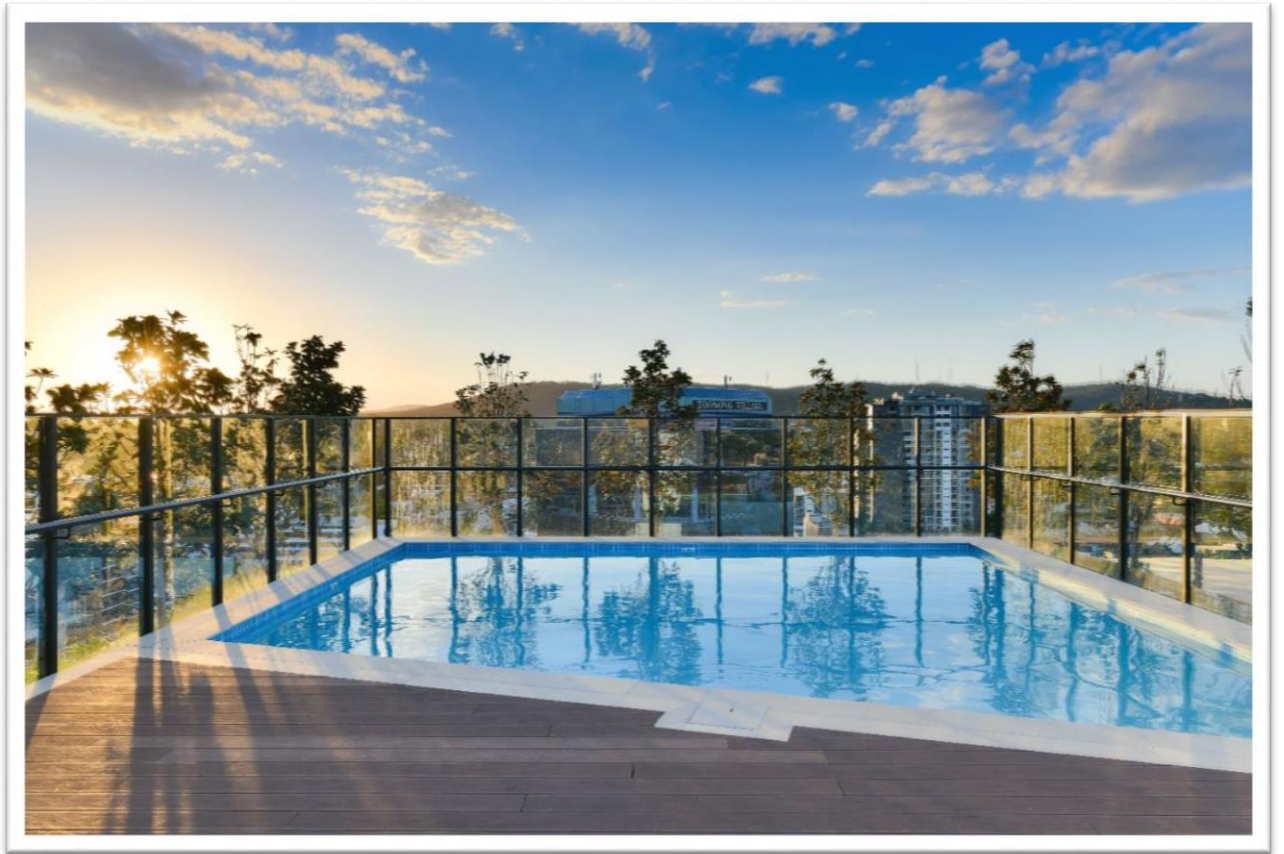


**UniLodge**

*Where I want to be*

2023

# **RESIDENT HANDBOOK**



# **UniLodge** **TOOWONG** **Resident Handbook** **2023**

**29 Archer Street,  
Toowong QLD 4066**

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# 1. WELCOME TO UNILODGE TOOWONG!

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We know that your stay here will be both enjoyable and productive. The UniLodge Toowong Team is aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments. The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Residency so that all residents can enjoy their stay.

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. The regulations ensure the **COMFORT**, **SAFETY** and **SECURITY** of all our residents.

We hope that this Handbook will prove useful in answering any questions and in assisting you with the most common issues that may occur.

UniLodge Toowong welcomes you to an environment that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Brisbane. Everyone in the management team is here to help you settle in and feel at home throughout your stay.

Welcome to your new home. We look forward to a great time together!

**UniLodge Toowong Team**

## a) CONNECT WITH US

Connect with us at UniLodge Toowong  
*Facebook:* UniLodgeToowong  
*Instagram:* @unilodgetoowong

## b) OUR CONTACT DETAILS

<b>Building Name</b>	UniLodge Toowong
<b>Address</b>	29 Archer Street, Toowong, QLD 4066
<b>Main Reception phone</b>	+61 7 3519 4700
<b>Email</b>	toowong@unilodge.com.au
<b>Emergency Contact</b> (Police, Fire, Ambulance)	Dial <b>000</b> from your mobile/cell phone

## c) ETHOS

### “Your Trust, Our Commitment”

UniLodge Toowong’s motto “**Your Trust, Our Commitment**” seeks to place you at the heart of everything we do. We value your stay with us and aspire to work closely with you to ensure a fun and exciting residential life. We welcome residents of all backgrounds and talents, and believe diversity makes for a stronger and more vibrant residential community. We seek to provide a nurturing environment in which we will listen attentively to your needs and support you in your journey of learning and growth. At the same time, it is important to us that you feel safe, comfortable and rejuvenated after a long day out. At UniLodge Toowong, your trust in us drives our commitment to deliver an exceptional residential experience.

### Mission

To deliver an outstanding Student **LIFE** experience during your stay with us at UniLodge Toowong:

- To **Lead** a vibrant, fun and exciting residential community
- To **Include** students of all backgrounds and talents
- To **Foster** friendships and connections
- To **Empower** students in their learning and growth



### Values [FIRST]

Fun	<i>We want to build a fun and engaging space</i>
Inclusiveness	<i>We welcome people of all backgrounds</i>
Respect	<i>To have respect for one another as members of the same community</i>
Safety	<i>To always follow safety guidelines and look out for your fellow residents</i>
Trial	<i>To always have an open mind and willing to step out of your comfort zone</i>



## d) OUR TEAM

Our staff are here to assist and help you wherever they can. Reception is your first point of contact for any residential enquiries including checking your accounts, lockouts, collecting parcels and all check-ins and check-outs. Please feel free to come to Reception and we will be happy to assist you with the information you need.

#### **i) UNILODGE RESIDENTIAL ADVISORS**

Dedicated Residential Advisors are on hand after hours to help look after your welfare and safety. They have experience of and understand what it is like to live and study away from home. When the Reception is closed, a Residential Advisor will be on duty to assist with your needs. These Residential Advisors will work closely with UniLodge Management relaying all issues that arise within the building.

Residential Advisors are extremely important members of the UniLodge Staff, and therefore all Residents must comply with any requests they issue.



## **Reception**

Our staff have a range of knowledge about the local area, food, travel and general information. Some of us have grown up just around the corner!

