the Duty Manager Number (above). The Regiment's Reception Desk hours are:

- Monday – Friday; 8am – 7pm
- Saturday, Sunday, and Public Holidays; 10am – 4pm

The Regiment Reception should be your first point of contact for any residential enquiries, including adding money to your accounts, borrowing a vacuum cleaner, hiring equipment, lodging a maintenance request (if you have not done it on the Resident Portal), lockouts and all check-ins and check-outs.

The staff at The Regiment can also help you with any general questions you may have about the facility or the local area.

Importantly, if you require assistance or need to contact emergency services, inform The Regiment Reception, as they are trained to assist you.

d. Hire Items at The Regiment Reception

Sporting goods, BBQ utensils, video gaming equipment, surfboards, musical instruments, and many more are available for hire at The Regiment Reception. Hiring these items is free of charge; simply sign these items out during Reception operating hours. You will need to make sure to bring your student card to Reception to rent out any of the items.

e. Resident Portal

The [Resident Portal](#) is the best place to lodge online maintenance requests, check and make

payments to your account and renew your contract at the end of the year.

f. Music Rooms

Darlington House has access to The Regiment's three music rooms located on the basement floor, with a variety of instruments (available for hire from Regiment Reception), allowing Residents to practice without disturbing others.

g. Games Room

Darlington House has access to The Regiment's games room located on the ground floor, with a variety of games (equipment for hire from The Regiment's Reception), allowing Residents to engage in practical activities free of charge.

h. Laundry

Darlington House has a few laundry rooms in the building; however, Residents also have access to the main laundry located on the basement floor of The Regiment, which has several washing machines, dryers, ironing boards & irons and hand basins. The machines are linked to SydPay (a SydPay machine can be found on Level 1 next to the media room at The Regiment). The laundry is open 24/7 for use by Residents.

i. Media Room

Darlington Residents have access to The Regiment's media room, which comes equipped with a complete audiovisual system that includes a data projector for large screen enjoyment; it has Foxtel and an HDMI port. Beanbags are supplied for a relaxing and informal seating environment.

j. Maker Space

Darlington House's Residents, like The Regiment's Residents, can be inducted into the Maker Space. A collaborative space combining innovation and technology at the heart of the The Regiment building. The space include 3D Printers, CNC machines, sewing machines and many other craft items. To use the space, you must be inducted safely into the Maker Space – please see The Regiment Reception for more information.

k. Learning Hub

Darlington House has access to The Regiment's learning hub, providing the perfect place for individual or group study. The learning hub is open 24/7 and is accessible to Residents of Darlington House. The space has University computers if you require the intranet.

3. Your Residence

a. Cleaning

While we have a team of cleaners who support our Residents with a weekly clean, you, as a Resident, are expected to maintain the general cleanliness of the home in which you are residing. To maintain a respectful space for each other as well as to help the University in its sustainability practices we request you to remove any overflowing rubbish and ensure your unit is always kept clean.

b. Electrical equipment

To prevent the overloading of (or the risk of) electrical circuits and to conserve energy, Residents must limit electrical equipment in rooms to items such as computers, study lamps, clocks, stereos, and other appliances. These items must be in good operating condition. The use of hot plates, rice cookers, toasters, kettles, electric heaters (other than those supplied), electric blankets and any other appliances with open heating elements are prohibited in rooms (this includes air-conditioning units).

c. Garbage

Please remove garbage from your room on a regular basis. There are designated recycling and general waste bins located in the car park on the basement floor. Please do not leave rubbish outside your unit or on the floor in the car park.

d. Reporting maintenance issues

i. How to lodge a maintenance request

Report all maintenance issues on the Resident Portal. We will log your maintenance request and the facilities team will attend to your request as soon as is practicable. The Portal can be accessed from this [link](#).

ii. Urgent maintenance

Urgent maintenance, such as broken doors, gas leaks and electricity shortages, should be reported immediately to The Regiment Reception. Facilities staff will see that the matter is attended to as a priority. If urgent problems occur after hours, they need to be reported to the Evening Duty Manager by dialing (0448 093 906). They will assess the situation and provide necessary assistance.

iii. Service standards

Darlington House Management is committed to providing a responsive and timely service to Residents. Matters such as the replacement of light bulbs should take one to two working days. Repairs to more complex issues will take longer to complete. Urgent repairs will be given priority.

iv. Breakages

You are responsible for any breakages that occur because of you or your guests. Please report any breakages as they occur, so that replacement items can be provided as soon as possible.

e. Tips for a Happy Apartment

Introduce yourself to your roommates and have conversations with them whenever you can. Encourage open communication between one another.

- Create a housemate agreement. We have included basic tips for creating housemate agreements located at the back of this folder. You are welcome to use them. A housemate agreement allows all Residents to collectively plan the way they want to live with each other. It sets important boundaries that can make your living experience more enjoyable and sets clear responsibilities and expectations that you all agree upon. Having a housemate agreement in place will reduce miscommunication over what should be done to keep your house a welcoming and tidy home.
- Respect others' sleeping and studying habits by not creating excessive noise after hours. This includes being aware of the noise you make and/or any of your guests. This is a common courtesy that you should extend to all Residents. This is the type of thing that is perfect as part of your housemate agreement.
- Clean up after yourself and always do your fair share of the cleaning. We suggest creating a cleaning roster for the kitchen and bathroom, as well as vacuuming. This may include taking turns to take out the garbage. The garbage is removed once a week during the weekly clean by the cleaners, but it is the responsibility of Residents to remove any garbage between weekly cleans.

If you and your roommates are unable to come to an agreement independently, a member of the Res Life team can assist you.

f. Chore Charts & Housemate Agreements

Anyone who has ever had a roommate knows that cleaning can be a big source of conflict among roomies. Everyone has a different personality and grows up with different standards of cleanliness. Some of us need complete order and organisation, while others can thrive in an environment that is more cluttered and less clean.

To avoid roommate conflicts later and ensure your living space remains comfortable, it is important to develop a housemate chore chart. This way, everyone knows what is expected of them from the beginning.

As with all things related to living with roommates, communication is key. You do not want to make assumptions when creating a cleaning schedule and a chore chart. That is why you should have a meeting with your housemates before making any decisions.

Start by asking each person what household chores need to get done (and how often) to make the different areas of the home feel clean and comfortable. For example, is it acceptable to leave dirty dishes in the sink after meals? If it is, how long can they sit there before washing dishes is essential? You'll also want to discuss cleaning expectations for different parts of the shared space. For example, outside of the cleaners weekly clean, what else needs to be done, and how often? How often will you clean the inside of the fridge? Who wipes down the benchtops? Who takes the overflowing rubbish out? Who clears the junk mail out of the letterbox? Who is going to be responsible for a common space maintenance request?

Once you've all determined your collective cleaning expectation, be sure to write them in your housemate agreement. This makes sure everyone knows what is expected and acceptable. It might seem annoying to drill down to this level of detail with the household chore list now. However, this preparation now can avoid conflicts in the future.

g. House Mate Agreement Tips:

- Cleaning common spaces: How frequently? What does this include? Do you implement a roster system? What would that look like?
- Study Time: When? Where? Noise Tolerance? How will you ensure you are being respectful of your housemates and the houses around you when it comes to exams?
- Use of your Possessions: What can be shared? Which items are not to be used by anyone but you? What could you buy either together or buy separately and share? (e.g. Kitchen utensils, pots and pans, kettles, rice cookers etc.?) How will you divide any shared property at the end of the year?
- Communication: How do we agree to communicate to each other when there is a problem? What happens when someone doesn't feel as assertive as others? What cultural differences could hinder or help you understand each other? Visitors: How often? How many? Opposite sex? Advance warning? (Please refer to your Residential Agreement for our conditions on visitors.)
- Sleeping: Light/ heavy sleeper? Early/ late nights? Night owl or early riser? Consider noise levels if your sleeping habits are vastly different- how will you manage that?
- Refrigerator Usage: Can food be shared? Cleaning Schedule? Allocation of space in fridge/ freezer and cupboards.
- Sharing Costs: Whose paying for the toilet paper? Or paper towels and dishwashing liquid? Are you all chipping in? Will you choose to grocery shop and cook together?
- Celebrating: If you are thinking about hosting a party or event at your Residence, what expectations and ground rules do you want to set? (e.g. The host needs to clean up within

a set time period. Are any of the common areas out of bounds?) (NOTE: all gatherings/ parties must cease by midnight on Friday/ Saturday and by 10 pm the remainder of the week in accordance with the Party Policy found in your Residential Agreement.)

