

**UniLodge**

VICTORIA UNIVERSITY



# 2024 RESIDENT HANDBOOK

Wurundjeri & Bunurong Country  
101 Ballarat Road, Footscray VIC 3011

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# WELCOME

## Welcome to UniLodge Victoria University

*On the lands of Wurundjeri Woi Wurrung and Bunurong peoples, of the Kulin Nations, and whose elder's past, present, and emerging we acknowledge.*

We hope that your stay here will be both productive and enjoyable! This Resident Handbook is designed to enhance everyone's understanding of the building and to outline your obligations to our "House Rules" (as they relate to your License to Occupy/Lease Agreement).

We will also provide an explanation of our Residential Life Program which includes a variety of social events, life skills and links to your University's extensive student services.

Most of the issues in this Resident Handbook are based on common sense and many have already been explained during the initial sign-up process, and subsequent orientation. The regulations are designed for your **COMFORT, SAFETY, SECURITY and WELLBEING**.

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

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

A very warm welcome to UniLodge Victoria University!

Sincerely,

UniLodge Victoria University Team

***Enjoy your stay!***

# ARRIVAL AND SETTLING IN

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This Handbook contains the 'Rules of Tenancy' which forms an addendum to your 'License to Occupy (Tenancy Agreement)' You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the Building Rules and contract obligations. You are also entitled to a copy of the signed License to Occupy (Tenancy Agreement).

The items you will receive upon check in are:

- A security swipe card
- A copy of the Entry Condition Report for your unit

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

All residents have access to our online induction program prior check-in, it can be completed before you even arrive, which will mean you will be ready to fully embrace your new home as soon as you arrive. This part of our induction program is a set of online modules. These modules will only take a few minutes to do for each module, and each is followed by a short quiz.

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

## How to complete the modules:

- Go to <https://unilodge.adesaustralia.com/>
- Register, selecting **Victoria University** as the organisation username, and using the password **UniLodge**.
- Complete all modules. Send a screenshot of 100% completion to [reslifecoodrinator.vu@unilodge.com.au](mailto:reslifecoodrinator.vu@unilodge.com.au)

After your arrival, group inductions will be held regularly during peak intake periods. Private inductions can be organised for residents arriving outside of these times.

Whether you're coming from overseas, interstate or locally, there will be an adjustment period when you first arrive in your new apartment. Most students coming from overseas experience a certain amount of 'culture shock.' The people, the weather, the food, and the buildings may be new, and it may take you a little time to get used to your new surroundings.

For many students, this may also mean living away from friends or family for the first time. In this case, we encourage you to explore our Residential Life Program so that you can meet as many new friends as possible! Once you start to settle in, not only your new apartment, but also the wider culture and community we have created here, you will begin to feel more at home.

If you are having difficulty settling in, our staffs are here to help you! We also have many students from different countries that are going through the same experiences as you. Come and see us if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

# WE CARE ABOUT YOU!

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

**Please Note: Anyone affected by illness, accident, or death of a relative, should talk to the Residential Life Coordinator or General Manager. If necessary, we can refer you to the appropriate counsellors for further support. We're here to help in any way we can.**

New residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home and learning how to look after themselves
- Being away from the support of family and friends
- Settling into city life, a new state, or a new country
- Language barriers
- Lifestyle and culture changes including:
  - Finding their way around (transport, clubs, religious institutions etc.)
  - Basic first arrival tasks (setting up bank accounts, phone plans etc.)

UniLodge staff is here to assist you with all these issues and more. Feel free to pop into reception and we will be happy to give you the information you need.

UniLodge is proud to offer a pastoral care network. When you join our community, 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 hallway to find out about your weekend. They are always available for a chat and to offer advice and sometimes referrals to other services.

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

## **Academic Support**

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 be experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help to refer you to the relevant department or faculty that will be able to address any issues. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise-related problems that are affecting your study, please advise us immediately by calling the RA on duty.

## **Complaints**

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

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

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

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

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

If you have a complaint against UniLodge Victoria University, please come and speak with us about it; we will always do our best to help you!

**Please Note:** Complaints must be processed with UniLodge Victoria University, not with the university unless you wish to escalate an unresolved complaint.



# RESIDENTIAL LIFE PROGRAM

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## **What is Residential Life Program?**

Residential Life Program is an integrated, contemporary, student 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 senior residents, Residential Advisors, the Residential Life Coordinator, the Customer Service Team, and the General Manager.

## **UniLodge's Multicultural Vision**

Here at UniLodge, we promote a culture of mutual respect, tolerance, and celebration of diversity. We aim to provide opportunities for cross-cultural understanding and friendship. In our building, we want staff and students to feel respected, look out for each other and share a sense of family, friendship and belonging. We also strive to interact with, learn from and value all peoples.

## **What Does the Program Aim to Achieve?**

Our RLP program offers a balanced calendar of activities which support many different facets of resident life. This includes: academic and personal achievement, mental and physical health, personal and social relationships, safety and security and community connectivity.

## **What Types of Activities Underpin the Residential Life Program?**

- community contributions including charity work, fundraising, or participation in local events.
- social activities including barbeques, cruises, balls.
- explorations of Australian culture such as surf trips, sporting games and excursions to great Australian icons
- educational and special interest forums, seminars and focus groups.
- help with life skills such as budgeting, interviews, resume-writing or keeping safe on campus.
- games and movie nights
- active events including team-based competitions, hiking or on-site workouts.
- events which celebrate culture and diversity

## **Attending Events**

Signing up and attending RLP events is easy! Your first step will be to download the UniLodge App from your phone's App Store. Your login details should have been sent to you at check-in, but if you haven't received them (and they're not in your junk folder!) head to reception and we'll be able to help you.

From there, you can access all our upcoming events and register for any which catch your eye.

**We encourage you to register for as many events as you like, especially when you first arrive. The more events you attend, the more opportunities you have to meet people in the building!**

## **Residential Advisors**

The Residential Advisors team are here to help!

They can help you outside office hours, for things such as:

- Lock-outs
- Noise complaints
- Medical emergencies
- Facilitating Residential Life Events
- Peer support
- Much more!

The RA team are a friendly bunch and always happy to help! However, keep in mind that they are students here too, and to remain respectful towards them when asking for help. Call **0458 661 116** to reach an RA after hours.

## **Sustainability and Social Justice**

We love doing our bit for the environment and the community! At any time, we will have a variety of programs and initiatives which we encourage you to participate in! At the moment we are running:

- Red Cross clothes donation boxes
- Battery donation boxes
- Lids 4 Kids donations
- Worm Farm
- Aussie Bread Tags for Wheelchairs

We are always looking to make our building more sustainable or contribute to a good cause! We love hearing about what you're passionate about so send us an email at [reslifecoordinator.vu@unilodge.com.au](mailto:reslifecoordinator.vu@unilodge.com.au) if you have any questions or suggestions.