<b>Reception Hours</b>	
Monday to Friday 10:00am to 6:00pm	Saturday, Sunday & Public Holidays CLOSED

**After Hours Contact  
0429 062 115**

The after-hours number is to be used when:

- There is an emergency
- You notice something unusual or suspicious in the building
- You have locked yourself out

If you are experiencing noise-related problems that are affecting your study, please advise us immediately, by contacting Reception during office hours or via our after-hours contact.

## **e) OUR AGREEMENTS**

UniLodge strives to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying.

As part of signing your Lease Agreement, you will be acknowledging that you have read this Handbook and will abide by the expectations and rules set out in it. Should any changes occur to this document during your stay, you will be notified by UniLodge Toowong management via your email.

## **f) COMMON ROOM AND BUILDING FACILITIES**

Whether it's studying, socialising or relaxing, there is a space for you within the exciting common areas at UniLodge Toowong.

As a community, we are all responsible for maintaining the environment in which we live. As Residents, you have a responsibility to maintain the complex in a state acceptable to all residents.

### **Ground level & Common Area**

- Work on your assignments in the **Study Area** or on the sunny Terrace
- Cook up a feast with your friends in the **Kitchen and Dining Area**, equipped with everything you will need to create with your friends and dine under the stars on the terrace.
- Access Toowong Village; Library, Coles, clothing stores and more!

- Challenge your friends to a game in the **Games Area** on the ground level, which features billiards, a TV, and vending machine

### **Level 1 & Laundry**

- Chill out, socialise and cook up the week's meals in our **Dining & Kitchen** area.

The laundry room is located on Level 1 and is available for your use containing washing machines, dryers and an ironing board. Access to the laundry is available 24/7, so you can do your washing at any time of the day. Charges apply for the use of a washing machine and a dryer. You will need to supply your own detergent.

### **Level 15 – Rooftop & BBQ Are**

- Relax and catch some sun by our rooftop pool.
- Invite your fellow student up for a BBQ and a swim.
- Between 6am and 10pm the pool is free for access.
- Noise is to be kept to a minimum after 8pm during exam periods and the rooftop will be locked at 10pm each night.

### **Bicycles**

Bike racks are available to residents and are undercover and secure. If you wish to store your bike, please come and see Reception to register your bike and receive your bike tag. Bikes that do not have an approved UniLodge Toowong bike tag or are not parked in a designated parking space will be removed. Retrieval will be at the cost of the resident.

### **Parking**

Limited car park spaces are available at an additional charge. Please contact Reception for pricing and details. Any cars, bikes or other vehicles that are parked on the premises that are not approved by UniLodge Toowong will be removed at the expense of the resident.

### **Rubbish**

Please empty your rubbish into the rubbish chutes located on each floor. There are bins for both general waste as well as recyclable materials. Rubbish is not to be left in hallways, common areas or beside bins. Any residents found doing so will be contacted and it may result in a breach notice.

## **2. SETTLING IN AND ENJOYING YOUR STAY WITH US**

### **a) GETTING YOU SET UP ON ARRIVAL**

This handbook forms part of your 'lease agreement'. By reading and signing these documents you agree to abide by the building rules and contract obligations. You will receive a copy of the signed lease agreement, and this is provided to you on your arrival once signed by all parties.

The items you will receive on checking in are:



- An access card – this is for your room, parking, kitchens, rooftop and laundry.
- A copy of the entry condition report for your unit.
- A copy of your lease agreement.
- Residential Tenancies Authority information on renting in QLD.
- Internet details.

### **Access Card**

The access card should always be carried by residents. Your access card must not be given to any other person. Should you lose your access card or be locked out of your apartment, you must contact Reception immediately.

### **Replacement of Access Card**

There will be a cost to the resident to replace their access card if they are lost. If a key is missing for more than 24 hours, it is classed as lost and a replacement card will be issued.

Prices for the replacement of lost access cards and lockout fees:

**Swipe Cards:** \$50.00 each.

**Lock-out fee:** Free of charge for the first time.  
\$50 per lockout applicable for after-hours assistance  
(when reception is not open, this includes public holidays that fall on a weekday)

## **b) MAIL, PARCELS AND DELIVERY**

Each unit is allocated a mail slot, which is located at Reception.

Mail being sent to you should be addressed as follows:

<p><b>Your Name (<i>English name</i>)</b>  <b>UniLodge Toowong</b>  <b>(Unit Number) _____ / 29 Archer St,</b>  <b>Toowong QLD 4066 Australia</b></p>
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**If your mail does not include your unit number, it will cause delays. This may result in your mail being returned to the sender.**

It is possible that residents with a common surname may reside in the same unit during different time periods. Should you collect someone else's mail you are to immediately return it to Reception.

### **Parcels**

Parcels are accepted by Reception during office hours on behalf of the residents. Reception is not responsible for the state the parcel arrives in or when picked up by the Resident.

- Parcels must be in the name of the resident only; we do not accept parcels on behalf of friends or family of residents. Ensure it is in the name in which you have signed your lease agreement so we can identify you.

- We do not accept food or perishable items (e.g. supermarket deliveries, UberEats orders, etc.).
- If a parcel has not been collected within 2 weeks of delivery, we will return the unclaimed delivery back to the sender.

We will not accept parcels for departed residents. Any parcels or mail received for departed residents will be returned to the sender.

Reception does not send mail on behalf of residents.

### **Sending Mail**

The closest Post Office is located:

24 Ebor St, Toowong QLD 4066  
Phone: +61 7 3371 6453

## **c) PAYING YOUR RENT**

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

### **Rent**

Rent is to be paid as per the lease agreement and must always be 2 weeks in advance.

Payments can be made in the following way:

- a) Bank Transfer into the UniLodge Bank Account.
- b) At reception during business hours via EFTPOS or Credit Card (MasterCard or Visa). Surcharges apply for Credit card payments.

### **Bank Account Details**

**Bank Name:** Westpac

**Bank Address:** 260 Queen St, Brisbane QLD 4000

**Account Holder Name:** Archer St Investment Holdings Pty Ltd ATFT Archer St Investors Unit Trust

**BSB Number:** 034-001

**Account Number:** 641980

**SWIFT CODE:** WPACAU2S

**Reference:** Entry ID issued to you. If you are unsure of what this is, please contact Reception.

**Payment of Rent must be received on or before the due date**  
**All receipts to be emailed immediately after every payment**

**Remark:** Entry ID issued to you. If you are unsure of what this is. Please contact Reception.

### **Other Charges**

Varied charges are payable by residents and include additional cleaning, lock out fees, equipment hire and repairs. The resident must make payments for outgoings within 7 days of the invoice.