- Additional Topics: (Anything not covered in the above topics that you would like to collectively add as a house.)
- The above guidelines are agreed upon by us:

_____	_____	Signature/ Date
_____	_____	Signature/ Date
_____	_____	Signature/ Date
_____	_____	Signature/ Date
_____	_____	Signature/ Date

You are welcome to use this template directly or create your own as agreed upon with the members of your household. You can update your agreement together at any time. We advise updating whenever you have a new housemate move in so that everyone is on the same page about the house expectations and agreed-upon behaviours.

We suggest emailing a copy of your housemate agreement to acommodation.rg@sydney.edu.au. We can place it on file so that it can be referred to in any instances of conflict relating to non-compliance with your household agreements.

4. Administratively Speaking

a. Mail

For any snail mail (items delivered by postal service) correspondence, please provide your address as per the below format – you can collect your mail at The Regiment:

Your Name*

Gadigal Country
The Regiment – Student Accommodation
160 City Rd, Darlington, NSW, 2008
Australia

i. Receiving mail

All mail received via ordinary Australia Post can be collected at Regiment Reception.

Darlington House understands how busy life can get, so we can make life a little easier for you by signing for parcels by couriers on your behalf. If you would like this to occur, kindly complete the *Parcel Authority Form* at The Regiment Reception, and we will notify you when your parcels arrive. All Australia Post parcels that leave a call card will need to be collected from the nearest Australia Post Office.

Darlington House Management accepts no liability for any parcels collected. Any mail not collected within one month of receipt will be returned to the sender.

ii. Sending mail

The nearest post box is located on City Road, outside the Wentworth Building. The nearest Australia Post Office is on Missenden Road, adjacent to RPA Hospital's main entrance.

b. Checking out

i. Fix a date

You will receive a departure email a month before your contract end date. If you know your check-out date in advance, please do inform us as it will make the process smoother.

ii. Where to go

Checking out of Darlington House can only be done at The Regiment Reception. Allow ample time, as a number of people may also be checking out at the same time. On your day of departure, you must fully vacate your room by 10 am.

iii. Upon checking out

Ensure your room is clean and that you have removed all your possessions. The room must be left in such a state that a new Resident could move in the same day. You must ensure that all your communal items and food are removed from the unit and disposed of properly.

Your room will be checked within 5 days of your departure, and if it is not in a satisfactory

condition, cleaning will be arranged. If damage or cleaning charges apply, a charge will be placed on your account.

You can arrange for a pre-departure inspection of your room by contacting Regiment Reception – a pre-departure inspection will give you an idea as to what is expected in a check-out inspection.

iv. Furniture and fittings

Make sure all items that should be in your room are present. Any item that is missing will be replaced and the cost will be charged to you. When you have checked and cleaned everything, lock the bedroom door.

v. Settle account

You will be required to settle all account charges prior to check-out.

c. Locked out? Lost your Card?

If you accidentally lock yourself out of your room – don't stress! Make your way to The Regiment Reception or call the duty manager who can let you back into your room. You will be charged a \$10 Lock out fee.

In the event you lose your card or have misplaced it, you will need to see The Regiment Reception to have your old key lock replaced and a new lock installed or a new key cut. This process can take time so we advise that you take extra care when carrying your key. There will be a \$50 replacement key fee.

5. Your Community: Residential Life

It won't take you long to realise that there's never a boring moment at Darlington House, life is very informal - after all it is your home.

There is a huge range of organised activities offered inside and outside Darlington House over the course of a year. Activities held at The Regiment tend to focus on the communal kitchen, the outdoor terraces, and common areas. These cover a broad range of social, cultural arts, volunteering, and sporting events, and as a Resident of Darlington House, you can participate in these events.

Residential Life Team

Resident Assistants (RAs) are a key component of the management and leadership of Darlington House.

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

If vacancies for RA positions occur during the year they will be advertised in Darlington House. If you would like to discuss becoming an RA, then please speak with the Residential Life Manager or a current RA for some inside knowledge.

6. Community Living

Community and diversity are key components of Darlington House 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 or seek advice or guidance.

a. Living in share accommodation: A survival guide

Living with a new group of 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 daunting! Indeed, if you follow a few simple rules, you can ensure that you will get along with your new housemates.

Get to know each other! As new Residents move in, take the opportunity to welcome them into the apartment. Opening communication with your fellow flatmates is crucial to an enjoyable stay.

b. Resolving difficulties

Living with other people involves patience and knowing when to raise issues affecting your 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 a bursting point.

Talk about how the actions of the other person are affecting your happiness in the Facility. 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, you can call a Resident Assistant or any other Residential Life staff to discuss strategies with them.

7. Your Safety, Security, and Personal Wellbeing

Darlington House is designed with your safety in mind. While Sydney is a friendly place and is consistently voted as one of the most livable 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.

a. Personal security

Darlington House is located in the inner city of Sydney. Like in any big city, when travelling to and from the Facility, especially at night, you should take simple security precautions. Stick to busy, well-lit streets and try not to walk alone. Do not walk alone in the areas of Redfern Station, Queen Victoria Park (between the University and Broadway) or dark, back streets in general. In other areas, such as Darling Harbour, use common sense, stay away from isolated areas, and always travel with someone else. When going to King Street at night, consider using Missenden Road as it has more lighting and traffic than the alternatives. If you need to cross campus at night and are concerned about your safety, call **Protective Services** on 02 9351 3333 and arrange for an escort.

There are also free campus [bus services](#) that will shuttle you from the University to Darlington House.

If your personal security is threatened in the Facility or on campus, you should contact **Protective Services** or the Police, depending on the severity of the threat or danger. If the matter is of a critical nature:

Please note, call 000 only in times of emergency.

- Protective Services:

t. . (02) 9351 3333 or 1800 793 457 (SYD HLP)

- Newtown Police Station (222-223 Australia Street, Newtown)

t. (02) 9550 8199

Throughout the Facility, there are duress alarms equipped with a break glass in case of emergency. The duress alarms are monitored 24/7 by the University of Sydney Protective Services and Darlington House management.

Outside of The Regiment Reception hours, the Duty Manager is available onsite. The Duty Manager can be contacted by mobile or by calling the office 24/7. All Residents will be provided with the mobile phone number of the Duty Manager.

b. Bikes

Bikes must be stowed at one of the designated bike racks in the carpark. 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 should consider securing these and taking the flip lock seats with you.

c. Doors and windows

Always remember to lock all doors behind you. It is important that Residents take responsibility for the security of their own rooms. Never lend your access card or keys to anyone.

d. Suspicious persons

If you see anyone acting suspiciously, alert Darlington House administration or if after hours, alert the Evening Duty Manager.

e. Alcohol

Consuming alcohol is an individual choice that everyone must make by themselves. You should never feel pressured or forced to consume alcohol, and if needed, seek assistance from friends or Darlington House staff if you encounter this situation.

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 and liver diseases. The regular and excessive use of alcohol can have a major impact on your personal relationships, work, and study. There is also a strong link between alcohol and violence, including sexual assault.

