

UniLodge

Where I want to be



2026 **RESIDENT HANDBOOK**

SOUTHERN CROSS UNIVERSITY

WELCOME

We're happy to have you here and hope your time with us is both fun and rewarding. We know you're here to study (and maybe have a bit of fun too!), and we understand that things can get a little stressful when assignments and deadlines start piling up.

*That's why we've put together this **Resident Handbook**—to help you get to know the building, how things work, and what to expect while you're living here. It's all about making sure everyone has a great experience.*

We hope you find the info helpful for handling the day-to-day stuff that might come up during your stay.

At UniLodge – Southern Cross University, we're all about creating a safe, friendly, and supportive place to live so you can focus on what matters most—making the most of your time here.

Enjoy your stay and good luck with your studies!

UniLodge - Southern Cross University

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SETTLING IN

At UniLodge, we're committed to creating a supportive, community-based environment. One of the greatest benefits of living in a residential community is knowing that help is always nearby. If you're facing any challenges—big or small—please don't keep them to yourself. The sooner we know, the sooner we can assist you in finding a solution.

Our staff are here to listen, and all conversations are kept confidential. You can count on a compassionate and understanding response, no matter the nature of your concern.

It's completely normal to feel overwhelmed when adjusting to a new environment. Many residents experience difficulties such as:

- Transitioning from school to university life
- Navigating a different education system and academic expectations
- Living independently for the first time
- Being away from the support of family and friends
- Settling into a new town, state, or country
- Facing language barriers
- Adapting to lifestyle and cultural changes, including:
 - Learning how to get around (transport, clubs, churches, etc.)
 - Handling basic tasks like setting up bank accounts

Remember, you're not alone—and we're here to help you every step of the way.

Pre Arrival

As a UniLodge resident, you don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with you – UniLodge online shop, for our All-in-one essential's kits. It 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 UniLodge. **There is currently a wait time due to the regional location of the SCU campus.**

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



WE ARE HERE FOR YOU - CONTACTS

UniLodge SCU Contacts

Coffs Harbour	
Reception After Hours Email	02 5642 4920 Mobile: 0402 072 552 0402 072 552 coffsharbour@unilodge.com.au (Monitored during business hours only)
Lismore	
Reception After Hours Email	02 5643 6203 Mobile: 0402 458 192/0401 720 322 Orion College - 0402 458 192 Magellan College - 0401 720 322 Sirius College – 0401 720 322 sculismore@unilodge.com.au (Monitored during business hours only)

SCU Student Support Contacts

1800 SC HELP is the one stop number for students to solve your enquiries on student safety, support, courses, admissions, accommodation, campus life or are seeking security support	

Need Help? 1800 SC HELP/1800 72 4357

Press 1 Security Available 24/7 to address any safety or security concerns at all campuses	Press 2 Client Services Course progression and administration. Fees, timetable and enrolment services	Press 3 Student Support & Success Triage officers will help connect you to support	Press 4 Indigenous Australian Support Services Support and guidance for all Aboriginal and Torres Strait Islander Students	Press 5 Careers & Employability CareerSuccess resources and job board Careers appointments	Press 6 Library Self-help resources 1-1 appointments Technology Services Any technology related enquiry
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 Orientation • Orientation events • Transition to uni workshops • FYI online induction	 First Year Advisers • Assigned FYAs offer individualised, holistic support by proactive outreach	 SCU mates • Peer mentored non-academic support • Adjusting to student life	 The Learning Zone • Self-help resources • Specialist appointments for at risk students by referral • Study skill workshops	 PALS • Peer-Assisted academic support • Offered in selected first year units	 Inclusion Support • Disability support - reasonable adjustments
 Accommodation • Help finding long and short term off-campus accommodation	 Ally Network • Supports and celebrates students of diverse genders and sexualities	 Student Loans • Interest-free loans for students experiencing financial hardship or while on a placement	 Counselling Counselling@scu.edu.au • Individual & group sessions • Promoting positive mental health	 Safety support • Wellbeing initiatives, and activities to support and promote the safety of all students.	 UniLife (sport & wellbeing) • Sport and special interest activities • Promotes being active, having fun, finding balance
 International • Specialised support service for international students					

Crisis support <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Emergency Call triple zero if there is an immediate life-threatening emergency </div> <div style="text-align: center;"> emergencyplus Save the app that could save your life </div> <div style="text-align: center;"> SCU 24/7 Mental health support Call: 1300 782 676 Text: 0488 884 143 </div> </div>	SCU Self-help resources <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> FYI First Year Induction Your online orientation module in MySCU </div> <div style="text-align: center;"> Self-help Hub Central repository of student support self-help resources in MySCU </div> <div style="text-align: center;"> Respect@SCU Compulsory module in MySCU - building a respectful and inclusive university community </div> </div> <div style="text-align: center; border: 1px solid black; padding: 5px; margin-top: 10px;"> scu.edu.au/current-students </div>	External support services <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Mens Line Australia 1300 789 978 Free professional 24/7 phone counselling support for men </div> <div style="text-align: center;"> IBYARN 13 92 76 Aboriginal & Torres Strait Islanders 24/7 crisis support line. No shame, no judgement, safe place to yarn </div> <div style="text-align: center;"> 1800RESPECT 1800 737 732 24 hour National Sexual Assault, Domestic & family violence counselling line </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> Rainbow Sexual, Domestic and Family Violence 1800 497 212 For LGBTQ+ communities, their family, friends and supporters </div> <div style="text-align: center;"> LIFE 1800 184 527 Phone and online chat support for LGBTQ+ people and their loved ones </div> <div style="text-align: center;"> acon.org.au LGBTQ+ Sexual Health Resources </div> <div style="text-align: center;"> National Alcohol & Other Drug hotline 1800 250 015 24/7 confidential support for people struggling with addiction </div> </div>
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Security and Student Support