# LIVING TOGETHER @ UNILODGE

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

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 the issue becomes a major problem and try to come to an agreement.



If you feel that you are unable to come up with a suitable solution, make an appointment with your Residential Life Coordinator who will do their best to resolve the issue without any further escalation.



If these steps have been followed and you find that the conflicting issues are still present, UniLodge Management will look at taking more extreme action such as breaches or room moves, depending on what is appropriate

**Please Note: If you ever feel that you or anyone around you is in danger, it is important that you contact emergency services and inform UniLodge Management that you have done so.**

## ***Tips for happy living in a multi-share apartment***

- Always do your fair share of cleaning
- Decide on a cleaning roster for the kitchen, bathroom and vacuuming
- Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all residents
- Don't leave dirty dishes overnight
- Take out the garbage when the bin is full
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment

## **Personal Problems**

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

The VU Counselling Service located in building M are also available 9am until 5pm weekdays.

If you are not from VU, your institution will also most likely have a free counselling service for students. Come and speak to us to discuss your options.

## **Privacy**

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

**All matters discussed will be kept confidential where possible, but escalation may be required especially if the information disclosed concerns resident health and safety.**

## **Sexual Harassment and Discrimination**

Sexual Harassment is against the law and occurs when:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person.

And the person engaging in the conduct described above does so:

- With the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated, or intimidated by the conduct.

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

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

**If you think you have been subjected to any form of discrimination please contact a member of the Residential Life Team.**

### **Social Support**

In addition to the RLP program detailed above; we also want to support your social development. We encourage you to get involved in your university clubs, societies, and groups in order to enrich your experience as much as possible.

However, if you are still struggling to make new connections, please come and speak to us and we will do our best to help you.

Your people are here somewhere – it is just a matter of finding them!

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and, as such, this puts responsibilities on both Management and Residents. As Residents you must not be negligent in terms of causing or contributing towards an accident e.g. preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits, or interfering with any fire safety notice or equipment.

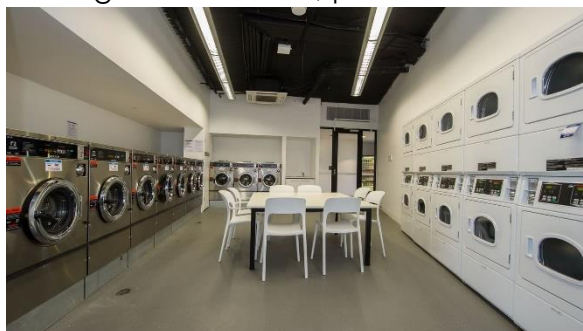
Our residents are also expected to report any situation which has the potential to cause harm to others (e.g. if any part of the building or resident behaviour poses a safety risk).

## **FACILITIES & SERVICES**

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### **Laundry**

A 24/7 coin-operated laundry with washing machines and dryers is located on the Ground floor of the residency, past the common area kitchens and theatre. For effective cleaning and drying, do not overload the machines. Please do not leave washing or baskets in the laundry room unsupervised. If you experience a problem using the machines, please contact the number on the machines, or fill out a Maintenance Report. An iron and ironing boards are available for loan from reception during opening hours.



### **Air-conditioning**

In-room air-conditioner is available for rental. The machine will be installed in your room for the full period of your stay at the price of \$350. You may talk to us about adding this option to your lease. Please note that the air conditioner is a property of UniLodge Victoria University and not to be taken away from the room.

### **Carparking**

A car park next door owned by Victoria University provides limited spaces for residents to rent. Please see the reception for more detail.

### **Bicycle Storage**

Bicycle racks are located in the security bike storage room. You are encouraged to use this secure bicycle storage, and not leave your bike outside your room. You are not permitted to leave your bike in your room, as it can cause damage to the wall that you will be liable for. You **MUST** register your bike with the reception, or we will discard any unregistered bicycles.

### **Services from Reception**

Service	Cost
Lock out fee	First lockout \$0, \$10 thereafter
Replacement keycard	\$55
Printing	\$0.20 per page
Photocopy	\$0.20 per page
Vacuum Cleaner	Free for 1 <sup>st</sup> 30 minutes, then penalties of \$20 per day apply until you return it to a staff member
Iron/Ironing board	Free for 1 <sup>st</sup> hour, then penalties of \$10 apply per day
Trolley	Free for 1 <sup>st</sup> hour, then penalties apply
Boardgames, basketball, table tennis equipment, pool cue	Free to borrow, liable for replacement should they get lost. Must be returned to reception after use

Please note the above services are not available after 5:30pm until the next business day.

### **Mailboxes**

All mail and parcels are received by reception and can be collected during office hours (perishables will not be accepted by UniLodge). However, due to the amount we need to process, you may not be able to collect your mail and parcel right after they are delivered.

## **Reception**

Our staff will not only assist with questions and queries regarding the property but have a range of knowledge concerning the local area, food, travel, and general information. Reception hours are as follows:

Monday to Friday	08:30 – 18.00
Saturday / Sunday	12:00 – 14:00 (for mail collection only)
Public holidays	12:00 – 14:00 (for mail collection only)

## **BBQ**

The BBQ is located in the outdoor Courtyard and is available to residents until 10pm every day for appropriate use. Please ensure that after you have used the BBQ that you have cleaned the BBQ and no personal items are left in the area.

## **Kitchen**



The common area kitchen and dining area are regularly cleaned by cleaners appointed by UniLodge. The cleaners' duties do not include tasks that are your responsibility such as:

- Washing up your dirty dishes
- Removing rubbish and placing it in the rubbish bins (penalties may apply)

Any items left in the common area kitchen will be disposed of. Any sink blocked by food must be reported to a UniLodge staff member. Charges may apply.

## **Resident Lounge**

There are numerous recreation areas located on the ground floor. These spaces include multiple facilities available for use including large flat-screen TVs, couches, stools, tables, pool table, table tennis table, foos-ball table, communal kitchen, cinema room and an in-house student café. Please show consideration to other residents by ensuring these areas are kept clean and tidy at all times.

## **Terraces**

Located on 4/F, it is open between 7am-10pm every day for appropriate use. Please note that smoking and vaping are not permitted in these areas.



## **Study Rooms**

Study Rooms are located on multiple levels of the building. Each room features flat-screen TVs available for use. Students are welcome to use Study Rooms that are not necessarily located on their floor.

## **Rubbish, Recycling and Food Waste**

Please empty your rubbish and recyclable items into the respective chutes (general garbage and recyclable) which are located on each level, in the garbage room opposite staircase, close to the elevators. This should be done on a regular basis for health and hygiene reasons. If something does not fit in the chute, please dispose of your rubbish and recyclable items in the Ground Floor garbage room access through the ground floor lobby (black door next to TV). You can access this room using your regular access card. **DO NOT LEAVE ANY RUBBISH ON THE GARBAGE ROOM FLOOR.**

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

Penalties apply for any rubbish and recyclable items left outside of the garbage chutes. Ensure rubbish bags are tightly closed before you put them down the chute.