There will be times during your stay where you may encounter alcohol and an opportunity to consume alcoholic drinks. This is very normal, and if you are to engage in drinking alcohol, we encourage you to consume alcohol responsibly.

f. Illegal Drugs

We have placed information about drugs under this section because our primary concern is your safety. Darlington House does NOT support the use of any illegal drugs. The possession and use of any illicit drug is illegal in Australia. Illegal drugs can cause major problems, ranging from arrest by the police (and, if you’re an international student, deportation) to death.

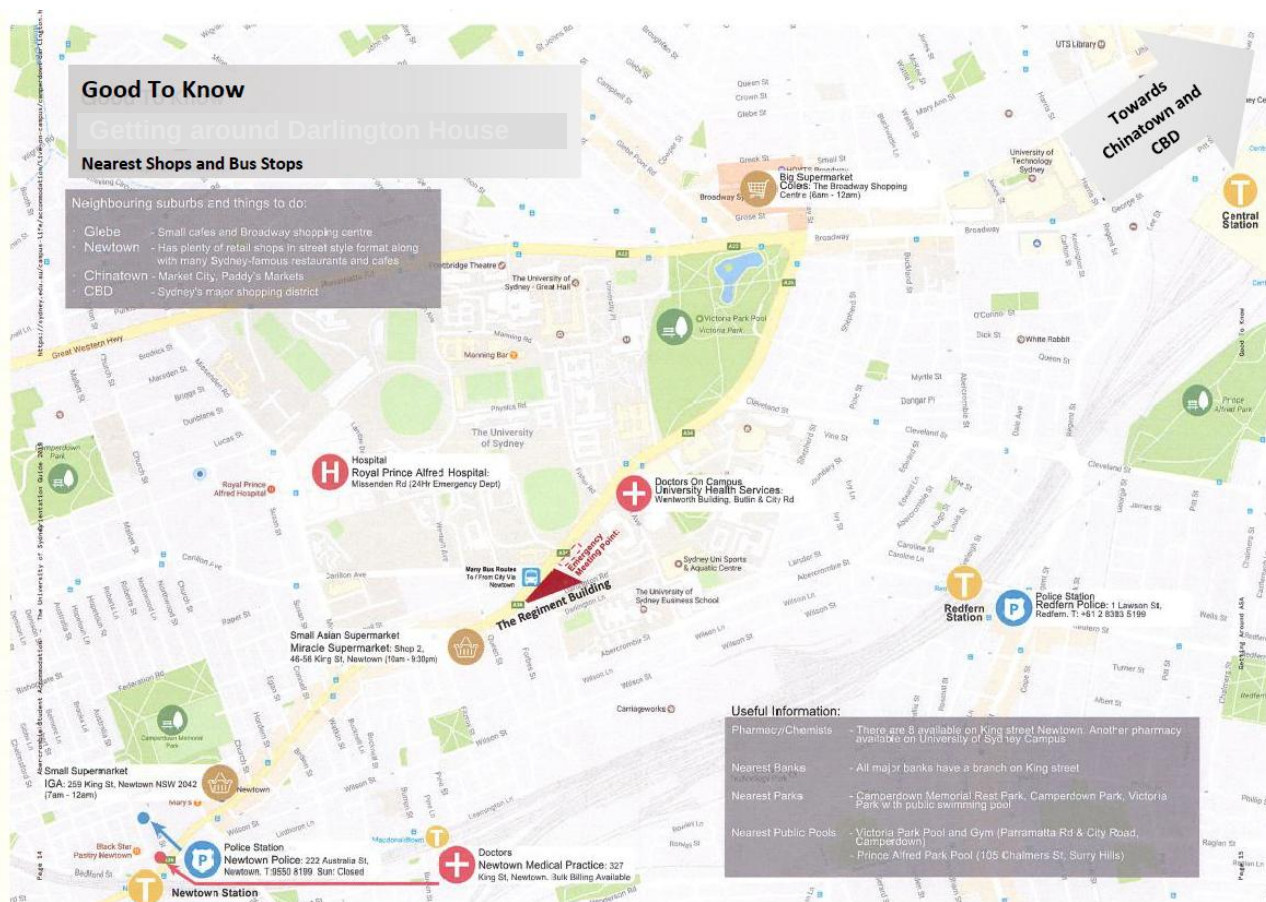
g. A few things to note about drugs in Darlington House:

- The use of marijuana and other illicit drugs is prohibited.
- If you are caught *dealing* (selling, supplying) marijuana or any other illicit drug in Darlington House, the police will be called, and the matter will be handed over to them. You will also be required to immediately move out of the Facility.
- If you are caught in *possession* of marijuana or any other illicit drug in Darlington House, the police will be called, and the matter will be handed over to them. You will also be required to immediately move out of the Facility.
- Vaping/Smoking anywhere inside the Facility buildings may lead to a breach notice being issued or your exclusion from Darlington House.
- If you think you have an alcohol or drug problem and don’t know who to see for assistance, then you can talk with a manager. We will do all we can to assist you by referring you to the appropriate bodies – such conversations are without repercussions.
- Your welfare is our primary concern. You can always contact the Duty Manager if you need help.

8. Your Community: The University of Sydney

a. Campus Life: What's on offer?

Whilst living at Darlington House, students are encouraged to acquaint themselves with all that the University of Sydney has to offer.



b. Join a club or society

Are you a singer, dancer, socialiser? Do you love gaming, sports, anime, or fashion? Rest assured, no matter what it is that gets you going, there is a club for you. Students run more than 200 clubs and societies with the support of the University of Sydney Union (USU). This gives you the opportunity to meet other students with similar interests, practice your skills or learn something new.

You will need to have a USU Membership to join, available through the USU. You can visit the Union's [website](#) for more information.

The best time to join clubs is at the stalls during Welcome Week in February and August. Don't worry if you've missed these dates; pick up a 'Beige Pages', the directory of all Clubs and Societies from any contact desk in the Union Buildings and contact the Club yourself. Don't be shy, get involved!

c. Grab a bite to eat

There are several food options available for students on campus, offering a wide range of meals, from healthy options to pies and pizza. Discounts are available with a USU card, along with daily specials.

Camperdown Campus: The main food court is located in Manning House on Manning Road.

Darlington Campus: The main food court is situated in the Wentworth Building, adjacent to the Jane Foss Russell Building.

You can find a comprehensive list of all dining options at this [link](#).

d. Sip a coffee

Let's face it: coffee is the grease that makes the Uni wheels turn. Acquaint yourself with one of the many fine coffee establishments the campus has to offer:

- Chill out in the trendy Manning building first floor coffee lounge, **Cafe Tra Baci**.
- Enjoy a beverage with friends in the sunshine or sit back and enjoy the relaxed setting of **Courtyard**.
- For a bit of spectacular coffee, visit **Ralph's café** on The Square and check out the lunchtime sports.
- Check out **Taste Baguette** located at the Law Building for amazing campus coffees and baguettes.
- **Double Barrel Coffee + Food House** is conveniently located just across Forbes St and does fantastic food and coffee!

e. Work out at the gym

The Sports and Aquatic Centre is the newer and the more expensive option. The facilities include a cardio and weights room, squash, tennis and indoor soccer courts, an indoor pool and regular fitness classes. For more information, check out their [website](#) or visit them at the corner of Codrington Street and Darlington Road.

The Arena gym, located by The Square, is less expensive and located closer to QMB. Facilities include weights and cardio rooms, regular fitness classes and an indoor rock-climbing centre, The Ledge. For more information, check out their [website](#), or visit them on Western Avenue.

f. Join a team sport

For details on how to get involved in Sydney University Sport, check out this [website](#). Darlington House also arranges social sporting activities such as indoor soccer and netball,

social touch football, yoga, basketball, and dragon boating. If you are interested in getting involved, getting more information, or starting up a sport, contact an RA!

g. Find out about local culture

Learn about Australia's rich and diverse Aboriginal and Torres Strait Islander Culture.