security@scu.edu.au

Whether you need Security or need to speak with one of our university support services you can contact us here, follow the prompts, and the relevant person will help you find the answers you need.

Client Services

enquiry@scu.edu.au

Client Services is a gateway to all university services, they look after things like student ID cards, managing your enrolment, class registrations and unit selection and can refer students on to other services.

Counselling

counselling@scu.edu.au

A free and confidential service available to all students. An experienced team of compassionate counsellors who are dedicated to helping you navigate the challenges and transitions that come with university life.

Student Loans

studentloans@scu.edu.au

Provide small interest free loans to currently enrolled students, who can demonstrate genuine need and meet select criteria.

Student Equity & Inclusion

equity@scu.edu.au

Student Equity & Inclusion provides assistance to students of diverse identities and cultures, develop and deliver programs, provide resources and consult the University community to progress and promote inclusion. SCU Ally Network members are also available to act as a confidential point of contact for students who may have a query or concern about their university experience relating to

their gender identity, sex or sexuality diversity. The [list of Allies](#) is available in the Self-help Hub in MySCU (*log-in required*). More information available on the [Ally Network webpage](#).

Student Safety

studentsafety@scu.edu.au

Student Safety is responsible for developing and nurturing various self-help resources, activities, and initiatives to prevent and address student safety concerns. For more information, please refer to the website or email student safety should you have a question about a student safety matter.

Accommodation

unistays@scu.edu.au

Accommodation Services can help you find private off campus rentals (UniStays) or accommodation at one of our on-campus residential colleges (UniLodge Lismore and Coffs Harbour).

Student Disability Support

inclusion@scu.edu.au

Disability Support is in place to assist students with a disability (and carers of persons with a disability) or medical condition to equitably access and participate in study.

Careers & Employability

careers@scu.edu.au | scu.edu.au/careers

Need a part-time job or want a head start on securing your dream role? Book an appointment with the Careers & Employability team or use our online resources to access the SCU student jobs board, sample resumes, job interview help and self-paced online modules.

Unilife

unilife@scu.edu.au

Unilife program and services include everything from recreational trips and team sports, to cheering on elite athletes and peers at student awards.

Library

library@scu.edu.au

For access to information resources and readings, facilities and study spaces, referencing guides and expert advice, SCU Library is here to help you succeed in your studies.

Indigenous Australian Student Services IASS

iass@scu.edu.au

The Indigenous Australian Student Services (IASS) unit is a first point of contact for Aboriginal and Torres Strait Islander students, providing a wide range of information, advice, and support in a culturally appropriate, safe, friendly, and supportive environment.

First Year Advisers

firstyear@scu.edu.au

First Year Advisors can support domestic, first year students to navigate study and student life at Southern Cross University.

Learning Advisers (Study Support)

learningzone@scu.edu.au

The Learning advisers support student self management, learning and critical thinking skills as well as the development of academic literacy, numeracy and integrity. The service is available by referral only for students with low GPAs.

International Student Support

loadviser-gc@scu.edu.au

loadviser-lis@scu.edu.au

loadviser-coffs@scu.edu.au

Committed to helping international students from application to acceptance and throughout their studies.

SCU 24/7 Mental Health Support 1300 782 676 or 0488 884 143 (SMS)

Please call 000 (emergency services) if you or another person is at immediate risk of harm. If you are on campus, please contact campus security. The 24/7 Mental Health Support Line is available 24/7 every day, including, public holidays and during university shutdown periods. A qualified mental health counsellor will help you find relief from emotional distress and explore coping strategies for the current crisis.

SCU 24/7 Medibank Student Health and Support Line 1800 887 283

International students can call for medical advice from a registered nurse, counselling, emergency legal assistance and living in Australia support. Translators are available to assist. For more information, please refer to the [website](#).



Student Self-help Hub

A rich array of information, support resources, self-guided tutorials, and connections; designed to aid students in their academic and personal growth. Covers an array of topics including mental health & wellbeing, academic supports, student safety, gender & sexuality, & careers & employability.

Confidential Student Legal Advice

Students can book a consultation with a qualified lawyer in person at the Gold Coast, Lismore and Coffs Harbour campuses or by phone/online via Microsoft Teams. This service is provided through a partnership with LEXSA and Atlas Lawyers and funded by the Student Services and Amenities Fee (SSAF).

