

UniLodge

Where I want to be

2025

**RESIDENT
HANDBOOK**

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WELCOME

Welcome to UniLodge Campus West & Guginya,

It gives me great pleasure to welcome you to UniLodge Campus West & Guginya. This is a vibrant and thriving, adult learning community. We share our lives in this community within a culture of respect and an appreciation of diversity.

This Handbook provides clear policy and practical information to help inform your accommodation selection decisions, and to inform you about how we live here in this community. Please consider it to be a guide for how we can all have the safest, most comfortable, friendliest and overall best experience while studying at your chosen higher education provider. While coming into a new and different environment can sometimes be a little daunting you can take comfort in the fact that your fellow UniLodge Campus West & Guginya residents are on the same journey with you and hopefully your shared experiences and this handbook can alleviate any apprehension.

UniLodge Campus West & Guginya provides a world-class, collegiate environment to explore your unique potential. Under the direction of the Residential Life Manager, we create opportunities to participate in a wide range of academic, social, sporting, cultural, artistic and community activities. These are designed to enhance your experience at University and your future beyond it. I very much hope that you will take the chance to participate as fully as you are able. Our team, including our student leaders – Residential Life Coordinators – will work hard to make your arrival and time here as interesting, happy and comfortable as possible.

UniLodge Campus West & Guginya is a community where diversity and the individual are respected and where an inclusive and tolerant environment is cultivated. Academic excellence is actively encouraged and opportunities to gain experience in leadership roles abound.

As the General Manager, I am responsible for all aspects of the good governance of Accommodation, including your well-being and safety and that of other residents. To do this, I work with a great team of caring, concerned and committed people - including the Residential Life Manager, Residential Life Coordinators and the administrative, maintenance and housekeeping staff. We take our responsibility to provide you with a comfortable and safe living environment very seriously, and our staff are keen to help you in every way possible.

It is also my hope that you will graduate with many treasured memories from your time and friendships made here. No one should walk our halls as a stranger. It is the responsibility of each and every one of us to look out for the best interests of our fellow residents.

We are always available to respond to any questions you may have about the Handbook, the broader Occupancy Agreement, or anything else – your safety, comfort, and welfare are our first priority. I very much look forward to meeting you and to welcoming you to UniLodge Campus West & Guginya and all it has to offer you during your time at university and beyond.

Enjoy your stay!

Haseeb Khan
General Manager

Helpful Contacts and Local Information

Medical & Emergency Services

Police, Fire Ambulance: 000
Crime Stoppers: 1800 333 000
Poison Information Centre: 13 11 26
UC Medical & Counselling: 02 6201 2351

UC Crisis Line

T: 1300 271 790; SMS: 0488 884 227

Lifeline

T: 13 11 14

Access Mental Health

T: 1800 629 354

Building Contacts

Campus West Reception
T: (02) 6185 1820
E: uc.campuswest@unilodge.com.au

Management Team

Customer Service Managers

Campus West
T: (02) 6185 1820
E: csm.campuswest@unilodge.com.au

Residential Life Manager

Campus West
T: (02) 6185 1820
E: rlm.campuswest@uniLodge.com.au

Property Manager – Operations

Campus West
T: (02) 6185 1820
E: pmo.campuswest@unilodge.com.au

General Manager

T: (02) 6110 4000

Pastoral Care

Student Wellbeing and Support
T: 02 6206 8841
E: wellbeing@canberra.edu.au

Emergency Services

T: 000

Residential Advisor/After Hours

Support

Campus West T: (02) 6185 1820 (press 0 when prompted)

M: 0466 558 053

University of Canberra Security: (02) 6201 2222

Transport

Nearest Bus Station

On College Street, Bruce (near the Kirinari St entry)

Find more information on bus times, routes and passes/tickets at

www.transport.act.give.au

Please note that parking near the lodges is limited. You need to purchase a valid parking permit to be able to access the on-campus parking. You can get one from the UC Student Central or UniLodge Campus West office to use the parking facility. Please refer to the [UC parking map](#) for details.

Bike and ride

Bicycle rails are located at many convenient places around Canberra, providing links with major bus routes. Transport Canberra manages six secure bike cages around Canberra.

Visit www.transport.act.gov.au for access details. Most Transport Canberra buses are fitted with a bicycle carrier on the front of the bus with space for two bicycles.

Finding Your Way Around the Campus

The University of Canberra is around 15 15-minute drive west of the City Centre. Located near AIS and Canberra Stadium. The location is ideal whether you want to have a morning run around Lake Ginninderra or an indoor swim at the aquatic centre CISAC.

The nearest shopping centre Westfield Belconnen is a 20-minute stroll from the UC Bruce campus. You shall find most big brands, supermarkets, food courts and clinics there.

Reception & Contacting the After-Hours Staff

Residential Advisors: RA's

The Residential Advisors are our after-hours staff responsible for any matter that occurs outside of Reception opening hours stipulated below, including emergencies. The RA team also help coordinate and implement the Residential Life Program. The University of Canberra Security (UC Security) team also cover out of hours duties.

External Contractors

From time-to-time UniLodge will employ external contractors for jobs at the property. Cleaning, some maintenance such as electrical, plumbing and fire safety are just some of the services UniLodge contracts external contractors to complete. We will notify you in advance, wherever possible, as outlined in your Occupancy Agreement.