- Aboriginal Art and Artefacts at The University of Sydney's Chau Chak Wing Museum: Home Chau Chak Wing Museum (sydney.edu.au)
- The Rocks, Virtual Tours: Learn about First Nation's Culture | The Rocks
- Attend the Blak Markets, Circular Quay and Bare Island (La Perouse): Blak Markets
- Visit the First Nations Gallery in the Australian Museum: Visit & Book - The Australian Museum

9. Where to Go for Help

The Residential Life Team

No matter how big or small you think your problem is, you can always approach one of the Residential Life Team to ask for help. The team is your first port of call for any difficulty that you may encounter whilst living at Darlington House; they can provide you with advice, support and where appropriate refer you on to other organisations within the University for help.

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 or any of the Residential Life staff. Alternatively, you can arrange a time to meet with the General Manager to discuss your problem, you can request this with the reception staff.

You can and should feel confident in approaching any member of the team at Darlington House. We are all here to help and will try assist you with your questions or issue as best as we can.

The Student Center

If you have any problems with your enrolment, we suggest the first place that you should try is the Student Center on **8627 8200** or if you are an international student, the International Student Services Unit on **8627 8300**.

The Student Centre is located on Level 3, Jane Foss Russell Building and is open from 9am to 5pm from Monday to Friday. They can help with enrolment problems, HECS and FEE-HELP payments, provide you with a copy of your academic transcript, advise students on the payment of fees and assist with any timetabling problems.

Student Life, Wellbeing and Support



Student Life

Stay connected via Instagram: **sydney_studentlife**

Financial support

Students who experience financial difficulties that impact their studies may be able to apply for financial support. The University has a number of bursaries and interest-free loans to assist with essential study and living costs. Students can apply for financial support via Sydney Student or make an enquiry on the website.

Student Advising

The Academic Advising Hub offers appointments with an advisor to discuss academic and personal goals and challenges, helping Students make informed study-related decisions. The Hub offers 2 streams of advising: general advising across the whole student cohort, and academic progression advising for students flagged on the academic progression register. Appointment bookings are via the Student Advising Appointment Booking form on the Services Portal.

Learning Hub

The Learning Hub offers individual consultations to help you develop effective reading, writing and time management strategies, and provides helpful feedback on your work using a developmental approach. You can find more information, book in for a workshop, or one-on-one consultations online.

Careers Centre

Students have access to our Careers Centre which provides an abundance of career counselling services and resources to help put you in the best career position by the end of your degree. You can receive support to find a casual or part-time job, an internship or graduate employment. Please visit the webpage to book an appointment.

Student Wellbeing

Student Wellbeing is a multidisciplinary team of trained health and wellbeing professionals. We provide free and confidential support for health, wellbeing and safety concerns. Student Wellbeing offers appointments with Students either face to face, by phone or Zoom. You can connect with Student Wellbeing with the QR code at the bottom of this page.

Student Wellbeing will provide you with

1. Timely support specific to your needs and goals.
2. Student Wellbeing often support students who are experiencing:
 - Mental health and wellbeing concerns
 - Academic and University-related stress
 - Accommodation-related concerns
 - Cultural safety concerns
 - Concerns for safety or experiences which have caused distress, including scams.

Student Wellbeing can link you to the following supports: **Student Counselling Service:** Individual therapy or counselling gives you the opportunity to talk confidentially about any concerns that may be impacting on your academic performance or mental health and wellbeing. They offer free short-term therapy sessions (between 1-6) with counsellors who provide evidence-based treatment and resources tailored to meet your individual needs.

Inclusion and Disability Service:

By registering with Inclusion and Disability Services, students who have a disability or carer responsibilities can gain access to the adjustments and services they need to succeed in their studies.

Safer Communities:

Safer Communities Office are specialist staff experienced in providing an immediate response to people that have experienced sexual misconduct, domestic/family violence, bullying/harassment and issues relating to modern slavery. They can provide case management and information about the services available and assist you to access the support you need.

University Health Service:

The University Health Service is located on level 3 of the Wentworth Building on the Darlington Campus.

The surgery is open Monday to Friday, 8.30am to 5pm during the teaching year.

You can book an appointment with a General Practitioners by calling: +61 2 9351 3484 or online via the QR code below.

How to find Student Wellbeing

Address: Level 5 Jane Foss Russell Building, G02.

Phone: 02 8627 8433 / 02 7255 1562

Email: student.wellbeing@sydney.edu.au

Operating Hours: Monday – Friday, 9am-5pm.



Crisis support

Emergency Services (000) If you or someone you know is in immediate danger or needs immediate medical attention, call 000 and follow their instructions.

Campus Protective Services is available 24 hours a day to assist in an Emergency or if you're feeling unsafe on campus. Call **02 9351 3333**

University of Sydney Student Mental Wellbeing Support Line is available for crisis support after 5pm- 9am on weekdays and 24/7 on weekends: 1300 474 065 or text 0488 884 429 (SMS chat)

Mental Health Access Line: A telephone service for anyone with a mental health issue. Individuals can use this line to be directed to the right care for them. It is a state-wide telephone number which puts you in touch with your local mental health service. Phone: 1800 011 511

Lifeline: A free telephone counselling service that provides support for a range of issues including those experiencing a personal crisis or thinking about suicide. 24/7 - Phone: 131 114

13Yarn: An Aboriginal & Torres Strait Islanders crisis support line. Available 24/7. No shame, no judgement, safe place to yarn. Phone: 13 92 76

Additional supports



Sonder (International students only) A 24/7 safety and wellbeing app to get you the support you need whenever, wherever and or whatever. Sonder is a smartphone app designed to give you 24/7 on demand access to wellbeing and

safety professionals and resources.



Talk Campus (Domestic and International students)

A 24/7 app that provides free and instant support for your mental health and wellbeing. The app allows you to be anonymous while accessing support from peers. The app also features a clinical helpline through the student services section.

SUPRA can help with any issues you face while you're a postgrad student at Sydney Uni – including academic, health and wellbeing, and legal problems. You can connect with SUPRA here: <https://supra.net.au/> or call on: 1800 249 950.

SRC Caseworkers provide FREE, independent and confidential advice & support for undergraduate students, including: Academic rights & appeals, Special consideration & special arrangements, HECS & fee refunds, Academic misconduct & dishonesty allegations, Show cause & exclusion, Centrelink issues, Tenancy & accommodation, Harassment & discrimination, Financial issues and Tax Help (July–October). You can contact SRC online or Call: (02) 9660 5222

LGBTQIA+ Pride Network

Email: pride.network@sydney.edu.au

The network is made up of staff and students who support and advocate on behalf of everyone who identifies as LGBTIQ. The network has connections to Queer Action Collective (QuAC), the Queerspace, SHADES and Supra Queer Network.

University Staff and Student Equal Opportunities unit

Check out the website on www.sydney.edu.au/eeo to find out more about the University's Equal Opportunities Policies. The Equal Opportunities Unit can provide advice and guidance if you feel you may be being discriminated against in the University environment.

10. In Case of Emergencies

If you or someone you know is in immediate danger and needs Police, Fire Brigade or Ambulance, call 000.