- Appointments are made using the [Atlas portal](#).

Emergency and External Self Help Contacts

Emergency Services	Fire Police Ambulance	000
Lifeline	Access to 24 hour crisis support and suicide prevention services.	13 11 14 www.lifeline.org.au
Thirrili Postvention Response Service	Indigenous Suicide Postvention Response Service supports individuals affected by suicide or significant trauma. Available 24/7.	1800 805 801 http://thirrili.com.au/postvention-support/postvention-services
Poison info line		13 11 26
Legal Aid Helpline		6621 1000
eSafety Commissioner	Report online adult cyber bullying, image-based abuse and illegal/restricted content	https://www.esafety.gov.au/report

Medical Services

Base Hospital	Lismore – 6624 0200 / Coffs Harbour - 6656 7000
GP Super clinic	Lismore - 6624 1411 / Coffs Harbour – 6691 3573
University Health Centre - Lismore	6626 9131

Family, Domestic and Sexual Violence Support

1800RESPECT	National sexual assault, domestic and family violence counselling service. Free and Confidential. Available 24/7.	1800 737 732 www.1800respect.org.au
Full Stop Australia	National trauma counselling and recovery services for people experiencing sexual, domestic and family violence. Free and Confidential. Available 24/7.	1800 943 539 www.fullstop.org.au
Rainbow Sexual Domestic and Family Violence Helpline	For anyone from the LGBTIQ+ community whose life has been impacted by sexual domestic and/or family violence. Free and Confidential. Available 24/7.	1800 497 212

Mental Health Support and Advice

Beyond Blue	Information and support to help anyone in Australia with mental health	1300 224 636 www.beyondblue.org.au
13YARN	Support line for mob who are feeling overwhelmed or having difficulty coping	13 92 76 www.13yarn.org.au
MensLine Australia	Phone and online counselling service for men	1300 78 99 78 www.mensline.org.au
ReachOut	Online mental health service for young people in Australia	www.au.reachout.com
QLife	Anonymous and free LGBTIQ+ peer support and referral. Available 3pm to midnight every day.	1800 184 527 https://qlife.org.au/get-help

ADDITIONAL CONTACTS

As a resident you may experience differing levels of stress at various times, particularly when assessments are due. We are here to provide an environment to support you achieve successful academic achievements so please reach out for assistance if required. Your confidentiality is important to us. Should you wish to discuss any matter in private, please ask your Residential Life Coordinator. "Staff will not disclose your personal information to anybody else without your consent, unless you or someone else is in danger, or we are required to do so by law."

Do not be afraid to confide in UniLodge SCU staff to discuss any personal issues that may be affecting you. We are here to support you, provide guidance, assistance, and referral where necessary.

Academic

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you have any concerns regarding course and unit selection, your course progression, applying for special consideration due to sickness or family troubles or any other administrative matter, we can help.

SCU Contact: Client Services on [1800 72 4357](tel:1800724357) (Press 2) or enquiry@scu.edu.au.

The Student Learning Zone offers an extensive range of learning support resources and programs to support students. Please visit our website at scu.edu.au/current-students/learning-zone

Affirmative Consent

UniLodge strives to create a safe, respectful, and inclusive community at SCU for all residents. Part of this is making sure that our residents understand the meaning of consent and how to give it freely. Upon arrival you will need to complete our Resident Induction session in person, as well as our Online Induction Modules that will include a Respectful Relationships Module.

NSW has Affirmative Consent Laws in place. Affirmative consent requires both parties to openly communicate their willingness to engage at each stage without fear, coercion or assumptions. Consent is an individual's free agreement to participate in an activity. (Australian Law Reform Commission, 2010; Powell, 2010).



All students residing in Unilodge accommodation are **required** to complete the University's Respectful Relationships Module, [Respect@SCU](#)

Respect@SCU is a **mandatory module** that takes an intersectional approach, covering respectful relationships, bystander intervention, and the complexities of sexual consent. It is informative and takes around 60 minutes to complete.

Every student who completes Respect@SCU strengthens a culture of support, safety, and wellbeing. The module is hosted in

MySCU in [First Year Induction \(FYI\) Module](#).

Should you have any inquiries, require support, or encounter technical issues, please direct them to 1800 72 4357 (Press 3) or studentsafety@scu.edu.au.

For more information on consent please watch this video [Watch the Tea Consent video](#)

Bullying, Harassment and Discrimination

Bullying, harassment and discrimination is **NOT tolerated** and is against the law in Australia. UniLodge is committed to providing a respectful and safe place to study and live, and it is expected that members will be pro-active in ensuring that it remains so. Anyone at UniLodge SCU who engages in any form of bullying, harassment or discrimination will be asked to leave and legal action may be taken.

The Anti-Discrimination Act makes discrimination unlawful based on a person's **gender, race, age, sexual preference, disability, religion, political beliefs, or activities**. To understand what constitutes as harassment, bullying and discrimination, please read SCU's [Harassment, Bullying and Discrimination Policy](#).