## **Transport**

Information on public transport can be obtained from the Public Transport Victoria website or you can download the PTV app on your mobile phone. Our friendly customer service staff can assist you with navigating the website or the app.

## **Utilities - Electricity, Gas & Water**

Electricity, gas, and water consumption is included in your rent (along with unlimited internet allowance).



## **YOUR SHOP**





With our online shop, Your Shop, UniLodge residents do not have to worry about bringing sheets, pillows, pots, pans, or electrical appliances with them! Ordering through Your Shop is a fabulous way to make sure that everything you need is sitting ready and waiting when you arrive. These items will also be available for purchase throughout your stay with us (subject to availability).

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

***"I am satisfied with my product. It was very good value for money, and having everything already in my apartment when I moved in was a great relief." – Tom, UniLodge Resident***

Offering a great variety of products, our prices are highly competitive. We've even had residents compare the quality of our linen to a 5-star hotel!

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



## RIGHTS & RESPONSIBILITIES

### **Resident Rights**



- To start the tenancy with the premises in a reasonable condition that complies with health and safety regulations
- Peaceful enjoyment of the premises
- A secure environment
- To be given a copy of the lease

### **UniLodge Rights**

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

### **Resident Responsibilities**

- To pay the rent by the due date and by the agreed method of payment.
- To not use the premises for illegal purposes.
- To not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- To keep the premises and inclusions clean.
- To be responsible for your guests' behaviour.
- To not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises, or inclusions.
- To report to UniLodge any damage/maintenance issues to your premises in writing.
- To pay for charges as outlined in the License to Occupy (Tenancy Agreement)
- To abide by the terms of the License to Occupy (Tenancy Agreement), rules and regulations of the building.
- To only use the premises for residential purposes unless otherwise agreed in writing.
- To be responsible to pay for any blown light bulbs or damage in your unit.
- To be responsible to pay for any False Fire alarm call outs that may occur from your unit.
- To be responsible for your own properties' damage or loss.

### **UniLodge Responsibilities**

- To make sure the unit is clean and fit to live in at the start of the agreement.
- To provide a reasonable level of peace, comfort, and privacy in the premises.
- To ensure the premises are reasonably secure.
- To ensure compliance with laws regarding the health or safety of persons using or entering the premises.
- To maintain the premises and inclusions in good repair and keep the common areas clean.

## **YOUR AGREEMENT WITH US**

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## **Condition Report**

At the commencement of the License to Occupy (Tenancy Agreement), an Entry Condition Report will be completed and signed by both the Resident and a UniLodge representative. This Condition Report will be used at the end of the License to Occupy (Tenancy Agreement) to assess any damage to the unit, its furniture and equipment. It is therefore very important that you provide as much details as possible to avoid any unwanted charges at the end of your stay.

The completed Condition Report must be **returned to the office within 2 days** of you receiving the report. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your tenancy.

## **Eviction**

UniLodge Rules of Tenancy promotes tolerance, courtesy, and care for others. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from UniLodge management. Residents who have received warnings and continue with unacceptable behaviour, will be issued with a "Eviction Notice".

In addition to the termination provisions, "Eviction Notice" will be given to any Resident who:

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

Residents must note that these practices lead to immediate expulsion and possible prosecution.

## **Security Deposit**

- A security deposit equivalent to \$1,300 is required. The security deposit is held in a trust account on behalf of the resident for the term of the tenancy and / or for any further period in which the resident may occupy the unit
- The security deposit cannot be used for rent unless authorised by the Property Manager
- The cost of repair or excessive cleaning may be deducted from the security deposit
- The resident is not entitled to make a claim on any interest of the security deposit

## **Termination of License to Occupy (Tenancy Agreement)**

A License to Occupy (Tenancy Agreement) may be terminated if:

1. The Resident fails to pay rent by the due date and all Notices to remedy have not been satisfied.
2. The Resident permits a breach of the provisions of the License to Occupy (Tenancy Agreement) or the Rules of Tenancy.
3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

At the termination of a License to Occupy (Tenancy Agreement) all the resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guidelines.

When considering prematurely terminating your License to Occupy (Tenancy Agreement), it is your responsibility to do all of the following:

- Continue to pay rent as per the agreement until the unit is re-let. We will refund any monies owed to you if and when the unit is re-let
- Find another suitable person to take over your unit so there is a continuation of payments to the unit owner
- In all cases the unit must still be returned to the same standard that it was in at the commencement of the lease.
- In case an Early Termination request is approved, the tenant must give 28 days' notice and will still be liable to pay rent during that period.
- An Early Termination / Administration Fee of one weeks' worth of rent will apply

**You have entered into a legally binding agreement and you are responsible for the payment of the tenancy fees under this agreement for the agreed term. UniLodge reserves the right to seek recovery of these monies should you fail to meet your legal requirements. NB. We also have the resources to recover monies owed to us outside of Australia**

**More details can be found in your License to Occupy. Please ensure you have a thorough read of all documents provided to you before signing.**

# RULES OF TENANCY

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These rules form part of your License to Occupy (Tenancy Agreement) with UniLodge. Please read them thoroughly and if you have any questions or need a translator, do not hesitate to ask a UniLodge Staff Member.

## **Alcohol**

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within the apartments. Alcohol is NOT permitted in common areas, hallways, or outside the entrance of the building. Under 18s are strictly NOT permitted to consume alcohol in the UniLodge premises.

## **Behaviour**

Residents must agree to abide by all contents of this document, the License to Occupy and the Victoria University Code of Conduct. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with on a case-by-case basis by UniLodge Management. Repeated offences could constitute grounds for termination of your License to Occupy (Tenancy Agreement), however you may still be held responsible for rent until the unit is re-let.

## **Building Security**

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

- Residents must carry ID at all times and, if requested, show it to Management, Security or Staff.
- Under no circumstances are Residents to loan out their Security Swipe Card.
- Residents must not allow Non-Residents to enter behind them. If in doubt, they must call the RA on duty or notify reception.

## **Candles**

It is forbidden to use candles and incense in the building as they risk setting off the smoke alarm. Residents who set off the fire alarm are liable for the costs passed onto the property by the Melbourne Fire Brigade (see Cooking).

## **Children**

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

## **Cleaning and Inspections**

All residents are responsible for the day-to-day cleaning of their unit. In addition to this, UniLodge units will also be inspected randomly, after due notice is given, for cleanliness and damage. Residents who fail these inspections will be liable to pay cleaning charges of \$50 per hour.

## **Common Property**

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The Resident is liable for all damages caused. It is forbidden for residents to remove furniture (chairs, beanbags) from common areas.

## **Neighbours**

You are further reminded to keep a noise down when entering and exiting the building, especially at night. Please be respectful to our local neighbours, who can be bothered by loud noises residents make coming home late at night.