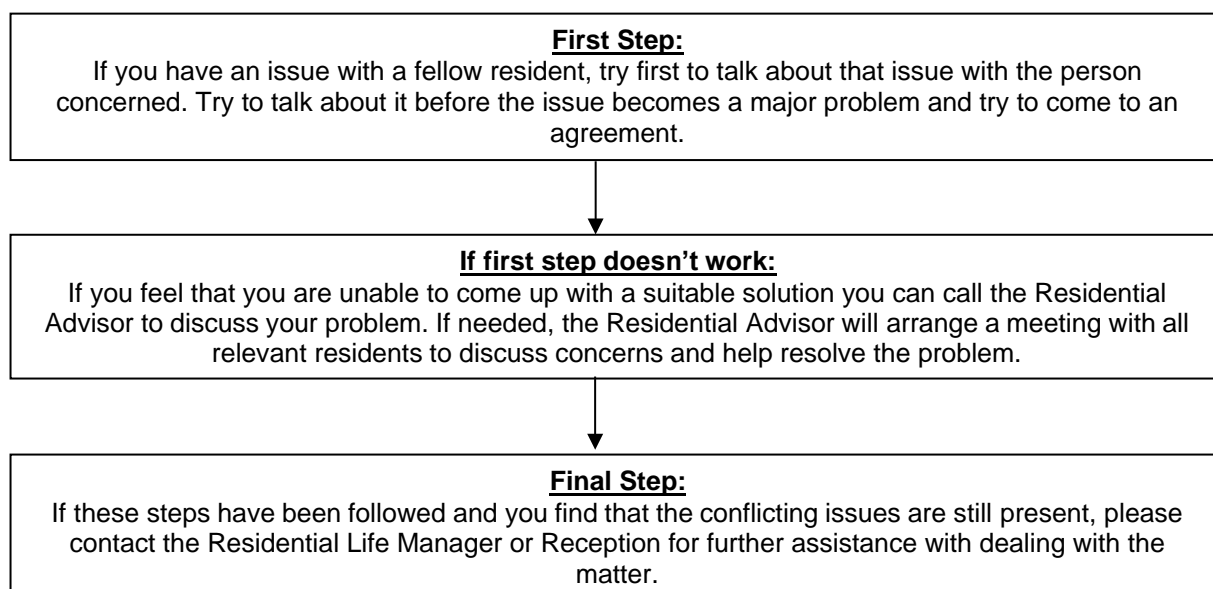
## **d) GETTING TO KNOW YOUR NEIGHBOURS**

Here are some handy hints towards getting to know and living happily with your neighbours:

- Introduce yourself to your neighbours and have conversations with them whenever you can – don't be shy, you may have lots in common
- Respect others' sleeping and studying habits by not creating excessive noise
- Don't leave your belongings lying around in shared areas
- Clean up after yourself
- Don't use other people's things without asking
- Have consideration and respect for others in all facets of life
- Remembering that all Residents of UniLodge are students. You could assist each other with study and/or have study groups together
- Suggesting social activities that you and your neighbours could attend together within or outside of UniLodge may be a great way to make new friends and meet more people

## **Living Together @ UniLodge**

***Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. The following steps will help you should any conflicts arise...***



### ***Tips for happy living in a shared 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 your guests 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.

## **e) LEARNING TO LIVE TOGETHER HARMONIOUSLY**

### **Short Term Illness**

UniLodge accepts the possibility that residents may suffer a debilitating illness that is neither communicable nor notifiable, for a short time. In such cases, UniLodge undertake to extend every reasonable support, and to encourage residents in the pursuit of their studies.

### **Communicable Disease**

In the case of contracting an infectious disease such as measles, a resident must notify UniLodge management immediately. To ensure the health and safety of all residents, the resident is to cooperate with UniLodge to ensure they abide by instructions given.

If there is a breakout of an infectious disease involving a significant number of residents, management will seek medical advice from relevant health services about how best to contain it.

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to management. Where management reasonably believes the resident has a notifiable disease, it will refer the resident to the university's health service or the resident's preferred GP for a medical assessment of whether the resident has a notable disease.

### **Medical conditions**

To assist UniLodge to support our community, residents may wish to disclose medical information to staff which may assist them should a medical situation arise. This information will remain confidential and will be recorded in the resident's electronic file which is protected by passwords and only accessible by approved UniLodge staff. Residents are encouraged to discuss their needs with the Residential Life Manager or Property Manager, and this will be conducted in a confidential environment.

## **f) LOOKING AFTER YOUR APARTMENT**

*If there is an emergency such as a flood, a shower that won't turn off, a room door that won't lock etc. please call reception or the after-hours contact details immediately.*

## **Maintenance**

Please follow the procedure below upon discovery of an item requiring attention.

1. Identify the problem and prepare to give the associated details.
2. Fill in the maintenance form.
3. Photos of the damage or concern are very helpful.

## **Apartment Repairs**

UniLodge employs maintenance staff and contractors to repair any damages or problems that occur on the premises. General maintenance of the apartment is provided. The resident is liable for any damages or loss caused by negligence or misuse and will be charged for labour and any associated costs.

## **Twin-share damages**

In twin-share apartments, if maintenance is required to fix the damage in the apartment common areas, and responsibility is not claimed by an individual/s, costs will be shared equally across all residents of the apartment.

## **Appliances and Systems**

Refer them to the instruction manual for correct usage. Please contact reception to obtain one.

## **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.

## **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. Wax or other polishes are unnecessary and should not be used.

**Note:** Please refrain from using any caustic cleaning agent on any surfaces.

### **Scratches and Cuts**

Chopping and cutting directly onto the surface can damage Laminex/stone 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.

Residents are asked not to remove from their apartment any item or equipment that has been provided by UniLodge.

### **Microwave**

Your apartment is provided with a microwave located in the kitchen. The microwave is connected to a 240V single-phase electric power supply.

### **Mirrors**

The manufacture's recommended cleaning method is as follows:

- Gently wipe with a damp, lint-free cloth

### **Refrigerator**

Your apartment 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.

### **Smoke Detector**

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living room/bedroom areas. If you attempt to tamper, cover or remove your smoke alarm you will be fined.

### **Stains**

DO NOT use any powders or abrasive liquid cleaners. A light application of METHALATED SPIRITS or cleaning liquid that does not contain solvents can be used.

### **Tiled Surfaces**

- Do NOT clean the tiles with ACID.
- Do NOT clean tiles 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 very careful of what you stick onto the walls. Do not staple, stick, or pin any items to the walls. The walls could become damaged, or paint removed if care is not taken and a charge will apply if this does occur. No sticky tape is to be used. No blue tack is to be used as it can stain paint.



## **g) WHAT TO DO IN AN EMERGENCY? DON'T PANIC!**

### **Upon Fire**

- Assist any person in immediate danger only if safe.
- Close the door.
- Call Fire Brigade (000) from your mobile phone.
- Mitigate fire if safe to do so.
- Evacuate to an assembly area.
- Remain at assembly area and await instruction.

### **Assembly Location**

Refer to posters and signage throughout the building and make sure you know where you need to assemble. Keep an eye out for UniLodge Staff for directions.