Health	Telephone Number
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Royal Prince Alfred Hospital: Missenden Road, Camperdown	02 9515 6111
Health Direct: For non-Life threatening or critical health concerns	1800 022 222
Domestic & Family violence Support (Available 24/ 7)	Telephone Number
1800RESPECT: is available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.	1800 737 732
MensLine Australia: specialise in supporting men who are experiencing relationship difficulties including, family violence.	1300 789 978
NSW Rape Crisis: provide telephone and online crisis counselling for anyone in NSW who has experienced or is at risk of sexual violence or domestic violence.	1800 424 017
Dentists	Telephone Number
Wentworth Dental Surgery Level 3, Wentworth Building	02 9692 8900
Dental on King 57 King Street, Newtown	02 9557 9299
Pharmacies	Telephone Number
Chemist on King 205 King Street, Newtown	02 9557 2646
Union Pharmacy Level 3 Wentworth Building	02 9660 3338
Varsity Pharmacy 145 Broadway, Ultimo	02 9212 3513
Mental Health Services (available 24/ 7)	Telephone Number
NSW Mental Health Access Line	1800 011 511
University of Sydney Student Mental Wellbeing Support Line	1300 474 065 Text: 0488884429
Lifeline	13 11 14
Beyond Blue	1300 22 4636
13 Yarn: An Aboriginal & Torres Strait Islanders crisis support line	13 92 76
University Campus Security	Telephone Number
Campus Security is available 24 hours a day to assist in an Emergency or if you're feeling unsafe on campus.	02 9351 3333

11. Your Community: Sydney City

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

a. Getting around Sydney

Sydney has an extensive public transport system of buses, trains, metro rail, light rail and ferries. To use the network, you'll need to either purchase an Opal card or use a contactless credit card, debit card or mobile device. For Regional Trains and Coaches, you will need to book your ticket before you travel, and Opal cards cannot be used on these services.

The Opal Card is a smartcard ticket that you keep, reload and reuse to pay for travel on public transport in NSW. The card can be purchased at Sydney airport, near city train stations, online, and in many supermarkets, newsagents, petrol stations and convenience stores. These cards can be quickly topped up online or in booths at city train stations.

For route maps and timetables, log onto [Transport NSW website](#) where you can plan a trip. Alternatively, you can call the Transport Information Line on 131500 to get the latest information.

b. Ferries

Ferries and Jetcat fast ferries are a great way to see Sydney at its finest; the ferries will take you to Manly Beach, Taronga Zoo or Doyles on the Beach at Watsons Bay. The ferry rides may be pricey but well worth every cent. Ferries depart every half hour or so from Circular Quay, depending on the time of day and your destination.

c. Taxis

The most convenient option, but convenience comes at a cost! Taxis are an advisable form of transport at night, particularly if you are travelling alone. To book a taxi call one of the numbers listed at the back of the handbook or alternatively head down Missenden Road past the Royal Prince Alfred Hospital to the taxi rank nearest the Facility. All taxis in Sydney are metered.

d. Ridesharing

Ridesharing services such as Uber are available in Sydney through the use of their apps. This is an affordable and flexible option of short transport within Sydney. The app can be used 24/7 and has many options for splitting fares and ridesharing.

e. GoGet

GoGet is a car sharing service that operates across Sydney. By making an account and paying a monthly fee, you can quickly access conveniently located cars across the metropolitan area (some of which are conveniently located around Darlington House!)

f. Food shopping

Shopping for food in Sydney can be expensive, so here are a couple of low-cost Facility favourites to get you started.

- Supermarkets

The Broadway Shopping Centre on the corner of City Road and Parramatta Road, offers the most diverse options for grocery shopping. Broadway offers supermarkets Aldi (for cheap and bulk fresh goods), Harris Farm (up-market grocer) and Coles (for huge variety) in addition to an Asian supermarket on the Parramatta Road side. There is also a Fresh basket and IGA located on King St in Newtown; these are convenient options for Darlington House if you don't want to travel to Broadway, but they are also smaller and generally more expensive than supermarkets in the bigger shopping centres.

- Fresh fruit and vegetables

The best place to buy fresh fruit and vegetables at reasonable prices is the Harris Farm Fruit Markets, located in the car park of Broadway Shopping Centre. They also stock a wide range of pasta, yoghurts, Italian bread, herbs and cheeses!

- Meat and poultry

These are easily purchased from any large supermarket, including Coles or Aldi at Broadway. However, if you want to buy smaller quantities or purchase specialty pre-prepared meals, the butcher at Broadway Shopping Centre is also excellent.

- Food Deliveries

Many supermarkets and online food delivery services will deliver to Darlington House. While we do accept parcels on your behalf, we do not accept food deliveries as we do not have appropriate storage for this. It is important that you include in the delivery instructions for the delivery driver to call upon approach to the building or at arrival. You will need to be present to accept this delivery.

g. Eating out

If you don't want to cook there are plenty of places in Newtown and Glebe for cheap and good takeaway.

Newtown is a great place to eat out, particularly if you love Thai. Everyone has a favourite Thai restaurant, but don't be afraid to experiment. Malaysian, Chinese, Turkish, Russian, Italian, Indian and Greek restaurants are all within walking distance and don't forget the good old Aussie Pub food.

Darlington/Chippendale also offers a number of great restaurants with food that is as varied as Indian, Italian and Modern Australian. Darlington also offers fantastic pub feeds at The Rose Hotel and the nearby Chippo Hotel. This area is also home to Spice Alley, a must-visit for a variety of exotic hole-in-wall style eateries at very reasonable prices. You'll also find many options at Broadway Shopping Centre and along Glebe Point Road.

Most local restaurants have takeaway menus and will deliver free of charge to the Facility providing you meet a minimum spend requirement.

h. Markets

There are many markets in Sydney, the closest of which are the Glebe Markets, held every Saturday morning at Glebe Primary School. These markets sell bric-a-brac, local crafts, organic vegetables, clothing, books, and various types of food including a great Indian food stall.

Other fantastic markets to try include the Good Living Food Markets held from 7am - 11am on the first Saturday morning of the month in the park opposite Star City. This is an expensive way of shopping but for luxury items such as Robertson potatoes, gammon ham straight from the farm, homemade goat's cheese, and apples from an orchard where you can meet the growers, you simply can't beat it. Other markets include the trendy Paddington markets held in the Paddington Primary School on Oxford Street every Saturday, the touristy The Rocks Market, and the cheap, cheerful Paddy's Market underneath Market City in Chinatown.

i. Other shopping

Sydney is a fabulous place to go shopping and we are lucky that close to the Facility we have some of the best shopping districts in Sydney.

- King Street, Newtown

King Street is home to designer clothes, trendy shoe shops, home wares and even a shop that sells only different types of tea!

- Broadway Shopping Centre

Broadway is our closest shopping mall and contains Kmart and Target, a wide variety of clothing chain stores as well as electronics shops, food stores and a cinema.

- 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 Department stores such as David Jones (which also has a great food hall) and Myer, to chains such as Just Jeans and Timberland.

- Queen Victoria Building (QVB)

A classy establishment with quality brands and prices to match. QVB is the home of Kookai, Oroton, Bally, and Camper as well as an antique print room and has a large old-fashioned tearoom on the top level.

- Oxford Street

The home of up-and-coming designers and all manner of trendy goods. Well worth a stroll. Our recommendation is that you look for the 384 buses at Museum Train Station and get off opposite the Paddington Primary School, then walk back down the street. This area is extremely gay and lesbian-friendly, with a great number of trendy clubs and bars.

- Discount Factory Outlet (DFO)

DFO is in Homebush and is accessible by bus from Strathfield Train Station. This is a great place to find designer-quality items at a fraction of the cost, helping you save money while still at Uni.

j. Cinemas

The closest cinema is Palace at Central. Palace Cinemas offers student deals on tickets, which can be booked online or at the cinema itself. To book or see which movies are playing, follow this [link](#) to the Palace home page. Hoyts at Broadway is the next closest option. This cinema offers student tickets for the full range of latest release movies. To get a complete listing of all movie screenings and to book tickets online go to their [website](#).