## **Cooking**

To ensure the safety of yourself and other residents, you must cook in a responsible manner, using the **rangehood exhaust fan at all times**. The rangehood is located above your cooktop, make sure it is pulled out, switched on (you will be able to hear a low sound) at all times. You should still follow these steps, even when you don't anticipate smoke (i.e., cooking sausages, chicken, even toast!).

**Any cooking which triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade may be charged for all associated costs. This can be a costly exercise – please exercise care when cooking and never leave your food unattended.**



## **Electrical appliances**

Please make sure your appliances accept 220-240 volts before plugging them in, to avoid power tripping in your apartment. Keep an eye out for the time of charging your batteries (for smart devices, electric bikes, etc) and do not leave them unattended.

## **Drugs/Illegal Substances**

The storage or use of any illegal substance in the building is strictly forbidden. This means under NO circumstances are any illegal substances permitted within the complex, including possession or use of equipment associated with the use or manufacture of illegal drugs/substances. Failure to comply with this rule may result in eviction. If you feel you are becoming addicted to drugs (or know somebody in the building who is), please contact Management. We are here to assist in every way possible.

## **Eligibility of Residents**

- All residents and other occupants must be registered students and sign a License to Occupy (Tenancy Agreement)
- Residents must agree that if they reside in an Under 18 apartment, they must continue to follow the Under 18 policy after turning 18 years of age until they vacate that apartment at the completion of the contract.

## **Empty Rooms**

It is forbidden to occupy empty rooms by letting friends stay, or storing possessions in there. These rooms are reserved for your new housemates who could be moving in soon! If a door is left open to a vacant room, please alert reception or shut it behind you.

## **Furniture and Equipment**

The furniture, and other items provided in the units are to be used for the purposes for which they are made. The Resident is liable for any loss, removal, or damages to this property or the furniture/equipment provided.

The Resident is not permitted to make alterations or additions to the unit or the furniture and equipment within the unit unless the request has been given in writing and approved by Management.

## **Guest Policy**

All guests who stay overnight or past 10pm must fill out a Guest Form, available at reception, to be approved by Management. A guest is restricted to staying 4 nights maximum and is not permitted to stay on a frequent basis (upon Management approval). Guests who are found after 10pm without a guest form will be asked to leave.

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building.

Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

### **Gambling and Gaming**

Gambling is not permitted on the premises.

### **Lockouts**

A lockout fee of \$10 will apply each time you lock yourself out of your apartment (by forgetting your card). If you have lost your swipe card, you will be issued with a new swipe card for a fee of \$55. Make sure your key card is not in your room when you request a new card, we cannot refund you if you find your card at a later date. Please remember to keep your room key with you at all times, including during fire alarms.

### **Motor Bikes**

Residents that own motorised bikes or scooters are NOT to store them in the bike shed as this is a safety risk. All such vehicles need to be parked at the back corner of the building on the pavement in such a way that they are not obstructing parked cars or pedestrians. However, e-bikes and e-scooters are allowed to be parked in the bike shed.

### **Noise Curfew**

As this is a student residency, people are here to study and as such noise must be kept at a minimum after 10pm. If you are being bothered by excess noise, you are reminded to call the Residential Advisor on duty, they will then investigate the situation and revert back to you. Special curfew hours may apply during exam times.

### **Pets**

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

### **Requests by Staff**

Residents must comply with all reasonable requests from UniLodge Management and support staff.

Note that Resident Advisors are UniLodge staff and often represent Management after hours. Requests by UniLodge Management/Administration for face-to-face meetings with residents, are not optional, cannot be rejected, and must be complied with - as they are always very important.

### **Smoking**

UniLodge is a smoke free building which includes the unit, balconies (if applicable) and common areas, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible. Residents who wish to smoke outside must cross Tiernan Street and are not permitted to smoke on UniLodge VU property (as is in compliance with Victoria University smoking restrictions).



### **Parties**

Residents are not permitted to have parties in their apartments and Management reserves the right to shut down a Party if necessary.

### **Under18**

For residents under the age of 18, you are bound of the following policies:

- To be in the property by 10pm curfew every night



- Residents must report presence in person to on shift Residential Advisor every night at the lobby at 10pm SHARP.
- Management must have received notification from guardians and acknowledged in advance for residents to be absence or late for daily check in

***If under 18 residents return to property after 10pm and is approved by management, they must immediately report to on shift Residential Advisor.***

### **Absent from your Unit**

If you intend to leave your unit for any length of time, 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 rent is always prepaid. To avoid any unnecessary removal of goods where it is thought that the unit has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

### **Access to other Units**

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

### **Access to the Building**

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

### **Additional Furniture**

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

### **Identification**

Identification should always be carried as it allows Management and Security to determine if a person is a resident at UniLodge. It also allows after-hours access should you lose your swipe card.

### **Security and Swipe Card**

You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building, after-hours access to eligible areas, your apartment, your apartment front door, (and/or your bedroom door) and the recreation areas.

- The swipe card should be carried by residents at all times. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure your room is secured.
- Should you lose your swipe card or be locked out of your unit, you must contact Reception or the Resident Advisor on duty, immediately to regain access and/or replace your card accordingly.

Please find following the prices for the replacement of lost swipe cards:

<b>Swipe Cards</b>	\$55.00 each (replacement) / \$10 lockout fee applies
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# OPEARTING AND CARING FOR YOUR UNIT

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## **Departure Cleaning**

Your unit has been professionally cleaned and fitted with new mattress protectors prior to your arrival and as a condition of your lease you must leave your premises in the same condition as when you entered it. To take some of the stress out of your exit process, UniLodge has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of a very high standard.

## **Glass and Aluminium**

Please note the following suggested points for the care and maintenance of the glass in your apartment.

### **WHAT NOT TO DO**

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e., do not splash hot water on cold glass, or freezing water on hot glass). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

## **Heating**

There is a Hydronic heater installed in your apartment. At no time should this be covered or obstructed in anyway. Clothing and laundry cannot be hung over the heater as this is a dangerous fire hazard.

## **Joinery Items Cleaning**

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



## **Scratches and Cuts**

Chopping and cutting directly onto the surface can damage Laminex surfaces. To prevent this happening, use a cutting or chopping board. Sliding of heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

## **Microwave Oven**

Your unit is provided with a microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply. Some microwave ovens are convection capable, meaning they can bake and grill as well as reheat.

## **Mirrors**

The manufacturer recommends gently wiping with a damp, lint-free cloth.

## **Refrigerator**

Your unit is provided with an electric refrigerator connected to a 240-volt electric power supply. On arrival, check that the fridge is plugged in and switched on, you may need to adjust

the cooling setting within the refrigerator. To be effective, the refrigerator should be constantly left on. If you are living in a 6-bedroom apartment, please be mindful of your roommates and only use your allocated space.