### **Fire Sprinklers and Detectors**

Please be informed about the following points:

1. The smoke detector in your room is connected to a fire alarm system. If you set the alarm off in your kitchen due to smoke while cooking, quickly gets a tea towel or something similar and fan under the detector.
2. Never cover or attempt to remove the smoke detector in your room. These are connected to the main building fire alarm system and tampering 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 Queensland Fire & Rescue Service has within its power to levy fines and commence prosecutions (current fines exceed \$1400). You may also be responsible for the cost of repairs to the system that tampering may cause.
3. In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not attempt to clear these into the building common areas (including apartment hallways). Activation of common area alarms will automatically call the Queensland Fire & Rescue Service which has within its power to levy fines (currently in excess of \$1408.25). Please open your windows and fan the fumes away from your detector. For the rooms where the windows are sealed, please ensure that your rangehood extraction fans are running.
4. **In the event of a fire dial 000 immediately.**

**False alarm callouts is \$1408.25 for the financial year 2022 - 23. The charge is at Queensland Fire and Emergency Services' discretion.**

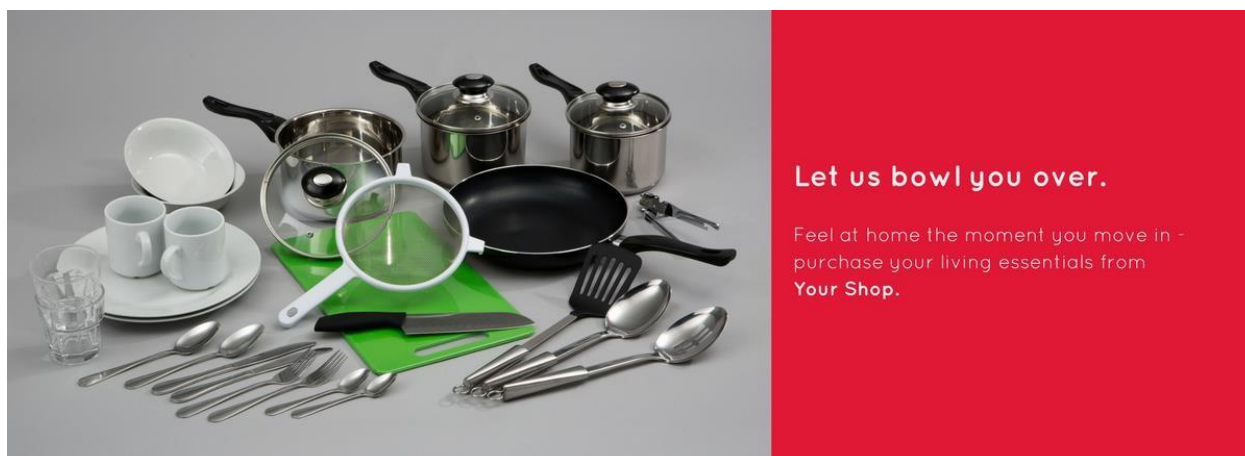
With just a little extra care, we can all reduce the chance of false alarms.

**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!

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

## h) YOUR SHOP



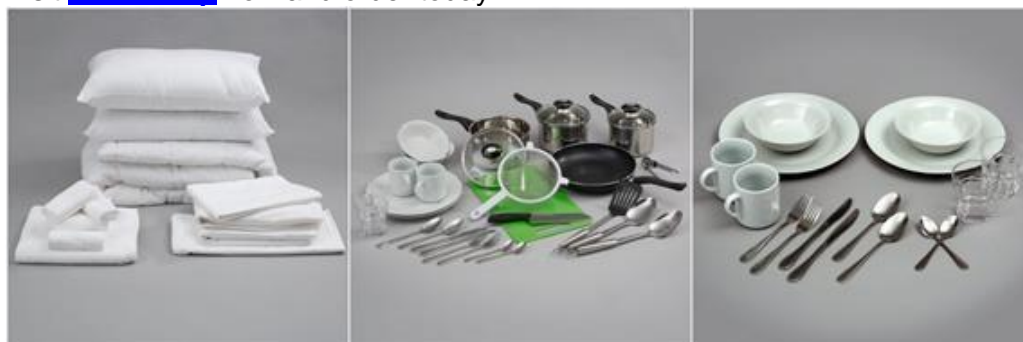
Are you ready to make the journey to Uni in 2023? Travel light and hassle-free!

Don't spend your first day in a new city having to worry about hunting around for linen and kitchen items – trust us you will have much more exciting things to do and see! So, whether arriving by plane, bus or train, make settling into your new lodge easy by pre-purchasing your basics from our online store. Click [Your Shop](#) and have them delivered to your apartment prior to your arrival. **Please place orders at least 7 to 10 days prior to arrival to ensure they arrive in time.**

Our most popular is the [All in One Essentials Pack](#) which as the name suggests is very comprehensive and includes linen, pot, pan, cutlery, plates, cups, cooking utensils + more from only AUD\$379.94 (based on king single\* bed product)... amazing value!!

*\*Bed sizes are as per your room types. Studio = King Single size, Studio Double = Double Size, Studio Accessible = Double, Studio Deluxe = Double and 6 Bedroom = King Single. Prices include shipping and GST.*

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



## **i) CONTENTS INSURANCE**

Have you considered Contents Insurance? It is an optional service available to residents. The policy offered covers up to \$5,000 of your personal items located at your UniLodge property where you have entered into a tenancy agreement.

With Contents Insurance you are insured for loss or damage to your contents during your tenancy while they are at the site caused directly by any of the insured events such as fire, theft and storm.

## **j) SETTING UP A BANK ACCOUNT IN AUSTRALIA**

UniLodge has partnered with Commonwealth Bank, Australia the leading provider of integrated financial services. Have instant access to your bank account and a dedicated support team to help you through the process.

To open a bank account or to find out more simply visit:

[commbank.com.au/movingtoaustralia](http://commbank.com.au/movingtoaustralia)

### ***The Big 4 Banks***

You've plenty of choices when it comes to banking. There are many regional banks, local credit unions and building societies – but it's the Big 5 banks that are the key players in Australia.

These are:

- Commonwealth Bank – [www.commbank.com.au](http://www.commbank.com.au)
- NAB – [www.nab.com.au](http://www.nab.com.au)
- ANZ – [www.anz.com.au](http://www.anz.com.au)
- Westpac – [www.westpac.com.au](http://www.westpac.com.au)

### **3. RULES AND REGULATIONS**

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#### **a) RIGHTS AND RESPONSIBILITIES FOR RESIDENTS AND UNILODGE**

##### **Resident's Rights:**

- Access to an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.

##### **UniLodge's Rights:**

- To send remedy of breach notices to residents who break the terms or conditions of the lease 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 apartment during reasonable hours, after issuing the resident with an entry notice.
- Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohol within the premises.
- Request identification from residents.

##### **Resident's Responsibilities:**

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

##### **UniLodge's Responsibilities:**

- To make sure the apartment is clean and fit to live in at the start of the agreement.
- Providing a reasonable level of peace, comfort, and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health or safety of persons using or entering the premises.

- Maintain the premises and inclusions in good repair and keep the common areas clean.

## **b) RULES OF LEASE**

### **House Rules**

As part of your lease agreement, you will be supplied with the House Rules for UniLodge Toowong.