Sexual Harm and Gender Based Violence

UniLodge also has a **zero tolerance** commitment to behaviours that constitutes as sexual and gender-based violence (GBV) in accommodation. All members of our community should be safe from sexual harm and GBV. Allegations of sexual misconduct can lead to discharge from UniLodge, non-academic misconduct reviews and possible university suspension or exclusion.

Sexual Harm	Non-consensual sexual behaviour that causes a person to feel uncomfortable, frightened, distressed, intimidated, or harmed, either physically or psychologically. This includes sexual harassment and sexual assault.
Gender Based Violence	Any act of violence, harassment, abuse, or threats directed at an individual based on their gender or perceived gender. These acts may result in, or be likely to result in, harm, coercion, control, fear, or the deprivation of liberty or autonomy. Violence and harm can be physical, sexual (including sexual harm), emotional, psychological, social, cultural, spiritual, financial and technology-facilitated abuse (including image-based abuse), and stalking.
Sexual Harassment	Any unwelcomed sexual advance, request for sexual favours or conduct of a sexual nature that is done either to offend, humiliate or intimidate another person, or where it is reasonable to expect the person might feel this way. It may include sexually suggestive comments about a person's appearance, indecent exposure or repeated invitations to develop intimate relationship after prior refusal.
Sexual Assault	Any unwanted or forced sexual act or behaviour without consent, including when consent is withdrawn. This covers any attempts to do this. It includes forcing another person to commit or see a sexual act. Rape is the most serious form of sexual assault.

Please visit SCU's Sexual assault and sexual harassment [webpage](#) and read the [Sexual Misconduct \(Prevention and Response\) Policy](#) to understand more.

Reporting Incidents and Hazards

If you are in immediate life-threatening danger, please contact '000' for Emergency Services.

If you have witnessed and/or experienced an incident, accident or injury, notify a **Residential Advisor or Residential Life Coordinator** and/or **SCU security services** on 1800 SC HELP/ 1800 72 4357 (Press 1) as soon as practically possible. In the event where the incident requires medical attention and treatment, you



should prioritise seeking first aid and medical help. Students should then promptly report these incidents on a **Student Incidents and Hazards form** [RiskWare \(Website or App\)](#).

If you wish for assistance, your Residential Advisor and/or Residential Life Coordinator can also lodge a report on your behalf, or you can request to do it together. For more information, access the [FAQs](#) here. Please take the time to familiarize yourself with the following examples incidents that should be reported.

Types of Incidents	Definition	Examples
Student Non-Critical Incident (Including Near Miss)	An event or situation that results in or is likely to result in injury/illness, including near misses or damages to an equipment and/or environment, which requires attention, support or intervention but do not constitute emergencies. These incidents may impact a student's wellbeing, safety or academic experience and do not present immediate or serious risk of harm to the student. Near Miss: An incident that occurred and could have resulted in an injury or illness to people, danger to health and / or damage to property or the environment.	Driving/travel accidents Psychological distress (ie. bullying, settling in new environment, interpersonal relations) Personal illness/medical condition
Student Critical Incident	A traumatic event, or the threat of such, which causes extreme stress, fear, physical or psychological injury to Students and requires immediate intervention. Further information can be found in the Student Critical Incident and Management Policy	Behaviours threatening the safety of others Sexual harassment Sexual assault Self Harm Suicidal Ideation
Student Hazard	Anything (an object, person, activity or situation) that has the potential to harm a person, the environment or cause damage to property.	

Sexual Violence and Support

Support is available for residents subjected to experiences of sexual violence. You are in control of what action you take — including choosing no action — and can change your mind at any time. There's no need to rush your decision; what matters is what feels right for you. Whatever you decide, you're not alone and are respected for your decision.

Your options include:

- Report to Emergency Services and/or Police (Call '000')
- Call SCU's 24/7 Mental Health Support Line - a qualified crisis support specialist can provide immediate wellbeing or crisis support
- Access SCU Counselling Services - they can offer free, confidential advice, support and referrals
- Make a disclosure to your Residential Advisor or Residential Life Coordinator
- Make an identified or anonymous disclosure* or report** to SCU
 - You can lodge a report about yourself on [Riskware](#), but it's not anonymous unless someone submits it on your behalf
 - To report anonymously, email [Conduct & Integrity](#) or use the [Feedback and Complaints form](#)
 - Email [Student Safety](#)
- Lodge a formal complaint and/or allegation of Non-Academic Misconduct via the [Feedback and Complaints form](#) or email [Conduct & Integrity](#)

- Refer to the [Sexual Misconduct Policy](#) and [Student Critical Incident Management Policy](#) for definitions and more information
- Take no action

	Definition and Actions Involved	Outcome
Disclosure*	Disclosure is when you don't want to make a formal report nor initiate an investigation process, but you want to share information about a concern or incident that happened, with a member of the University community. You can make a Disclosure yourself or another person can do so on your behalf (with your permission).	The University may, where appropriate, provide support and care, put in place precautionary measures, and advise on future reporting options available.
Reporting**	Reporting involves providing a formal report/complaint about a concern and/or incident that happened. By making a Report, students want the University to take action and initiate a formal investigation if needed. The Conduct and Integrity Unit provides advice regarding your reporting options, and the process SCU takes if you wish to proceed with a formal report.	The University may, where appropriate, provide support and care, put in place precautionary measures, review the allegation(s) and advise students about the formal investigation process. It is the student's decision to proceed or not.