### **Roller Blinds**

You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off, it will be at your cost to have it re-attached.

### **Smoke Detector**

Your unit has been installed with a smoke alarm. They are located on the ceiling in the living/bedroom areas. Each one is connected to a 240V power supply via your unit switchboard. **If you attempt to tamper, cover, or remove your smoke alarm you may be fined in excess of \$3,500 by Fire Rescue Victoria.**



### **Tiled Surfaces**

Do NOT clean the tiles with ACID or with any abrasive materials.

Do NOT place potted plants directly onto tiled balconies – remove any residue immediately before staining occurs. Use specifically designed tile-cleaning detergents only.

### **Walls**

#### **Hanging items on the walls**

Please be incredibly careful of what you stick onto the walls. The walls could become damaged, or paint removed if care is not taken, and a charge will apply if this does occur. You can buy 3M Brand adhesive/removable hooks from supermarkets or hardware stores, which are designed not to damage the walls once removed; however, there is no guarantee that damage will not occur. Please ensure you remove these hooks at the end of your tenancy. Any damage caused because of removing these hooks will be your responsibility and repair will be at your cost. No sticky tape is to be used. No blue tack is to be used as it can stain or damage wallpaper.

# PAYMENTS

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## **Rent**

Rent is to be paid as per the License to Occupy (Tenancy Agreement) and must always be in advance. Payments can be made in the following way:

- a) Bank Transfer into the UniLodge Bank Account.
- b) Direct Deposit at the bank into the nominated UniLodge Bank Account.
- c) Credit card at the reception desk during business hours (3% surcharge applies)

<b>Bank Name:</b>	<b>St. George Bank (also known as Bank of Melbourne)</b>
<b>Account Name:</b>	<b>UniLodge VU</b>
<b>Full Name:</b>	<b>Footscray Student Accommodation P/L</b>
<b>BSB:</b>	<b>114-879</b>
<b>Account No:</b>	<b>4941-82923</b>
<b>Swift No:</b>	<b>SGBLAU2S</b>
<b>Reference:</b>	<b>Student's name</b>

*Please instruct your Bank to reference your deposit/transfer with the **STUDENT FULL NAME***

*(Note: we are unable to secure your application if we cannot identify your full name clearly).*

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

**Usually on the 1<sup>st</sup> of each calendar month, thus maintaining the second month in advance.**

<b>Residents whose payments are in arrears will be issued with breach notices.</b>
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## **Sundry Charges**

Sundry charges are payable by residents and include additional cleaning, lockouts, and repairs. These charges will be added to your account and are to be paid in full by the beginning of each month along your rent. Please do not pay the RA nor contractors at the time of service.

## **Unit Repairs**

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

# REFUND POLICY

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## **Security Deposit and Advanced Rent**

### **No Refund**

- In the event of a Resident being evicted, the Resident will not be eligible for refund of any rent paid until another resident is found.
- At the end of a License to Occupy (Tenancy Agreement), where damage has been caused to UniLodge 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 additional costs.
- Where a Resident breaks a License to Occupy (Tenancy Agreement) without cause, the Resident is not eligible for any refund of advanced rent until another resident is found.

### **Partial Refund**

- In the case where a Resident wishes to withdraw from their application, who after accepting the offer of accommodation and has paid a holding and / or security deposit and/or rent, must give at least **28 days written notice** prior to either the commencement date of their License to Occupy (Tenancy Agreement) or the UniLodge semester start date, whichever is the earliest.
- Where the appropriate notice is given, then a portion of the security deposit may be refunded **at the discretion of UniLodge management**, depending on the subsequent re-letting of the apartment to another party.

### **Total Refund**

- In the event that an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn more than 28 days from commencement of the lease, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all security deposit payments and advance rent instalments will be refunded.
- However, whilst UniLodge representatives will try to offer applicants the rooms or units of their choice, this may not always be possible.
- If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their License to Occupy (Tenancy Agreement) or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply.
- A security deposit is refundable at the end of a License to Occupy (Tenancy Agreement), which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment are accounted for, there is no damage to any UniLodge property for which the Resident is liable and expenses such as cleaning, telephone etc. are fully paid.
- Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the security deposit, as is the departure cleaning fee.

## **Breaking the License to Occupy (Tenancy Agreement/Lease)**

The License to Occupy (Tenancy Agreement) is a legally binding document, which if broken, may continue to attract costs for the tenant. Where a Resident believes that they cannot stay in the unit or continue to pay the rent, they must notify UniLodge management in writing as soon as possible. Please refer to your Licence to Occupy for details explaining the 4 weeks minimum notice required.

There is no set amount of notice required, if the reason for the early termination falls under "special circumstances" to be determined at Management's discretion. However, it is in the resident's best interest to give as much notice as possible and, as a guide, four weeks' notice should be the minimum time given, even in these instances.

## CONTACT DETAILS

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### **Emergency Services Contacts** (Police, Fire, Ambulance)

Call 000

Please also remember to contact your RA on duty by dialling 0458661116.

### **Property Address**

Please address your mail and parcels with full details (name, apartment, room, and street address) Each apartment is allocated a pigeonhole mailbox, located at Reception, available during office hours (only) Example of Mail should be addressed as follows:

**Resident Full Name**  
**UniLodge Victoria University**  
**Apartment Number (and bedroom) \_ \_ \_ \_ / 101 Ballarat Road**  
**Footscray VIC 3011 Australia**

**Example:**  
**Mr John Citizen**  
**UniLodge Victoria University**  
**1234-5 / 101 Ballarat Rd**  
**Footscray VIC 3011 Australia**

If your mail does not include your unit number, it will cause delays in delivery to your letterbox or may result in the mail item being returned to sender.

**Property Main Telephone Number:** +61 3 9998 8490

**Outside Office Hours (Residential Advisor)** +61 (0)458 661 116

### **Customer Service Details**

- Email: [vu@unilodge.com.au](mailto:vu@unilodge.com.au)
- Telephone: (03) 9998 8490
- Online: <https://www.unilodge.com.au/student-accommodation-melbourne/vu>

**Wellbeing Related Issues** [reslifecoordinator.vu@unilodge.com.au](mailto:reslifecoordinator.vu@unilodge.com.au)



# EMERGENCY PROCEDURES

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

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

## **Assembly Location Point - Evacuation**

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

## **Fire Sprinklers and Smoke Detectors**

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Metropolitan Fire Brigade has it within its powers to levy fines and commence prosecutions (current fines exceed \$3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

**In the event of excessive cooking fumes in your unit that cause your alarm to activate (without a fire) please do not attempt to clear these into the building common areas as this may initiate additional callouts.**

**\*\*False Alarm Callouts by Metropolitan Fire Brigade can exceed \$3,000 fees for you to pay!!!**

Please open your windows and “fan” the fumes away from your detector which will then cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR TO RELEASE FUMES**