For arthouse and smaller-release films check out the [Dendy cinema](#) in Newtown (down past the IGA on King Street).

k. Places of worship

Contact the University Chaplains through the [website](#) to see what services are on offer at the University for your religion/denomination.

Alternatively, go to the City of Sydney local government [website](#) for information on what facilities are available.

Appendix A - Handy numbers

Emergency Services	Telephone Number
Police/Ambulance/Fire	000
University of Sydney Protective Services	(02) 9351 3333
Facility Extensions	
Evening Duty Manager	0448 093 906
Regiment Reception	0448 093 906
Internet Services	
ICT Helpdesk (between 08:00 – 21:00 AEST Mon to Fri)	(02) 9351 6000
University Services	
The Student Center	1800 793 864
Health Service	(02) 9351 3484
Wellbeing Services	(02) 8627 8433
Scholarships and Financial Support Service	1800 793 864
Disability Services	(02) 8627 8422
Accommodation Operations	(02) 9351 3322
Medical Services	
University Health Service	(02) 9351 3484
RPA Hospital*	(02) 9515 6111
Church St Medical Practice*	(02) 9516 2944
Chemist on King*	(02) 9557 2646
Mental Health Services*	1800 011 511
Beyond Blue*	1300 22 46 36
Lifeline*	13 11 14
Other Services	
Taxis - Combined*	131 008
Rail and Bus timetables and inf	131 500

* These services are not related to Darlington House - Student Accommodation or The University of Sydney

Appendix B – Alcohol Provision

Darlington House - Student Accommodation Alcohol Consumption Policy

1. SCOPE

- 1.1 This procedure applies to all Residents living at Darlington House - Student Accommodation.

2. PROHIBITIONS

- 2.1 Residents must not possess or consume alcohol if they are under the age of 18 years.
- 2.2 Residents over the age of 18 years must not supply alcohol to any person under the age of 18 years.
- 2.3 The following are not permitted in any Facility, room/or common space:
- i. Kegs
 - ii. Alcohol apparatuses that enable a person to consume large quantities of alcohol quickly.
 - iii. Alcohol that are not specifically manufactured for human consumption.
 - iv. Drinking games.
- 2.4 Alcohol must not be sold or distributed in the Facility.
- 2.5 Promotional activities in cooperation with alcohol suppliers are not allowed in the Facility.

3. CONSUMPTION OF ALCOHOL

- 3.1 The University respects the rights of Residents to consume alcohol in a responsible and legal manner.
- 3.2 The consumption of alcohol in a Facility will be allowed on the basis that it will not have a detrimental effect on the individual and/or the community.
- 3.3 Residents who bring into the Facility or who possesses alcohol in the Facility are responsible for its legal use.
- 3.4 Binge drinking increases the risk of alcohol-related injuries; on average, the national health and Medical Research Council advises that 'drinking no more than four standard drinks on a single occasion reduces the risk of alcohol-related injury arising from that occasion'.

4. EVENTS AND CONSUMPTION OF ALCOHOL

- 4.1 All events where alcohol is served must be approved by the General Manager (Portfolio).
- 4.2 The amount of alcohol available at any event should directly correlate with the number of people attending the event, that is, there must not be excessive alcohol (free-flows, open bars and the like) available at events.
- 4.3 If alcohol is to be provided at an event, the consumption of alcohol is to be complementary to the event, that is, the primary purpose of the event must not be the consumption of the alcohol.
- 4.4 At all events where alcohol is provided, there must also be alternate non-alcoholic beverages provided.
- 4.5 Tickets sold to events that have alcohol served must not be used as a mechanism to subsidise the consumption of alcohol, that is, as penalty to non-alcohol drinkers.
- 4.6 Funds sourced through the Grants Scheme must not be used to purchase alcohol.
- 4.7 Event managers and/or individuals responsible for the event must always abstain from consuming any alcohol immediately prior to and during the event.

5. VIOLATIONS

- 5.1 Residents found to be in violation of this policy may be subject to sanctions including the immediate termination of the Residential Agreement Terms and Conditions.

Appendix C – Party Policy

Social gatherings are an important part of Residential Life and Residents may hold parties within the building but must be mindful to balance social gatherings against issues such as noise, security, and the use of communal space by Residents.

This party policy is formulated to assist in ensuring that social gatherings can take place on site whilst being mindful of the needs of other Residents. Other benefits of the policy include the minimization of risk to the organizer and the Residents of the building in which the party is held.

This party policy expands on a number of provisions of the Residential rules, including (but not limited to) Rule 8 (Resident's responsibilities and behaviour), Rule 9 (Alcohol) and Rule 10 (Guests, Visitors, gatherings and noise restrictions). in conjunction with the Noise Policy (and any other applicable policies).

Residents must ensure that guest and/ visitors of the Residents) comply with all directions of Residential management, including (but not limited to) the Customer Support Coordinator and Duty Manager in relation to any gatherings. Residential Management may escalate a matter to police for a failure to comply with any such direction. A breach and/or non-compliance with any such direction will be deemed as misconduct under Residential Rule 16 (Discipline and Conduct).

- **Parties/Gatherings of 5-20 Persons:**

Gatherings involving 5 to 20 people in attendance requires 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 such gatherings, the person hosting the party must discuss with Residential Management at least Two Business days (48 hours) prior to the gathering.

- **Parties/Gatherings of over 20 Persons:**

Proposals for parties with over 20 people attending (large gatherings) in a room or outdoor area will not normally be approved.

Proposal for such parties should be discussed upfront with Residential management at least five business days (120 hours) prior to the gathering.

- **Procedure for applying for consent:**

The host of any proposed party must approach and discuss with Residential Management (available from Regiment Reception) in accordance with this party policy. The host may be asked to complete a party application form to assist Residential management with managing noise, security and emergencies on the property and is designed to ensure the interests of all individuals on site are adequately considered by the host. In weighing up these interests, Residential management reserves the right, in its absolute discretion, to refuse consent or grant consent subject to conditions in respect to the proposal.

In completing the proposal, one Resident must be clearly identifiable as being responsible for the party. This person should note their responsibilities in the Residential Rules, including (but not limited to) being responsible for the conduct of non-Residents (Residential Rule 10 – Guests, Visitors, gatherings, and noise restrictions) and the Building Noise Policy. The proposal will usually be assessed within 48 hours and a response sent via email or the Resident may be called with the outcome.

Prior advance notice is required so that Residential Management may consider any additional security and/ or Residential Management staffing requirements if the proposal is approved. Failure to submit a proposal within the required timeframe may mean your proposed party is not approved.

This does not negate the applicant's responsibility for managing the party.

Applicants must provide the date and time of the party, if alcohol will be present, how many people will

be in attendance (not to exceed the maximum of 20 persons unless otherwise approved) and how many non-Residents will be in attendance (along with names and contact details of non-Residents). Residents must ensure the space is correctly maintained and have measures in place to prevent uninvited guest or have the party shut down. Please note, kegs are not permitted at parties, at any time, and will be confiscated. A breach of this will be considered as misconduct under Residential Rule 16 (Discipline and Conduct).

The Resident hosting the party will be held responsible for any breach or non-compliance of the Residential Rules, including (but not limited to) damage to property and noise disturbance. Any costs arising from or in connection with a party, including costs for cleaning and damage will be on-charged to the host of the party, which is to be paid to the Residential Management as a debt due on demand.

- **Non-Residents at a Party**

Many of the problems associated with parties and social functions are often linked to non-Residents. Non-Residents who are invited to Darlington House by the Resident are defined as either guests (staying overnight) or as visitors.

There are Residential Rules that apply to non-Residents that hosts of parties should be aware of and must comply with. These include (but not limited to):

- a) Residential Rule 28 (Definitions) – Visitors and Guests

“A Guest is defined as a person who stays overnight with a Resident in accordance with this Agreement”

“A Visitor is defined as a person who is visiting Resident for a short period of time (but does not include a Guest.”