Reports of a sensitive nature are treated with care and respect. SCU upholds a strong duty of care and is responsible for investigating and actioning hazards and incidents reported by staff and students under their direction with the best interest of the safety and wellbeing of the student(s) impacted. If you are a victim, these actions will not affect your enrolment or if you are an international student, your visa.

There is no time limit to making a report or lodging a complaint; you can make a report or complaint regardless of how long ago the incident occurred.

Complaints

Life in a community means that sometimes challenges can arise that are difficult to manage on your own. You might have a problem with a fellow resident, staff member, or a decision that has been made by UniLodge management. If you do come across some difficulties at UniLodge SCU, don't hesitate to contact the Residential Life Coordinator, 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 – Try to address the situation with the resident first. If you do not feel comfortable talking to the resident, then continue to step 2.

Step 2 - If the problem is not resolved after step 1, contact the Residential Life Coordinator.

Step 3 - The Residential Life Coordinator or UniLodge Management will assist you with working through the situation. If UniLodge management make a decision related to your complaint, you are able to have the decision reviewed by the General Manager. An appointment to speak with the General Manager may be made at reception. Should you wish to appeal a decision, or where

consideration of the complaint by the General Manager is not appropriate, the matter may be reviewed by the UniLodge Chief Operating Officer.

Students can also make direct complaints to Southern Cross University by lodging a formal complaint and/or allegation of Non-Academic Misconduct via the [Feedback and Complaints form](#) or email [Conduct & Integrity](#). Please refer to the [webpage for](#) information and guidance about complaints, and a [flowchart](#) to understand the pathways for different types of complaints.

Social /Student Association's

UniLodge SCU will organise Residential Life events throughout the year, and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Taking part in the organised social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students.

Why not look at joining your local student association for other ways to connect with your peers, they have a range of clubs and activities throughout the year. [Students Associations Webpage](#)

BUILDING FACILITIES & SERVICES

BBQ

The BBQ is located at the common areas of each college and is available to residents 24/7 for use. Please ensure that you clean the BBQ after use and no personal items are left in the area. Portable BBQ's, open fires and gas bottles are **strictly** prohibited on UniLodge – SCU property.

Bicycle

To preserve carpets and other fittings and fixtures, bicycles (including e bikes and scooters) are not to be brought into any of the apartments. Bicycles are not permitted to be stored on any part of the common property within the building. Transgressions will lead to bikes being removed; any locks or mechanisms securing the bike will be removed at the expense of the resident.

Car Parking

Parking on site is done so at your own risk. You must park in the spaces provided only, Please do not park in accessible parking without a government issued disability parking permit. You will be subject to fines by NSW police if you do not abide by the laws surrounding accessible parking.

Food Outlets

SCU campuses have a range of food options open Monday to Friday on site, please see website for trading hours.

Internet

Internet access is provided Southern Cross University and available wirelessly throughout the campus and interior of the building and selected areas externally. Use of the network is only available via the use of SCU credentials and is subject to the SCU IT Conditions of Use Policy in relation to the use of SCU Technology Services infrastructure and Internet. Please be advised that online gaming is not supported through the SCU network.

Internet Customer Service Details Superloop

Phone: 1800 661 407

Email: wifisupport@superloop.com

Laundries

The laundries are open 24/7 and are located at each site. They have coin operated washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment please contact reception.

Mail Deliveries

Mail being sent to you should be addressed as follows:

Coffs Harbour

**Resident Full Name
UniLodge SCU – Coffs Harbour
Southern Cross University
Hogbin Drive
Coffs Harbour NSW 2450**

Staff at the property will collect mail from the central mail room and you will receive an email from Reception advising you that mail has been received. You can collect your mail from the Study Centre mail room all hours.

Lismore

Resident Full Name
UniLodge SCU – Lismore
Shop 11D, Goodman Plaza
Southern Cross University
Military Rd
Lismore NSW 2480

Staff at the property will collect mail from the central mail room and you will receive an email from Reception advising you that mail has been received. You can collect your mail during business hours at Reception.

Printing

SCU has printing services available including the Library and Student Associations.

Public Transport

SCU campuses are regular bus stops for local bus services please contact reception for more information regarding the bus services.

Reception / After-Hours Staff

Our staff will assist you with any 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 followed:

- Monday to Fridays – 9am to 5pm
- Saturdays, Sundays and Public Holidays – Closed
- After hours contact – by phone – After Hours Duty phones

Recreation rooms

Each property has a recreation room for your use, these rooms contain TV's, pool tables and other activities. They are open between 9am and 10pm daily.