Each kitchen is fitted with a Fire Blanket and Fire Extinguisher for you to use in case of a fire. In the event of a fire, and if **it is safe to do so, remove yourself and others from the immediate danger, closing the doors behind you.**

## **DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS**

## **DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE**

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

## **In the event of Fire**



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

**REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY**

# UniLodge

## 101 Ballarat Road, Footscray Evacuation Diagram Ground Floor

### Standard Fire Orders

- 1 **If safe**, assist anyone in immediate danger 
- 2 Close the door to isolate fire and smoke 
- 3 Operate Manual Call Point  
Call the Fire Brigade on **000** 
- 4 **If safe**, extinguish fire  
**DO NOT PLACE YOURSELF IN DANGER!** 
- 5 If required, or if the evacuation tones sound, evacuate to Assembly Area  
Do NOT use the lifts 
- 6 Remain at Assembly Area as directed  
Account for all occupants 

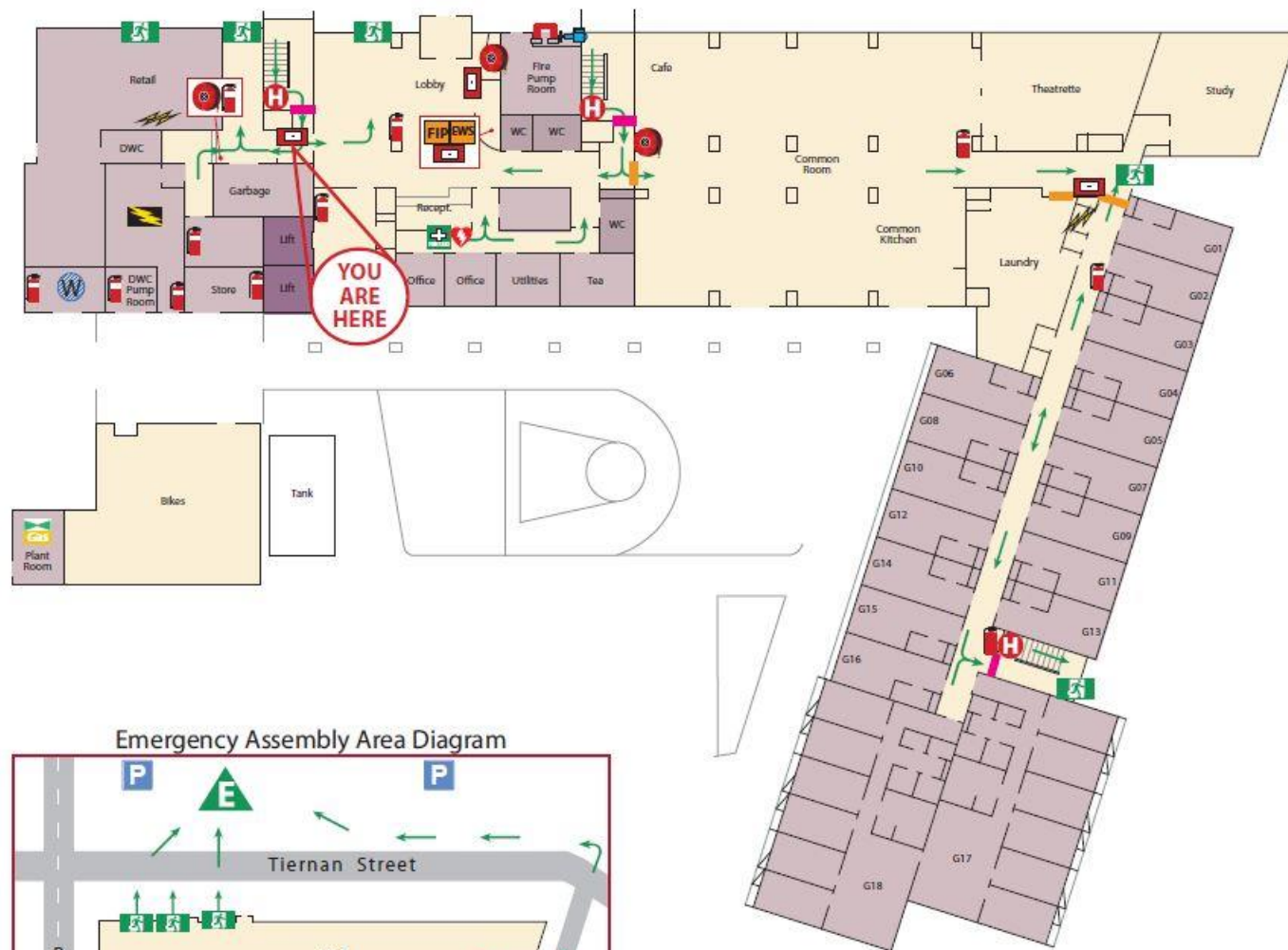
### Emergency Warning System

#### Alert Tone "Beep . . . Beep . . . Beep"

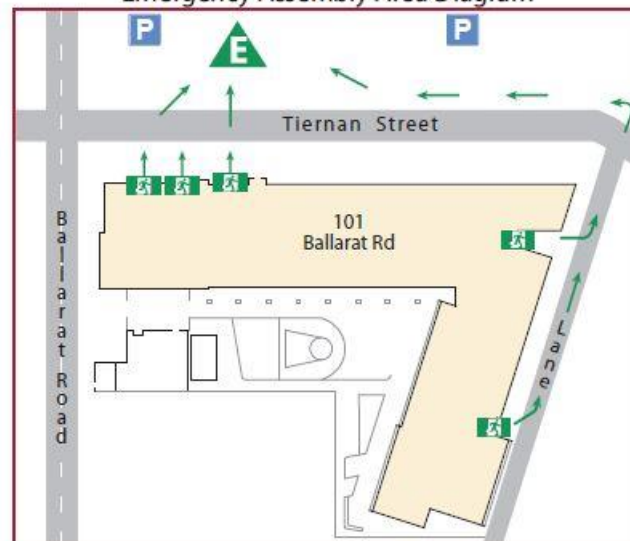
1. Be aware there is a potential Emergency
2. Do not commence evacuation, unless it is unsafe in your area
3. Await "All Clear" message, OR

Should an Evacuation be required you will hear an  
**Evacuation Tone "Whoop . . . Whoop . . . Whoop"**





















1. Evacuate via exit
2. Do NOT use the lifts
3. Proceed to Assembly Area
4. Follow all instructions given by Emergency Service



### Emergency Assembly Area Diagram



### Legend

	Hose Reel		Defibrillator
	Dry Powder Ext.		Electrical Isolation
	Water Ext.		Switchboard
	Emergency Warning Sys.		Hydrant
	Fire Indicator Panel		Hydrant Booster
	Manual Call Point		Sprinkler Booster
	Exit		Water Main
	Smoke Door		Gas Isolation Valve
	Fire Door		Preferred Egress Path
	First Aid		Evac. Assembly Area

**NB. REMINDER TO FOLLOW THE UNILODGE WARDEN TEAM INSTRUCTIONS IN THE EVENT OF AN EVACUATION PLEASE**  
**EMERGENCY ASSEMBLY/MUSTER POINTS MAY CHANGE AT ANY GIVEN TIME**  
**DURING THE CURRENT HOSPITAL BUILD ACROSS THE STREET, WE ARE OFTEN USING THE VU CAR PARK NEXT DOOR ON BALLARAT RD**

## HEALTH & SAFETY

### **First Aid**

If you require minor first aid, please go to reception, or call for assistance at (+ 61 3) 9998 8499. You can also contact the Residential Advisor on duty after hours at 0458 661 116.