- b) Residential Rule 10 (Guest, Visitors, gatherings, and noise restrictions)

- (a) “The Resident is responsible for the conduct and behaviour of all Guests and Visitors of the Resident and the Resident is liable for all expenses, costs, fees, charges, and damage incurred by such Guests and Visitors including any injury or property damage.

- (b) The Resident must ensure that any Guest or Visitor or the other person who is in the Residence in their company complies with the Resident’s obligations under this Agreement and does not do anything which the Resident is prohibited from doing by this Agreement.

- (c) The Resident may have a maximum of one Guest stay in their Room at any given time for no longer than two nights in any given period of seven days, provided the Resident:

- (i) provides prior notice to the University.

- (ii) Always accompanies the Guest and does not give the Guest any access keys; and

- (iii) notifies and obtains the prior consent of the other apartment Residents if the Resident is living in a shared apartment.

- (d) Guests and Visitors must be recorded in a guest register at the Residence.

- (e) All Visitors must vacate the Residence by 10pm on Sunday to Thursday (inclusive) and by midnight Friday and Saturday.

- (f) Guests and Visitors must leave (and the Resident responsible for the Guest or visitor must procure them to leave the Residence immediately if requested to do so by Residence management whether this clause 10 has been complied with. Residence management may escalate the matter to security and/or police for a failure to comply with any such direction.

- (g) The Resident must always comply with any Party Policy.

- (h) When a Resident holds a social gathering, the Resident must comply with the following conditions, subject always to any other policy (including any Party Policy) and/or Residence management direction:

- (i) All nights of the week: Gatherings in outdoor Common Areas must cease by 10pm.

- (ii) Weeknights (Sunday to Thursday inclusive): Gatherings with a reasonable amount of noise may held in rooms, outside rooms and in indoor Common Areas until 10pm.

- (iii) Weekend Nights (Friday & Saturday nights): Gatherings that generate a reasonable amount of noise may be held in rooms, outside rooms and in indoor Common Areas until midnight:

- (iv) Music: Stereos, other audio devices, musical instruments (including singing) must not be used for outdoor gatherings and use of such devices is restricted to indoors (with doors closed).

- (v) Exam Periods: During official University exam periods and any period pre-the exam periods assigned for studying (“**exam period**”), no social gatherings are to be held that may disturb other

Residents, except with the prior written approval of Residence management. From time to time, Common Areas may be closed and/or converted to quiet study areas, to minimise noise that may disturb Residents' study and sleep and to facilitate quiet studying during exam periods.

c) University of Sydney Code of Conduct for Students: Alcohol; Policy and Guideline on Consumption

"The University recognizes that alcohol consumption is an established part of life in Australia and is enjoyed by many members of the University community. The University will not attempt to stop drinking on the campus 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 inducement and social pressure to drink to excess..."

Please note, the above are extracts of the University of Sydney Alcohol Policy and Guideline on Consumption only and Residents are to read the Rules in their entirety to fully understand their rights and obligations in accordance with the University of Sydney Code of Conduct for students.

d) Criminal Activity - Visitors

Any criminal activity (or suspected criminal activity) associated with, arising from or in connection with a party will be reported to the appropriate authorities and Resident(s) responsible will be disciplined pursuant to the Residential Agreement Terms and Conditions including, but not limited to, clause 15.

Residential Rule 16 (Default and early termination by university)

(a) "The University may terminate this Agreement prior to the Termination Date:

(i) immediately if the Resident breaches any of the provisions in this Agreement which provide the University with the right to immediately terminate, being clauses 8(c), 8(d), 14 and 17.

Residential rule 8

(e) "The Resident must obey all laws relating to residing in and using the Room and the Residence, comply with any lawful notice issued by any authority and will notify the University immediately of any notice received"

Criminal activity includes (but is not limited to) the (actual or suspected) possession, cultivation, use or supply of any non-prescribed or illicit drugs.

- **Parties during exam periods**

During official University exam periods, no social gatherings can be held that may 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 Facility.

Official Facility functions held during this time will generally be low key and aimed at providing Residents with the opportunity to take a quiet break from study.

Appendix D – Complaints and Grievance Procedure

1. SCOPE

1.1 This procedure applies to all Residents living at **Darlington House - Student Accommodation**. Complaints of unlawful discrimination, sexual harassment and bullying by staff or students are addressed by the Harassment and Discrimination Prevention Policy and Resolution Procedure.

1.2 Complaints or grievance may include, but are not limited to:

- a. Decisions made by administrative staff
- b. Administration of policies, procedures, and rules
- c. Standard of service
- d. Access to resources or facilities

2. COMPLAINTS

2.1 Residents are strongly encouraged to raise complaints or concerns in writing; if the complaint or concern is not in writing, the staff member receiving the complaint or concern will proceed on the basis of his/her understanding of the complaint or concern.

2.2 Residents can lodge complaints with the Residential Life Manager in the first instance; if the complaint is about the Residential Life Manager, Resident can lodge the complaint with the General Manager.

2.3 Staff members who are contacted by Residents for the purposes of complaints will, within five working days:

- a. Acknowledge receipt of the complaint
- b. Arrange for a preliminary meeting with the Resident
- c. Advise the Resident of a proposed process for resolving the complaint

Where applicable, available, and appropriate staff will also:

- d. Attempt to clarify the relevant policies, procedures and processes underpinning the action to which the complaint relates
- e. Attempt to clarify with relevant identified parties what is agreed and where opinions differ.

2.4 Residents who are not satisfied with the outcome of the process must, within five working days of receiving advice of the outcome, escalate the matter to the General Manager.

2.5 If the General Manager has already been involved in the initial complaint process, the Resident can escalate the matter to the Accommodation Operations team.

2.6 The escalated matter will be reviewed and point 2.3(a) – 2.3(e) will apply.

2.7 The Resident may at any time bypass the above steps and lodge a complaint directly with the Accommodation Operations General Manager.

Appendix E – Noise Policy

As a Resident of Darlington House - Student Accommodation, you are expected to be respectful towards your neighbours. Please do not create any noise or nuisance in and around your room or any common areas that is likely to interfere with the peaceful enjoyment of any other Residents, any other person using the Residence, with neighbours of the Residence, any neighbour of the Resident or the public.

Residents must not use any outdoor common areas before 7am or after 10pm on Monday through to Saturday, as well as before 8am or after 9pm on Sundays and public holidays.

When a Resident hosts a social gathering (please refer to the Party Policy), the Resident must comply with the following conditions, subject to any other policy within the Residency (including any Party Policy) and/or Residence Management direction:

1. From Monday – Sunday, any gatherings in on-site outdoor common areas must cease by 10pm.
2. On weeknights (Sunday to Thursday inclusive), gatherings with reasonable amounts of noise may be held in rooms, outside rooms and in common areas until 10pm.
3. Over the weekend (Friday and Saturday inclusive), gatherings that generate reasonable amounts of noise may be held in rooms, outside rooms and in indoor common areas until midnight.
4. Music: Stereos, other radio devices, musical instruments (including singing) must not be used for outdoor gatherings and the use of such devices is restricted to indoors (with doors closed). Music should not be available to be heard by your neighbour, otherwise you may be asked to reduce the volume or turn the music off completely.
5. Exam Periods: During official university exam period and any period pre-the exam period assigned for studying “exam period”), no social gatherings that may disturb other Residents are to be held, except with the prior written approval of Residential management. From time to time, common areas may be closed and/or converted to quiet study areas, to minimise noise that may disturb Residents’ study and sleep and to facilitate quiet studying during exam periods.