Rubbish/Recycle

Each site has industrial bins for your use, they are emptied regularly. There are separate skip bins for recycling and general waste. We encourage you to empty your apartment bins daily.

Sporting Facilities

SCU have gym and other sporting facilities on campus for your enjoyment.

Utilities - Electricity and Water

Electricity and water consumption are included in your residency fees.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace. As such staff and residents alike are responsible for always maintaining a safe and secure environment. As a resident, you must not directly cause or contribute towards an accident e.g. preventing easy access or exit from the building by leaving belongings or rubbish in entrances or interfering with any fire safety notices or equipment.

EMERGENCY PROCEDURES

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

- Personal, physical or psychological emergencies (e.g. theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building infrastructure 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)
- Residency rule breaches (e.g. excessive noise, trespassing, other disturbances)
- Lockouts – where a resident locks themselves out or misplaces their key.

Assembly Location - Evacuation

If you are instructed to evacuate the building, make your way to the nearest emergency assembly location. Please await instruction from Emergency services and UniLodge staff before re entering any buildings during an emergency evacuation.

False Fire Alarms

In the event of a false alarm emergency services have it within its powers to levy fines and commence prosecutions (current fines exceed \$2,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

Upon Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call 000
- Evacuate to assembly area using the stairs.
- Remain at assembly area and await roll call.

Fire Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm systems and these actions may cause a system fault and or a false alarm. Do not smoke, vape or use an electronic cigarette in the building as these actions may also cause the system to fault or set off a false alarm. Candles and any item with a naked flame (including incense) are strictly prohibited.

FINANCE

By accepting your offer, you have entered into a legally binding agreement, and you are responsible for the payment of the residence fees under this agreement for the agreed term. UniLodge SCU reserves the right to seek recovery of these monies should you fail to meet your legal obligations.

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

SCU Contact: please call 1800 SC HELP (1800 72 4357) to contact Student Loans or email studentloans@scu.edu.au for financial support and assistance.

Financial Advising Services

Get help managing your money from a licensed Financial Adviser through our partnership with Atlas Lawyers and Lexsa. General advice and help with:

Budgeting & Cash-Flow Management

- Building a simple weekly/monthly budget
- Tracking income vs. expenses
- Identifying spending leaks

Savings Strategies

- Emergency-fund targets
- Goal-based saving (holiday, laptop, car)
- High-interest savings accounts

Banking & Financial Products

- Comparing transaction vs. savings accounts
- Intro to debit vs. credit cards

Superannuation Basics

- Why super matters, even for students
- Choosing a fund & consolidating small balances

Financial Wellbeing & Scams

- Stress-management techniques
- Spotting phishing and financial scams

Preparing for Graduation

- Setting financial goals for first full-time role
- Understanding employer super & payslips

Book an appointment through the Atlas Portal: <https://portal.atlaslawyers.com.au/>

Residence Fee (Rent)

Rent is to be paid as per the Residence Agreement and must always be in advance. Payments can be made in the following way:

- a) Direct debit (per agreed direct debit schedule dates)

- b) One lump sum payment for the upcoming semester

Payment of rent must be received on or before the due date.

Residents whose payments are in arrears will be issued with breach notices

REFUND POLICIES

Sundry Charges

Sundry charges such as lock outs, key replacements, etc are payable by residents and include additional cleaning and repairs. The resident must make payments for outgoings by the next Residence Fee instalment date.

Apartment Repairs

UniLodge SCU 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.

REFUND POLICY

Security Deposit and Advanced Residence Fee (Rent)

No Refund

- In the event of a resident being evicted, the resident will not be eligible for a refund of any rent paid until another resident is found.
- At the end of a Residence Agreement, where damage has been caused to SCU property and the security deposit is not enough to cover the cost of rectification, the security deposit will be claimed, and the resident will remain liable for any additional costs.
- Where a resident breaks a Residence Agreement without cause, the resident is not eligible for any refund of advanced rent until another resident is found.

Partial Refund

- Where a resident wishes to withdraw their application after accepting an offer of accommodation and has paid a holding and/or security deposit and/or rent, the resident must give at least **28 days written notice** prior to the commencement date of their Residence Agreement.
- Where the appropriate notice is given, a portion of the security deposit may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party. A further cancellation fee may apply.

At the end of a Residence Agreement which is not renewed, a partial refund will be issued if there are any outstanding fees, damages to the room, or additional cleaning required.

Total Refund

- A security deposit is refundable at the end of a Residence Agreement which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any SCU property for which the resident is liable, and expenses such as cleaning, are fully paid.
- If the student does not receive an academic offer from SCU, or they do not receive their visa, provided the resident notifies UniLodge SCU within the penalty free period in January, their booking will be cancelled without financial penalty. UniLodge SCU may ask you to provide proof. Please check with reception for official date per annum.

Breaking the Residence Agreement

The Residence Agreement is a legally binding document, which if broken may continue to attract costs for the resident. Where a resident believes that they cannot stay in the apartment or continue to pay the residency fees, they must notify Reception, sculismore@unilodge.com.au OR scucoffsharbour@unilodge.com.au in writing as soon as possible.