This document covers the rules and expectations regarding:

- Common Areas and Share Facilities
- Maintenance procedures
- Resident behaviour
- Bike Parking
- Car Parking
- Alcohol
- Drugs and Illegal substances
- Gambling
- Smoking
- Noise
- Pets
- Visitors and Overnight guests
- Harassment
- Security
- Social Media
- Complaints and Disputes
- Requests by staff
- Abiding by House Rules
- Pool Safety
- Use of Hot Plates in Rooms

If you have any questions about any of these House Rules, please contact Reception.

### **Internet**

Please refer to the information given in your arrival pack and on the signage around the building for assistance and troubleshooting with your internet connection. Please contact the supplier if you would like to top up your account if you have used your allocated GB. Wi-Fi is available throughout the entire building.

### **Video surveillance**

UniLodge Toowong has 24-hour video surveillance. While these cameras can be of assistance in managing issues, the best defence is for all residents to maintain a vigilant attitude towards safety and security.

### **Security**

Apartment doors must remain closed at all times. They are not to be held open, propped open or held back by any objects whether the resident is in the apartment or not.

### **Identification**

Identification should be carried at all times as it allows management and security to determine if a person is a resident at UniLodge. Identification should include a photo and your name. It also allows after-hours access should you lose your access card. **You should always keep your access card and identification separate.**

### **Social Gatherings**

Social gatherings are an important part of university life and residents may gather together with their friends at UniLodge Toowong. Residents must consider noise, and security, and abide by the rules for the use of communal spaces.

### **Events in Rooms**

Residents may hold small events in their rooms without filling out an event request form. A small event is deemed to be

- no more than 3 extra guests in a Studio apartment
- no more than 4 extra guests in a twin share apartment

If an event is being held with more people than the guidelines above, an event request form must be completed at reception. Any in-room event which has the potential to be disruptive to the community should instead take place in a common area.

### **Events in Common Spaces**

Gatherings with a large number of people in attendance require a significant level of responsibility on the part of the person hosting. It is important that this person plans for this and is sober and present for the entire duration of the party. In twin share apartments, they require the unanimous consent of all residents before having these events.

The number of guests allowed for each requested event in a common area will be assessed on an individual basis. The use and set up of the space, activities being conducted within it and the room's capacity within safety regulations will all be part of the decision.

You must complete an event request form (available from reception) if you wish to use the common spaces. The event request form is designed to ensure that the interests of other residents not attending the party and people attending the party are adequately considered by the host.

Applicants are required to give the reason for the gathering, how many people will be in attendance, how many non-residents will be in attendance, and how the gathering will be managed.

The resident hosting the gathering will be held responsible for any breach of the UniLodge Toowong Handbook or House Rules, including damage and noise. Any costs arising from a gathering including costs for cleaning and damage will be charged to the host.

Most events that are non-academic in nature will not be approved during the Exam period.

Events must conclude by 10 pm.



For a gathering in a twin share apartment, the host must always have the unanimous consent of all other residents in that Twin share.

### **Non-residents of UniLodge**

Unfortunately, it is common for problems associated with social gatherings to be linked to guests of residents. We have several rules that apply to non-residents.

Hosts should be aware of these rules:

- Residents and their guests at UniLodge are to show respect for each other and for our building as members of the UniLodge community.
- Residents are responsible for their guests and will be held financially accountable for any misconduct on their part.
- Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which they cause.
- Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave.

### **Visitors**

Residents are responsible for their visitors and will be accountable for their actions. All visitors must abide by UniLodge rules and regulations on the lease agreement, the House Rules and the UniLodge Toowong Resident Handbook. All visitors must leave by 10 pm. All unwanted visitors or trespassers should be reported to UniLodge Toowong. If you are expecting visitors, you must personally come down to reception to verify and receive your visitors.

### **Overnight Guests**

Only one overnight guest is permitted at a time. All residents must complete a guest request form available from reception and have their guest approved by UniLodge Toowong at a minimum of 24 hours prior to the guest's arrival. A guest can only stay for a maximum of three (3) consecutive nights at UniLodge Toowong and will not be permitted to be signed in by another resident to extend their stay at the property. Overnight stays during examination periods will be considered on a case-by-case basis.

All guests must abide by the rules and regulations on the lease agreement, the House Rules and the UniLodge Toowong Resident Handbook. Residents will be liable and responsible for any breach of a UniLodge rule or regulation that their guest commits.

Guests who do not abide by the rules and regulations of UniLodge Toowong can be asked to leave at any time.

### **Exam and study times**

During official university study and exam periods, no social gatherings can be held that disturb other residents. Residents who finish their exams early and wish to celebrate are advised to celebrate outside of UniLodge.

Official UniLodge events held during this time will normally be low-key and aimed at providing residents with the opportunity to take a quiet break from study.

### **Criminal Activity**

Any criminal activity associated with a gathering or event will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those who are under 18 years old.

### **Intruders**

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call reception during open hours or the emergency phone after hours immediately and watch the person or persons from a distance but **do not put yourself at risk**.

#### ***Remember:***

- Do not swipe your card for any other person in the lifts or open the front entry door.
- 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.
- Tell the visitor to call reception.
- UniLodge has 24-hour video surveillance.

If in doubt, please contact UniLodge Toowong staff.

### **Personal belongings and insurance**

All Residents are strongly advised to take out contents insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc as they may not be covered by UniLodge policies. Any large complex is vulnerable to petty theft; unfortunately, UniLodge Toowong is no exception. UniLodge is not responsible for any damage caused to your personal items during your stay with us.

Contents insurance can be purchased through UniLodge for an additional cost on top of your normal rental payments. Please contact reception for more information.

### **Transport**

- Information on public transport can be obtained from the Transit Help Line Phone 13 12 30 (calling card or mobile only), or [www.http://translink.com.au](http://translink.com.au).
- Buses run from High Street is 2 minutes' walk to UniLodge Toowong.
- Toowong railway station is located within Toowong Village just over the foot bridge.

### **Informing Emergency Contact Person(s)**

As a rule, informing the nominated emergency contact person(s) is the resident's option. However, in cases where there is a concern for the health or wellbeing of a resident, management may contact the emergency contact person(s) nominated by a resident in their Room Agreement.

### **Access to other apartments**

Entering another Resident's apartment without authority will result in the same action as a member of the public entering a home without approval. That is, offenders 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.

### **Absent from your apartment**

If you intend to leave your unit for longer than 3 nights, please ensure you advise reception. You will need to fill in an extended leave form and 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 prepaid before you leave; or set up a direct debit and you won't need to think about it. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

### **Additional furniture**

**The installation of other furniture into a resident's apartment is not permitted** unless a written application (with dimensions and all applicable details) is submitted to and approved by UniLodge management. Every request will be looked at separately depending on the size of the unit and the furniture required. Hot plates and gas cookers are not allowed to be used in any of the room types; this is for your safety and the safety of others.

### **Health and Safety**

As residents, you must not partake in any act or behave in a manner that that will promote a hazard to yourself or someone else. This includes, but is not limited to, preventing easy access or exit from the building by leaving personal articles or rubbish blocking any thoroughfare including exits, or interfering with any fire safety notice or equipment.