### **Nurse-on-Call**

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

### **Important Numbers**

#### **Medical**

<b>Emergency (Fire, Police, Ambulance) 000</b>			
<b>AIDS Helpline</b>	1800 133 392	<b>Medicare</b>	13 20 11
<b>Asthma Victoria</b>	1800 645 130	<b>Men's Line Australia</b>	1300 789 978
<b>Beyond Blue</b>	1300 224 636	<b>Nurse on call 24Hours</b>	1300 606 024
<b>Cancer Hotline</b>	13 11 20	<b>Poisons Info Line</b>	13 11 26
<b>Coronavirus Hotline</b>	1800 020 080	<b>Pregnancy Help Line (24 Hours)</b>	1300 139 313
<b>Direct Line (Drug &amp; Alcohol Counselling 24 Hour Line)</b>	1800 888 236	<b>SANE Mental Illness Hotline</b>	1800 187 263
<b>Eating Disorders Foundation of Victoria</b>	03 9885 0318	<b>Suicide Call Back Service</b>	1300 659 467
<b>Epilepsy Association</b>	1300 374 537	<b>Suicide Help Line (24 hours)</b>	1300 651 251
<b>Lifeline (24 Hours)</b>	13 11 14	<b>Vicdeaf</b>	03 9473 1111

#### **Other Useful Numbers**

<b>VU Student Services</b>	03 9919 6100	<b>Interpreting Service (24 Hours)</b>	13 14 50
<b>Centrelink</b>	13 10 21	<b>Kids Helpline</b>	1800 551 800
<b>Gambling Helpline</b>	1800 156 789	<b>Legal Aid</b>	03 9269 0234
<b>Gay and Lesbian Switchboard</b>	03 9663 2474	<b>National Security Hotline</b>	1800 123 400
<b>Grief Line</b>	03 9935 7400	<b>Women's Domestic Violence Crisis Service</b>	1800 015 188
<b>Immigration / Multicultural Affairs</b>	13 18 81	<b>Women's Info and Referral Exchange (WIRE)</b>	1300 134 130
<b>Information Victoria</b>	1300 366 356	<b>Centre Against Sexual Assault (CASA) - Crisis Line</b>	1800 806 292

## Key Contacts

Dentist	Doctor	Hospital
<b>Focus On Dental</b> 31 Paisley Street Footscray VIC 3011 (15-minute walk) <b>03 9689 1014</b> <a href="https://focusdental.com.au/">https://focusdental.com.au/</a>  <b>Open</b> Mon – Fri 9am – 5pm	<b>Millennium Medical Centre</b> Corner Albert & Paisley Street Footscray VIC 3011 (12-minute walk) <b>03 9687 8633</b> <a href="http://www.ipn.com.au">www.ipn.com.au</a>  <b>Open</b> Mon – Sun: 8am – 11pm	<b>Western Hospital Footscray</b> 160 Gordon Street Footscray VIC 3011 (15-minute walk) <b>03 8345 6666</b> <a href="http://www.westernhealth.org.au">www.westernhealth.org.au</a>  <b>Open 24/7</b>

### Overseas Student Health Cover

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

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

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

**IN CASE OF AN EMERGENCY DIAL 000**

Please note that ambulance services in Australia are very expensive and ambulance insurance cover is recommended.

For more information on ambulance cover go to the Victoria Ambulance website

<https://www.ambulance.vic.gov.au/membership/>

# SECURITY

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**IN AN EMERGENCY, PLEASE CALL 000**

## **Local Police Stations**

Footscray Police Station: 03 8398 8000

Avondale Heights Police Station: 03 9337 6777

Sunshine Police Station: 03 9313 3333

**Crime Stoppers: 1800 333 000**

**After hour UniLodge VU number: 0458 661 116**

## **Insurance and Security for your unit**

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

## **Intruders**

Although we take all possible precautions, intruders 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.

- **UniLodge has 24-hour video surveillance.**
- **Do not show any person to a resident's unit, or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Do not swipe your card for any other person in the lifts or open the front entry door.**
- **Tell the visitor to call reception.**
- **DO NOT WRITE YOUR ROOM NUMBER (NOR YOUR NAME) ON YOUR KEY CARD**  
**(If lost, it should not indicate who or where it belongs to)**

Please ask at reception if there is anything we can do to assist you.



# VICTORIA UNIVERSITY SUPPORT SERVICES

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## **Study Advice & Career Guidance @ the Learning Hubs**

The Learning Hubs are your one-stop-shop for student success, providing wrap-around advice and guidance to help you through your studies and as you take your first steps into being work ready. The Learning Hubs are where you will find your Study and Course Essentials as well as practical workshops and drop-ins in academic writing, math, careers and more. Online advice is also available 24/7 via LH Tutoring as well as a suite of resources and our jobsboard.

Website: <https://www.vu.edu.au/current-students/campus-life/advice-support/learning-advice/learning-hubs-study-advice-career-guidance>

Facebook: [www.facebook.com/vulearninghubs](https://www.facebook.com/vulearninghubs)

## **Student Mentors @ the Learning Hubs**

Drop-in sessions and college-specific Study Spaces are run by high-achieving and fully trained current VU students. Located in the Learning Hubs, Student Mentors can help with navigating the various university systems, software packages, breaking down your assignments into achievable goals and more.

Website: <https://www.vu.edu.au/current-students/campus-life/advice-support/learning-advice/student-mentors>

Facebook: [www.facebook.com/vustudentmentors](https://www.facebook.com/vustudentmentors)

## **International Student Support**

Adjusting to a new culture and environment is exciting, but it can be challenging at times. We can help you understand what is required of you as an international student, and the opportunities and support available at VU.

Website: <https://www.vu.edu.au/current-students/campus-life/advice-support/international-student-support>

Phone: +61 3 9919 6100

## **Careers Service**

VU Careers Service offers a range of online and face to face services to help you prepare for work, apply for jobs, and develop your resume and interview skills.

Website: <https://www.vu.edu.au/student-life/careers-opportunities/careers-service>

## **Counselling**

[Counselling services](#) provides professional services designed to assist you as a student in your personal, psychological and social development.