If the resident wishes to terminate the Residence Agreement before the end date the resident must notify UniLodge management in writing of their intention to terminate their Residence Agreement. The resident must give UniLodge management no less than 28 days' notice and continue to pay the Residence Fees until the earlier of:

- The expiry of the Residence Agreement; or
- The commencement date of a new Residence Agreement between a replacement resident and UniLodge management.

In addition, a cancellation fee equivalent to 2 weeks rent is payable.

Under extenuating circumstances UniLodge management have the ability to reduce the notice period or fee associated with termination of a Residence Agreement.

When considering terminating your Residential Agreement, it is your responsibility to do the following:

- Continue to pay the residency fee as per the agreement until the apartment is re-let. We will refund any monies owed to you if and when the apartment is re-let.
- Find another suitable person to take over your apartment so there is a continuation of payments.
- In all cases the apartment must still be returned to the same standard that it was in at the commencement of the lease.

RESIDENTIAL LIFE



When you join our community at UniLodge SCU, you will find there is always something to do and someone to talk to.

Our Residential Advisors might come and knock on your door with a bag of lollies or stop you in the grounds to find out about your weekend. They are always available for a chat, offer advice and sometimes refer to other services.

Connecting you to services, people and places is just one of the important roles we play here at UniLodge SCU. So, whether you want to connect with other residents, engage with the local community or just want to know the best places to 'hang out' we can help you.

What is Residential Life?

Residential Life is an integrated, contemporary, Residential Life Program, run by UniLodge for our Residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by Residential Advisors, and the Residential Life Coordinator.

UniLodge's Multicultural Vision

We promote a culture of respect, acknowledgement and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. We aim to create an environment where everyone feels respected and looks out for each other. A community where residents feel they belong and can share a sense of family and friendship. We aim to provide opportunities for residents to interact with, learn from, and value everyone.

What does the Program Aim to Achieve?

It offers a balanced program of activities that supports Resident life across many dimensions such as: standard of living and quality of life, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

What Types of Activities Underpin the Residential Life Program?

- Socially responsible activities such as getting residents involved in raising much needed funds for a charity or participation in community-based activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, trips to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshops.
- Game nights and movie nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

Attending Events

Attending and signing up for events is easy. Just call into reception and sign up for those events you wish to attend. So simple! Our Residential Life Team can assist you or answer any questions you may have.

Photos at Events

Photos at Residential Life events will be taken, and from time to time we will use these to post on social media or in marketing materials. If you would like us to remove a picture of you, please contact reception.

SHARED LIVING – ADDITIONAL RULES & TIPS

Absent from Your Apartment

If you intend to leave your apartment for more than two nights, please ensure you advise reception. Reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your residency fees have been prepaid. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all residency fee payments prior to going on holiday.

Access to Other Bedrooms/Apartments

Entering another resident's bedroom or apartment without authorisation is not permitted. Culprits may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, theft, all residents should keep their doors closed and locked regardless of whether they are in their apartment.

Additional Furniture

The installation of other furniture into a resident's apartment 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 apartment and furniture required.

Cleaning

All residents are responsible for keeping their bedrooms and any shared common areas clean. UniLodge staff may carry out up to four scheduled inspections each calendar year to check cleanliness, identify faults, and assess any damage. You'll be notified in advance before these inspections occur.

If disputes arise within an apartment, additional unscheduled (ad hoc) inspections may be arranged as part of the mediation process.

Common areas outside apartments—such as recreation rooms and laundries—are regularly cleaned by UniLodge staff.

Your apartment has been professionally cleaned before your arrival, and a new mattress protector has been provided. You're welcome to take the mattress protector with you when you leave. A compulsory cleaning fee of \$150.00 is payable upon application.

As outlined in your Residence Agreement, you must leave your apartment in the same condition as when you moved in. If extra cleaning is required beyond the standard professional clean, the cost will be deducted from your security deposit.

For cleaning standards and helpful tips, please refer to the **Cleaning Roster and Responsibilities** attached to the front of your apartment refrigerator.

Fire Equipment

Throughout your apartment and the surrounding areas you will see fire equipment such as extinguishers, blankets, hose reels, smoke and thermal detectors. Please note that it is illegal to use these items for anything other than a fire and tampering with these items may incur a fine.

Heating

Colleges do not allow heaters with exposed elements or fan heaters. Please speak with Reception if you require clarification.

Identification

Identification should always be carried as it allows UniLodge SCU to determine if a person is a resident at UniLodge. It also allows after-hours access should you lose your Room Key.

Induction Sessions

You will also be required to attend a **compulsory** induction session. The Induction Session provides an overview of important information related to your residency, as well as everything you need to know about living at UniLodge - SCU.

Insurance and Security for Your Apartment

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc... as they are **not covered** by UniLodge Australia's insurance policies. Any large complex is vulnerable to petty theft, and UniLodge is no exception. We suggest that you **always keep your door locked**.