### **Social Media**

UniLodge is actively using social media sites to build an online community. Prospective and current students and their families, alumni, staff and friends of UniLodge can share content, ideas and experiences, and find helpful information on UniLodge's various official and associated social media sites, such as the UniLodge Facebook page. We invite you to use them to connect with UniLodge and our community of residents.

To keep the sites enjoyable and lively, please respect the rules of the various social media platforms and observe the following guidelines. UniLodge reserves the right to remove posts that don't comply or are judged to be unacceptable.

These guidelines will grow and change as the social media networks themselves grow and change.

### General Principles

- *Think before you post.* The internet has a history of thoughtless posts that users later regret.
- *Be respectful.* UniLodge is committed to showing respect for the dignity of others and to the civil and thoughtful discussion of differing ideas. If you wish to voice a complaint or disagree with another post, please do so in a polite and constructive manner. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief will be removed.
- *Be accurate.* Please check your facts before you post and ensure you use the most up-to-date information available. Cite – and link to – sources wherever possible. If you have made an error, correct it visibly and apologise. Posts containing factual errors may be removed or corrected.
- *Be honest.* Be honest about who you are. State your sources when quoting others.
- *Be ethical.* Ensure your posts are fair to all concerned and do not exploit others in any way.
- *Don't breach copyright.* Be particularly careful in regard to music (including video soundtracks), videos and photographs.
- *Add value and don't spam.* Supply and share relevant and relevant information to the UniLodge community.
- Don't use UniLodge sites to promote businesses, causes, ideologies or political parties. Any posts of this kind will be removed.
- *Protect your privacy.* Your comments are visible to all. Never include yours or others phone number, email address, home address or other personal information in a post. Adjust the privacy settings on your social media sites to only disclose information you are happy for others to see.

UniLodge recognises that your personal social media accounts are your private property and does not require you to engage with UniLodge online (for example by becoming a fan on Facebook, joining a group in LinkedIn, or subscribing to us on Twitter) using your personal accounts.

### **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 Manager. In most cases, problems can be resolved through informal enquiries and discussions.

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

Step 1 - Talk politely and openly to the person involved

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

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

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

Please note complaints must be processed with UniLodge Toowong and not with your University unless you wish to escalate an unresolved complaint that has not first been addressed by UniLodge Toowong staff, or secondly by UniLodge Australia's Head Office in Brisbane who can be contacted by phone on (07) 3233 3700 or email [feedback@unilodge.com.au](mailto:feedback@unilodge.com.au).

If you have any concerns with the terms of your Lease Agreement, please contact us on (07) 3519 4700 or [toowong@unilodge.com.au](mailto:toowong@unilodge.com.au) who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office at [feedback@unilodge.com.au](mailto:feedback@unilodge.com.au) and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact the Queensland Civil and Administration Tribunal on 1300 753 228 or their website - <https://www.qcat.qld.gov.au/>.

### **Eligibility of Residents**

All residents must be enrolled in or studying at a university, TAFE, college or school. If the apartment you have selected is licensed for two people, both occupants must be studying and there will be an additional charge of \$50 per week for the studio deluxe room type.

All residents and other occupants must be registered and sign a rooming agreement.

- UniLodge Toowong is **NOT** a suitable environment for children under the age of 16
- Residents must not sub-let the apartment under any circumstances

### **Building Security**

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

- Residents must always carry identification and, if requested, show it to management, security or staff.
- Under no circumstances may residents loan out their access card.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the rules of the lease 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.

### **Requests by staff**

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

### **Behaviour**

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your lease agreement; however, you will still be held responsible for rent until the unit is re-let.

### **Drugs/Illegal Substances**

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can result in eviction.

If you feel you are becoming reliant on drugs or other substances (or know somebody in the building who is), please talk to management. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

### **Smoking**

UniLodge Toowong is a smoke-free building that includes apartments and all 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 resident



responsible. In Queensland, there are strict laws about how close to buildings you can smoke so make sure you are familiar with these laws.

- No smoking within 5 metres of public transport waiting points such as bus stops, taxi ranks, and ferry terminals.
- Smoke-free buffer increases to 5 metres at all non-residential building entrances.
- No smoking at commercial outdoor eating or drinking areas.

## **Alcohol**

UniLodge Toowong promotes the responsible consumption of alcohol for residents over the age of 18. UniLodge opposes excessive consumption of alcohol and binge drinking, as we are home for all residents and should not be treated as a drinking place. All residents should be able to study and sleep without being disturbed by other residents. While UniLodge permits responsible consumption between friends it opposes groups or individuals who wish to consume more than a few quiet drinks.

Alcohol is permissible (if you are over the age of 18) only if consumed within the designated drinking areas listed below. Alcohol is NOT permitted in any area not listed below.

### **Designated Drinking Areas**

- Resident Apartments

Any alcohol is to be consumed in moderation and there is to be no excessive noise. Noisy students will be asked to quiet down or directed to leave the building. Under no circumstances will intoxication be accepted as an excuse for misbehaviour. The full consequences will apply for misbehaviour following any destructive or socially unacceptable acts, inclusive of where the resident cannot remember the wrongdoing. Kegs, funnels, yard glasses, beer bongs and other related implements that may encourage rapid consumption are not permitted.

Breakages of glass or items that may cause injury must be reported to UniLodge Toowong reception or the RA on duty immediately. It is the responsibility of those consuming the alcohol to put all rubbish, including bottle tops, into the bins provided. Empty alcohol containers must be disposed of appropriately and in a timely manner. Please respect the opening hours of the common areas. UniLodge staff and RA's may shut down any activity at any time that is deemed in breach of this policy.

All empty glass bottles and cans must be properly disposed of in the recycling bins located in the common areas or via the rubbish chute located on each floor pressing the recycle option on the chute diverter.

## **Gambling and Gaming**

Gambling is not permitted on the premises. Any member of UniLodge Toowong who is found to have undertaken actions not in accordance with this rule will be issued with a breach notice which could potentially lead to termination of lease.

## **Furniture and Equipment**

The furniture and other items provided in the apartments are to be used for the purposes for which they are made. The resident is liable for damage to this property.

The resident is not permitted to make alterations or additions to the apartment or the furniture and equipment within the apartment unless the request has been given in writing and

approved by management. The resident is not permitted to bring or use electric/gas or otherwise, cooktop appliances in the rooms.

### **Common Property**

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of the common property. The resident is liable for all damages caused.

### **Pets**

Pets need to be approved by Unilodge Toowong. Please contact our staff member for further information.

### **Pool Safety**

The pool is accessible between the hours of 6 am and 10 pm. There is no diving, running or glassware in and around the pool at any time. We would love for you to have a great day, so please look out for your mates when swimming, there will be no lifeguard.

### **In an emergency call 000.**

### **Noise**

All residents have the right to the quiet enjoyment of their apartment and common areas, particularly during times of study and exams. Be mindful and respectful of other residents in the building.

***All residents must keep noise to a minimum between the hours of 10:00 pm and 8:00 am.***

### **Cleaning and Inspections**

All residents are responsible for the day-to-day cleaning of their apartments. In addition to this, UniLodge apartments will also conduct periodic inspections, after due notice is given, for faults or damage.