Appendix F – Incident Policy and Procedure

1. Scope

This procedure applies to all Residents living at Darlington House - Student Accommodation. All incidents that occur are categorized and assigned a certain level dependent upon the severity of the incident. All incidents will be escalated to the Manager on Duty and certain levels of incidents are escalated through to the University depending on the severity of the incident.

2. Definition

2.1 Incident; An unplanned event resulting in actual or potential injury to an employee, contractor, subcontractor, visitor, Resident, or guest and,

2.2 An unplanned event resulting in actual or potential damage to equipment, property, or the environment.

3. Categories of Incidents

3.1 Assault

3.2 Residential Dispute

3.3 Mental Health

3.4 Noise & Behavior

3.5 Safe Work Practices

3.6 Drugs/Alcohol

3.7 Personal Injury/Illness

3.8 Environmental

3.9 Property Damage

3.10 False Fire Alarm

4. Level

4.1 Low: Referencing incidents with low risk to self or others, minimal damage to property and are more likely occurrences.

4.2 Moderate: Referencing incidents which have a limited risk to self or others, moderate damage to property and are considered infrequent occurrences.

4.3 High: Referencing incidents which have a high risk to self or others, significant damage to property regardless of likelihood of occurrence.

5. Escalation

All incidents reported are escalated by Darlington House staff who has managed the incident according to our incident escalation protocol.

6. Reporting

All incidents are formally reported through completion of an Incident Report form and logged in the Incident Register

Appendix G - Event Risk Management Policy and Procedure

1. Scope

1.1 This Procedure applies to all Residential life events held at Darlington House or offsite.

2. Event

2.1 A pre-approved organized gathering of Residents.

3. Risk Assessment

3.1 All approved events go through a risk assessment process known as "Event Plan". This process allows us to identify hazards for each step of the event and agree on control measures to minimize the risk.

4. Policies that apply to all events:

4.1 Party Policy

4.2 Noise Policy

4.3 UoS Alcohol Provision

4.4 Residential agreement clause 9. Guest, Visitors, gatherings, and noise restrictions.

4.5 Student Charter

5. Controls

5.1 At the event:

- i. Responsible person facilitating the event
- ii. RA/RLS/RLM present for large events.
- iii. Event sign up and registration

5.2 In the Building:

- i. Duty Manager
- ii. Emergency response procedure
- iii. Roof top terrace capacity
- iv. Party application form
- v. Supply food and non-alcoholic beverages

5.3 On Campus:

- i. UoS Security

5.4 Off Campus:

- i. Emergency Services
- ii. Venue Security

6. Unauthorized events

6.1 All unauthorized events will be closed immediately, and any non-Residents will be asked to leave the property.

7. Discipline and misconduct

7.1 Any breach of the policy during an event will lead to disciplinary measures that may include the termination of your Residential agreement.

Appendix H –Payment Schedules

Please review your specific contract against the rental dates outlined in the payment schedule tables. For returning Residents, rental charges will be applied on an ongoing fortnightly basis.

Note that the payment schedules provided are based on standard contract dates and may not precisely align with contracts that commence on alternate days.

52 Week: 1/01/2026 TO 1/01/2027		
RENT DAY	FROM	TO
Tuesday, 23 December 2025	1/01/2026	15/01/2026
Tuesday, 6 January 2026	15/01/2026	29/01/2026
Tuesday, 20 January 2026	29/01/2026	12/02/2026
Tuesday, 3 February 2026	12/02/2026	26/02/2026
Tuesday, 17 February 2026	26/02/2026	12/03/2026
Tuesday, 3 March 2026	12/03/2026	26/03/2026
Tuesday, 17 March 2026	26/03/2026	9/04/2026
Tuesday, 31 March 2026	9/04/2026	23/04/2026
Tuesday, 14 April 2026	23/04/2026	7/05/2026
Tuesday, 28 April 2026	7/05/2026	21/05/2026
Tuesday, 12 May 2026	21/05/2026	4/06/2026
Tuesday, 26 May 2026	4/06/2026	18/06/2026
Tuesday, 9 June 2026	18/06/2026	2/07/2026
Tuesday, 23 June 2026	2/07/2026	16/07/2026
Tuesday, 7 July 2026	16/07/2026	30/07/2026
Tuesday, 21 July 2026	30/07/2026	13/08/2026
Tuesday, 4 August 2026	13/08/2026	27/08/2026
Tuesday, 18 August 2026	27/08/2026	10/09/2026
Tuesday, 1 September 2026	10/09/2026	24/09/2026
Tuesday, 15 September 2026	24/09/2026	8/10/2026
Tuesday, 29 September 2026	8/10/2026	22/10/2026
Tuesday, 13 October 2026	22/10/2026	5/11/2026
Tuesday, 27 October 2026	5/11/2026	19/11/2026
Tuesday, 10 November 2026	19/11/2026	3/12/2026
Tuesday, 24 November 2026	3/12/2026	17/12/2026
Tuesday, 8 December 2026	17/12/2026	31/12/2026
Tuesday, 22 December 2026	31/12/2026	1/1/2027

48 Week: 30/01/2026 TO 1/01/2027

RENT DAY	FROM	TO
Tuesday, 20 January 2026	30/01/2026	13/02/2026
Tuesday, 3 February 2026	13/02/2026	27/02/2026
Tuesday, 17 February 2026	27/02/2026	13/03/2026
Tuesday, 3 March 2026	13/03/2026	27/03/2026
Tuesday, 17 March 2026	27/03/2026	10/04/2026
Tuesday, 31 March 2026	10/04/2026	24/04/2026
Tuesday, 14 April 2026	24/04/2026	8/05/2026
Tuesday, 28 April 2026	8/05/2026	22/05/2026
Tuesday, 12 May 2026	22/05/2026	5/06/2026
Tuesday, 26 May 2026	5/06/2026	19/06/2026
Tuesday, 9 June 2026	19/06/2026	3/07/2026
Tuesday, 23 June 2026	3/07/2026	17/07/2026
Tuesday, 7 July 2026	17/07/2026	31/07/2026
Tuesday, 21 July 2026	31/07/2026	14/08/2026
Tuesday, 4 August 2026	14/08/2026	28/08/2026
Tuesday, 18 August 2026	28/08/2026	11/09/2026
Tuesday, 1 September 2026	11/09/2026	25/09/2026
Tuesday, 15 September 2026	25/09/2026	9/10/2026
Tuesday, 29 September 2026	9/10/2026	23/10/2026
Tuesday, 13 October 2026	23/10/2026	6/11/2026
Tuesday, 27 October 2026	6/11/2026	20/11/2026
Tuesday, 10 November 2026	20/11/2026	4/12/2026
Tuesday, 24 November 2026	4/12/2026	18/12/2026
Tuesday, 8 December 2026	18/12/2026	1/01/2027

26 Week (SEM 2 ONLY): 3/07/2026 TO 1/01/2027

RENT DAY	FROM	TO
Tuesday, 23 June 2026	3/07/2026	7/17/2026
Tuesday, 7 July 2026	7/17/2026	7/31/2026
Tuesday, 21 July 2026	7/31/2026	8/14/2026
Tuesday, 4 August 2026	8/14/2026	8/28/2026
Tuesday, 18 August 2026	8/28/2026	9/11/2026
Tuesday, 1 September 2026	9/11/2026	9/25/2026
Tuesday, 15 September 2026	9/25/2026	10/9/2026
Tuesday, 29 September 2026	10/9/2026	10/23/2026
Tuesday, 13 October 2026	10/23/2026	11/6/2026
Tuesday, 27 October 2026	11/6/2026	11/20/2026
Tuesday, 10 November 2026	11/20/2026	12/4/2026
Tuesday, 24 November 2026	12/4/2026	12/18/2026
Tuesday, 8 December 2026	12/18/2026	1/1/2027