Website: [www.vu.edu.au/counselling](https://www.vu.edu.au/counselling)

Phone: 9919 5400

## **Accessibility support**

If you have a disability or medical condition that may impact upon your studies, Accessibility Services can support and assist you with our range of support and resources

Website: [www.vu.edu.au/disability](https://www.vu.edu.au/disability)

Phone: 9919 5400

## **Finance and Welfare services**

Finance and Welfare services provide free and confidential support and assistance to help you develop practical skills to better manage your time, budget, bills, Centrelink, and personal issues. Assistance with strategies to help you to concentrate on your studies and get the most out of university life.

Website: <https://www.vu.edu.au/campuses-services/student-support/financial-assistance>

## **Safer Community**

Safer Community is a central point of enquiry, response, and support for concerning, threatening or inappropriate behavior. They have free shuttle bus between main campuses, student security escort service.

Website: <https://www.vu.edu.au/campuses-services/safety-security/safer-community>

## **Student Advocacy - know your rights**

Student Advocacy service provides confidential advice, support, and representation to help you progress successfully during your time at university.

Website: <https://www.vu.edu.au/campuses-services/student-support/student-advocacy>

## **VU Health**

VU has a health advisor who can provide health advice, information and referrals.

Contact Health Advisor – email [healthadvice@vu.edu.au](mailto:healthadvice@vu.edu.au)

Website: <https://www.vu.edu.au/current-students/campus-life/advice-support/health-advice>

## **VU Sport**

VU Sport offers a wide range of sporting activities and facilities with something for everyone. You can make friends whilst you participate in social or competitive sport. You can join other VU students in community fitness events. You can de-stress and get stronger with group exercise classes and personal training at our campus fitness centres. You can (learn to) swim at our indoor heated aquatic facility. You can THRIVE with VU Sport

Website: [www.vu.edu.au/sport](http://www.vu.edu.au/sport)

## **VU Library**

VU Library provides a range of services and facilities for VU students: 24-hour access to online resources, chat online with a librarian, seven campus libraries for help with your information needs, access to a PC or a quiet place to study.

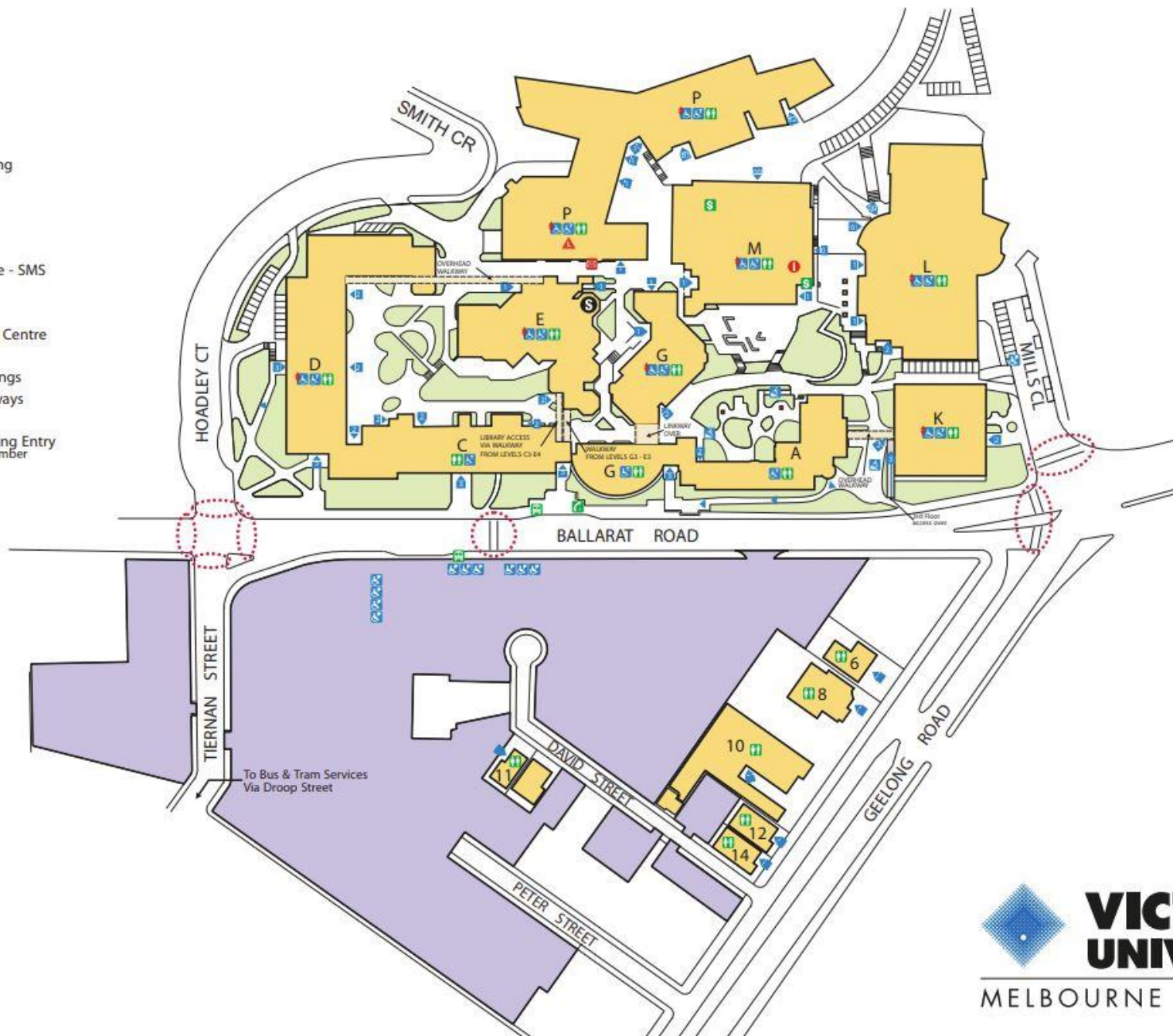
Website: [www.vu.edu.au/library](http://www.vu.edu.au/library)





#### LEGEND

- Accessible Parking
- Accessible Toilet
- Accessible Lift
- Steep Gradient
- Toilets
- Public Telephone - SMS
- Bus Stop
- ATM
- Student Service Centre
- Car Parks
- University Buildings
- Overhead Walkways
- Bar-B-Q
- Accessible Building Entry with entry level number
- Library
- Traffic Signals
- Security.





VICTORIA UNIVERSITY

## HANDBOOK AND ORIENTATION ACKNOWLEDGEMENT FORM

I \_\_\_\_\_ from Room \_\_\_\_\_

At UniLodge Victoria University have read, fully understand, and accept the contents of the current Residential handbook.

I acknowledge that I have also read, fully understand, and accept the contents of the orientation.

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

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

Signature:

\_\_\_\_\_

Full name (please print name in English):

\_\_\_\_\_

Date:

\_\_\_\_\_