You can sign out/borrow a vacuum cleaner from reception.

### **Departure Cleaning**

Your apartment has been professionally cleaned and fitted with a new mattress protector and shower curtain, prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered them.

To take some of the stress out of your exit process, UniLodge has been able to negotiate rates with a bond cleaning company that delivers a service that we believe is of a very high standard, and which meets our cleaning expectations. We can offer this service to you which includes a professional cleaning, mattress steam cleaning, and the cost of a replacement mattress protector and shower curtain (please contact reception for pricing).

You are more than welcome to undertake the work yourself. Should you wish to do so, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment after you have cleaned it to ensure it meets the expectations prior to releasing the bond. If the cleaning is unsatisfactory, we will engage our professional cleaner at an additional cost.

For the cleaning of twin share apartments, please see reception for rates for common areas and inclusions.

## **4. THE LEASE AGREEMENT**

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### **a) CONDITION REPORT**

At the commencement of the lease 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 lease agreement to assess any damage to the apartment, its furniture and equipment.

The completed condition report must be **returned to the office within 7 Days** of your arrival. Failure to do so will result in the acceptance of the condition report as completed by UniLodge, forming the basis for any security deposit claims at the end of your lease.

### **b) BREACH OF LEASE**

#### **Eviction**

UniLodge rules of lease promote tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, they shall receive written warnings from UniLodge management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a notice to leave and an application will be made for eviction.

In addition to the termination provisions, notice to leave will be given to any resident who:

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

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

### **c) BOND AND ADVANCE RENT**

#### **Bond**

A bond equivalent to four (4) weeks' rent is required. Bond is lodged with the Residential Tenancies Authority on behalf of the resident for the term of their lease and/or for any further period in which the resident may occupy the apartment. The bond lodged is in Australian Dollars only.

**The bond cannot be used towards your rent unless authorised by the Property Manager.**

**The cost of repair or excessive cleaning may be deducted from the bond.**

### **Advance Rent**

Advance Rent equivalent to two (2) weeks of rent is required at the time of accepting the offer. This will be the first two-weeks rent when you move in.

## **d) REFUND OR CANCELLATION**

### **Total Refund**

In the event that UniLodge management is unable to provide accommodation in accordance with our obligations, all bond payments and advance rent instalments will be fully 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 the commencement of their lease agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply in addition to forfeiting the advance rent.

The bond is refundable at the end of a lease agreement. 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, and all outstanding expenses such as cleaning etc. are fully paid. Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the bond.

### **No Refund**

If an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn, the resident will forfeit the rent paid in advance.

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 lease agreement, where damage has been caused to UniLodge property or there is outstanding rent that exceeds the bond amount, the bond will be claimed, and the resident will remain liable for any additional costs.

Where a resident breaks a tenancy agreement without cause, the resident is not eligible for a refund of advanced rent and remains liable for continued rent payments until another resident is found.

## **e) RENEWAL OF LEASE**

Renewing your lease is easy with UniLodge! We will advertise our renewals campaigns via email, on our website and at reception. Simply send us an email with your name, unit number and new lease dates, and we will be in touch with further details.

## **f) ROOM MOVE**

If you wish to upgrade or simply move to a different room, you can request a room move by sending us an email. All requests will need to be submitted in writing and are subject to availability. You will be required to pay one-week rent as a room move fee and organise departure cleaning from your current room. Please review departure cleaning under section 3(b) of this Resident Handbook.

## **g) TERMINATION**

### **Breaking the Lease Agreement**

The lease agreement is a legally binding document that if broken may continue to incur charges for the resident. Where a tenant 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.

A resident under a General Tenancy Agreement must give at least 2 weeks' notice by submitting [Form 13 – Notice of Intention to leave](#), if they wish to break their contract early.

When considering prematurely terminating your tenancy agreement, it is your responsibility to do one of the following:

- Pay up front the remainder of occupancy fees that are due under the agreement.
- Find another suitable person, approved by UniLodge Toowong Management, to take over your apartment, or UniLodge will conduct this on your behalf. An early termination fee equivalent to 2 weeks of rent plus GST applies, as well as rent up until the next resident moves in/end of the lease (whichever comes first). UniLodge does not guarantee to be able to find a replacement resident for the lease.

In all cases, the apartment must be left in the same standard that it was in at the commencement of the lease.

**You have entered into a legally binding agreement, and you are responsible for the payment of the lease 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. We have the resources to recover monies owed to us outside of Australia.**

UniLodge Management may cancel your reservation via email if any of the following occurs:

- the information you provide as part of the booking process turns out to be false; or
- you fail to comply with your obligations as set out in the Resident Handbook and Lease Agreement, meet student status requirements, sign the Residential Tenancy Agreement when required, not pay Bond and Advance Rent payment by the specified due dates.

## **Termination of Lease Agreement**

A lease 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 is in breach of the provisions of the lease agreement or the rules of lease
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 lease agreement, all the personal property(s) of the resident must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Authority guidelines.

## **5. MAKING THE BEST OF YOUR COMMUNITY EXPERIENCE HERE**

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### **a) HELPING YOU ADAPT: WE'RE HERE FOR YOU AND WE CARE**

UniLodge strives to provide community-based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. We can provide confidential support and advice.

New residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life
- A different education system and different expectations
- Living away from home, and looking 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, this may come as a shock

UniLodge staff are here to assist you with all these questions and more. Feel free to visit reception and we will be happy to help you find the information you need.

You can also connect with the Residential Life Manager via email [toowong@unilodge.com.au](mailto:toowong@unilodge.com.au) or call us at +61 7 3519 4700

### **b) OUR COMMUNITY RESIDENTIAL LIFE PROGRAM**

#### **Our Residential Life Program**





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

Residential Life Program 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 UniLodge staff.

### **UniLodge's Multicultural Vision**

We promote a culture of mutual respect, tolerance, and celebration of diversity. We aim to provide opportunities for cross-cultural understanding and friendship. So, everyone feels respected and shares a sense of family, friendship and belonging.

### **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, 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 (e.g. Movember) or participation in community activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie spots - surfing, indoor rock-climbing, bike-riding and more!
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshops.
- Games nights and movies nights
- Sporting activities such as netball, basketball, footy, cricket – you choose!

### **Attending Events**

Attending and signing up for events is easy, just go to the UniLodge Residential Life App. The wide range of events will be loaded on the App for the upcoming month so you can see what events are coming up and choose the ones you wish to attend. So simple!

**To keep up to date with Residential Life events visit our Facebook page**



## c) HEALTH AND WELLBEING

Emergency medical treatment is available 24 hours a day at both public and private hospital emergency departments. Emergency care is also available at some medical centres. If you need to visit the hospital, remember to bring your health insurance card and any medicines, you are currently taking.

If it's not an emergency, go to a doctor or GP ('general practitioner') or visit a medical centre.