Intruders

Although we take all possible precautions, non-residents may occasionally gain entry. If you see anyone behaving suspiciously, call reception immediately and watch the person or persons from a distance but do not put yourself at risk.

Be aware that people have been known to walk around a complex with a clipboard pretending they are on official business of some kind.

- **Do not show any person to a resident's apartment or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Tell the visitor to call reception.**

The onsite campus carpark is open for any person to access on foot. Please don't leave bags or valuables in your car, and make sure your car is always locked.

If you feel unsafe during your stay, campus security is available to assist you. Call 1800 72 4357, Press 1.



Maintenance

Please log maintenance requests through the residential portal. If you are having any problems, please let the reception staff know. Please note: any damage caused by putting hooks, sticky tape or Blu tac on surfaces will result in additional charges and possible disciplinary action.

Room Key

- You are issued with a Room Key when you check in. The Room Key will give you access to your apartment front door and bedroom.
- The Room Key should be always carried by residents. Your Room Key must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure it is secured.
- Should you lock yourself out of your apartment and/or room please call the Duty RA phone. A \$10 fee is applicable for all lockouts.
- Should you lose your Room Key or be locked out of your apartment, you must contact a UniLodge staff member immediately.

Lost keys result in the entire apartment requiring re-keying at a cost of 80.00 per lock. This charge is passed on to the resident who lost the initial key.

Tips - Communicating with your housemates

Proactive Communication

Living with someone requires a balance of mutual respect, cooperation, and consideration. The best way to create this atmosphere? Proactive communication, which is the essential foundation for successful roommate relationships - really, for all relationships!

TOPICS OF CONVERSATION

Get to know each other to cut down on the feeling of living with a "stranger."

- ▶ **Where are each of you from?**
- ▶ **What do you each like to do for fun?**

If you already know each other, then get reacquainted. Catch up on what classes you'll be taking, activities you'll be involved with and jobs you might be starting.

Discuss right away what each of you wants and needs in order to live together peacefully - don't wait until a problem comes up. Some examples:

- ▶ **How do each of you like to study; with background music/TV on or in total silence?**
- ▶ **What about your sleeping styles; do you need the room as dark as possible or is some light OK?**
- ▶ **What sets you off?**

By the way, this step is crucial with any roommate, whether you've just met or are friends who have known each other for years. In fact, many students find living with a friend can be tough at times - they can get nervous speaking up about issues for fear of losing a close friend. Ironing out these details at the start can help you avoid or minimise many problems.

TIP: It's a good idea to write down what each of you needs and agrees to. This is known as your Roommate Agreement. You can refer to it later if you ever need to remind yourselves of what was said.

YOU CAN BE FRIENDLY WITHOUT BEING FRIENDS

While it can be great when roommates are also friends, don't expect that to happen. The main goals are for you to live together peacefully and respect one another. Ultimately, that's what makes a true roommate relationship work.

Resolving Conflicts

Don't be discouraged if a roommate is doing something that bothers you, or vice versa. This is inevitable at some point in any shared living arrangement. Make note of these Do's and Don'ts to address situations most effectively...

DO:

- Bring concerns up right away
- Use "I" statements to describe how you feel
- Avoid generalizing behaviors unfairly with words like "always" or "never"
- Be specific so your roommate understands exactly what you need

DON'T:

- Drop hints; many people won't pick up on them and you'll get frustrated
- Resort to social media or text message; be discreet yet direct
- Delay bringing up an important issue; you'll only get more upset
- Bring up a long list of issues all at once and overwhelm your roommate

SAMPLE STATEMENTS

DO SAY:

"I have a hard time sleeping with bright lights on. Could you please use your desk lamp after midnight instead of the ceiling light?"

Very clear and fair.

DON'T SAY:

"Ugh, I'm so tired, I haven't been able to get a good night's sleep all week."

Too vague.

"You're always so rude! You don't even care that I haven't slept well for a week!"

Too heated. Plus, it sounds like other issues besides sleep have been bothering you. Bottling things up until you explode won't help anyone.

CAN'T I JUST SWITCH ROOMS?

Seems like the obvious solution, doesn't it? Not so fast. Not only can space on campus be limited, but roommate conflicts will follow you if you're not willing to anticipate them beforehand and resolve them once they happen. Many students are surprised when room changes don't solve their problems - sometimes, things are worse! Try working it out with your current roommate(s). If there's no improvement, speak with residential life staff for assistance.

Visitors

Ensure all visitors are signed in via the QR code readily available throughout the colleges. Failure to sign in visitors can jeopardise the safety and security of other residents and you may face disciplinary action for failing to sign in visitors.

Wildlife

Please be mindful of the rural setting on campus at SCU. We are often visited by snakes and other wildlife, and sometimes snakes have been known to enter apartments through open doors.

To avoid this please keep your apartment doors closed and the area around your apartment clear of rubbish and clutter. If you do find a snake or other wildlife in your apartment please notify staff immediately, DO NOT approach any wildlife as this may cause distress to the animal which in turn may bite.