### **In case of an emergency dial 000 from a mobile**

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

The non-emergency transport to the hospital is a private matter. Where appropriate, UniLodge will recommend the use of a taxi. Where a resident chooses to be taken to the hospital in a private vehicle, UniLodge will recommend that a friend, in addition to the driver, also travel with the person seeking medical care.

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that residents have health coverage that includes ambulance travel. If staff accompanies a resident to a hospital, there is no requirement for them to remain after medical care has commenced.

### **Health Services**

The following health services are available near UniLodge Toowong. Before using the services, please ensure you enquire about the costs and services offered with regard to your personal health cover.

*(These services are only provided as a guide and are not endorsed by UniLodge Toowong)*

<b><u>Hospital and Emergency</u></b>	<b><u>Doctor</u></b>	<b><u>Dentist</u></b>
<b>Wesley Hospital</b> Chasely St, Auchenflower QLD 4066 Phone: +61 7 3232 7000	<b>Toowong GP Super Clinic</b> 34 Sherwood Rd, Toowong QLD 4066 Phone (24hrs): +61 7 3076 4791  <b>Smart Clinics Toowong Family Medical Centre</b> Lvl 10, 39 Sherwood Road Toowong 4066 Phone: +61 7 3371 5666	<b>Toowong Dental Group</b> 55 Sherwood Rd, Toowong QLD 4066 Phone: +61 7 3870 7617  <b>Bupa Dental Toowong</b> 36 Jephson St, Toowong QLD 4066 +61 7 3870 3220

A variety of health services are also available at tertiary institutions. Please contact our Residential Life Manager for details about these.

## **Overseas Student Health Cover**

International students on a study visa must have overseas student health cover (OSHC). Your OSHC is usually for a six or twelve-month period. On arriving in Australia, you will need to confirm your OSHC with the insurance company and complete an application for OSHC. Residents will be required to present their confirmation of enrolment form as proof of their status. If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

Read your health cover guidelines **carefully** so you know what is covered and what you may be charged for when seeking medical assistance.

## **Short Term Illness**

UniLodge accepts the possibility that residents may suffer a debilitating illness that is neither communicable nor notifiable, for a short time. In such cases, UniLodge undertake to extend every reasonable support, and to encourage residents in the pursuit of their studies.

## **Communicable Disease**

In the case of contracting an infectious disease such as measles, a resident must notify UniLodge management immediately. To ensure the health and safety of all residents, the resident is to cooperate with UniLodge to ensure they abide by instructions given.

Some strategies may include

- In-house isolation by restricting himself/herself to his/her own study bedroom and a dedicated bathroom area
- Avoiding common areas of the building
- Excluding himself/herself from any UniLodge activities during the infectious period
- Careful hand washing etc. if the infection is contagious by that route
- Care with coughing, sneezing in common areas, etc.

If there is a breakout of an infectious disease involving a significant number of residents, management will seek medical advice from relevant health services about how best to contain it.

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to management. Where management reasonably believes the resident has a notifiable disease, it will refer the resident to the university's health service or the resident's preferred GP for a medical assessment of whether the resident has a notable disease.

## **Medical conditions**

To assist UniLodge to support our community, residents may wish to disclose medical information to staff which may assist them should a medical situation arise. This information will remain confidential and will be recorded in the resident's electronic file which is protected by passwords and only accessible by approved UniLodge staff. Residents are encouraged to discuss their needs with the Residential Life Manager or Property Manager, and this will be conducted in a confidential environment.

## **d) MENTAL HEALTH SUPPORT**

Your mental health and emotional wellness are important to us.

UniLodge Toowong aims to foster a safe, comfortable and nurturing space for residents. We understand that living away from home is a time of personal transition and adjustment. While these changes are often exciting, positive, and fun, they also may bring a range of personal challenges and emotional stress.

These personal challenges may include:

- *Loneliness and/or social isolation*
- *Bullying and/or antisocial behaviour(s)*
- *Conflicts relating, but not limited, to identity, religion, culture, sexuality*
- *Depression*
- *Self-harm and suicidal thoughts*
- *Drug and alcohol dependencies and abuse*

### **Reaching out to your Residential Life team for support**

“The quality of our lives depends not on whether we have conflicts,  
but on how we respond to them.” (Thomas Crum)

It is important to focus on and cultivate your mental health and wellness, and the Residential Life team (Residential Life Manager and Residential Advisors) are here to address any worries or concerns you might have and to support you every step of the way.

Please approach us at Reception or drop us a note at [toowong@unilodge.com.au](mailto:toowong@unilodge.com.au) if you would like to have a chat with us. The Residential Life team is well equipped to provide support as well as refer you to the relevant professional resources and channels.

Rest assured that everything you share will be handled with great care and confidentiality.

### **Residential Life Program**

We would also like to invite you to engage with our Residential Life Program. Through our many activities and events, you will get to make new friends, pursue common interests, grow beyond your boundaries, create fond memories, and have lots of fun. These experiences will go a long way in improving your well-being and optimising your mental health.

## **e) SUPPORT AND ASSISTANCE**

### **Financial Problems**

If you are experiencing any financial difficulties, please speak to the Residential Life Manager or the customer service manager. Often, these difficulties can be managed by the implementation of a financial plan. In addition, some tertiary providers have their own ways of assisting students financially.

## **Personal Problems**

Do not be afraid to confide in the Residential Life Manager to discuss any personal concerns that are getting you down. They are here to support you and provide guidance, assistance and referral where necessary.

**Anyone affected by illness, accident or death of a relative or friend, should talk to the Property Manager or Residential Life Manager. If necessary, we can assist you to find the most appropriate services for further support.**

## **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.**

## **Harassment**

UniLodge Toowong is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Any member of UniLodge Toowong who is found to have undertaken any form of discrimination or sexual harassment will be issued with a breach notice which could potentially lead to termination of lease.

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

Harassment is any type of unwelcome behaviour that is based on one of the attributes covered by anti-discrimination law and which embarrasses, offends, humiliates, intimidates or scares the person being harassed.

Harassment may include one or a combination of the following, but is not limited to:

- racist jokes
- verbal abuse or derogatory comments based on race
- derogatory comments based on pregnancy
- homophobic abuse and/or material displayed
- verbal or written abuse directed at a transgender person
- ethno-religion, marital status, actual or presumed homosexuality
- presumed carers' responsibilities
- making derogatory comments or jokes at the expense of a person with a disability
- derogatory comments or abuse based on a person's age

Sexual harassment is acting against Australian legislation and occurs where:

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

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

### **Social Support**

UniLodge will organise Residential Life Program Events throughout the year. 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. Partaking in the organised social events may assist in overcoming any loneliness you could experience, 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.

### **Study Concerns**

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 the course and subject selection, preparation for examinations, dealing with tutors and lecturers, or applying for special consideration due to sickness or family troubles, we can help refer you to the relevant department or faculty that will be able to assist with your concerns. As a resident, you will experience differing levels of stress at various times, particularly around examination time. We are here to provide an environment in which you can maximise your academic achievements.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act, UniLodge Toowong is recognised as a workplace and, as such, this puts responsibilities on both Management and Residents. As a resident, you must not be negligent in terms of causing or contributing to 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.