Reception

Campus West reception is open from 9.00am to 5.00pm Monday to Friday excluding public holidays.

You can contact our reception team by email, phone or by coming down to visit our staff at the front desk.

Reception is here to help with anything which might come up during your stay at UniLodge and are there to organise any maintenance needed in the apartment, give you your mail and take payments for your account or to answer any other questions about your stay!

Contacting the After-Hours Staff

If you require assistance after hours or on the weekends, please call our reception phone number and dial 0 after the automated message to be connected to the Residential Advisor or UC Security.

Our Residential Advisor are on site between 4.30pm and 10.00pm to respond to any urgent issues that occur outside of office hours. If you are locked out, you have a noise complaint or if there is an emergency you can call the Residential Advisor, and they will come and help you! Once the Residential Advisor are off duty UC Security will answer phones and assist you as required.

Campus West
+61 2 6185 1820 or +61 466 558 053

Where can you access help?

UniLodge Residential Life Team

Accommodation at the Campus West and Guginya is managed by UniLodge. They deliver the daily management and operational services of Accommodation and are your main point of contact for all accommodation questions or personal difficulties, they also arrange events and can help you to meet other residents. If you have any ideas for events you would like to see or to suggest changes, please let them know. The team can be contacted via email at: rlm.campuswest@unilodge.com.au.

If you have a query about your contract, paying your rent or want to report a maintenance issue, pop in to see your accommodation Reception for help. It is better to approach these things early rather than letting them build up.

We recommend that you join our social media group so that you can keep updated on any events, activities or news alerts.

Student Wellbeing and Support

The Student Wellbeing and Support team at UC is your 'go to' team for any form of support, whether financial, emotional, or academic. The team can be contacted via email at: wellbeing@canberra.edu.au. For all the support services available to our UC students, visit the UC website: <https://www.canberra.edu.au/future-students/support-at-uc>.

For ANU Students

ANU Wellbeing

student.wellbeing@anu.edu.au Tel: +61 2 6125 2211

UNSW Canberra Student Only

SAS.cbr@unsw.edu.au Tel: +61 2 5114 5000

ACU Canberra Students

couselling.canberra@acu.edu.au

Other Support

CARE Financial

admin@carefcs.org

1800 007 007

UC Medical and Counselling Centre

Whether you need to visit a GP, get a COVID-19 vaccine, or talk to a staff member in private about a personal issue, the team at UC Medical and Counselling is here to help. You can make an appointment via the website: <https://www.canberra.edu.au/on-campus/health-and-support/medical-counselling>.

Please note that services provided by student wellbeing and UC Medical and Counselling are confidential. Information will only be shared with other departments if your consent has been given. The only exception to this rule is if we believe you are in immediate danger, and we need to share information for your own safety and welfare.

The Medical & Counselling Centre recognises the importance of privacy and confidentiality for all our patients/clients. The Medical and Counselling Centre provides an ethical and confidential service. Your medical/counselling record is a confidential document. It is the policy of this practice to always maintain security of personal health information.

Our Privacy Policy is consistent with the Privacy Act 1998 & the Health Record (Privacy and Access) Act 1997 (ACT). The University does not have access to Medical and Counselling Centre records. We maintain separate record systems. The Medical and Counselling Centre will not release any information pertaining to patients/clients to family, friends or the University without the patient's/client's prior specific written consent. For information about our Privacy Policy – ask one of our staff members.

Study Skills and Library

From Drop-in Study Help sessions to courses for building the English language skills you may need for university, there are a range of free services available to support you in your studies.

Alternatively, drop into the library and have a chat to one of the ASK Advisors. Visit the website to learn more: <https://www.canberra.edu.au/current-students/study-skills>.

The UC Library is located within the concourse, in Building 8 and offers a flexible, contemporary study spaces for individuals and groups. Students have 24-hour swipe card access to the Library all year round. Level B has student computers and printers.

Level C is a collaborative space offering bookable group study spaces 24 hours a day. You can book online here – Book a Group Study Room (<https://canberra.libcal.com/r/search/Library#s-lc-public-pt.>) Level D is a silent study space with individual seating and an extensive range of print resources. Both level B and C have student kitchenettes with microwaves, hot water and vending machines. Free student Wi-Fi is available throughout the building.

Together, the Library, Study Skills and our Academic Skills and Knowledge (ASK) Advisors offer a range of research, study and assignment support via drop in sessions Monday – Friday on level B and online via the Study Help site (<https://idp.canberra.edu.au/idp/profile/SAML2/Redirect/SSO?execution=e1s1>).

Social

Don't forget, there are lots of fun activities happening on Campus too! Check out what's happening at orientation: canberra.edu.au/future-students/start-at-uc/orientation

Security

Security is on hand 24 hours a day, seven days a week and are your first point of contact for any safety concerns. Are you aware that Security at UC offers a chaperone service? If you come back to campus late at night and want an escort to your room from the carpark, call Security for assistance on 6201 2222.

Residential Address, Receiving Mail & Parcel Lockers

Residential Address

Campus West
<Your Full Legal Name> (as listed on your ID)
<Building Name>
<Your Room Number>
LPO Box 5501

Receiving Mail

Every resident at UniLodge UC Campus West and Guginya is allocated a mailbox at reception. Mail sent to you should be addressed to your full name and your room number. Any mail which is unable to be identified may be returned to sender, so please be sure to address it as below.

Your mailing address is:

Campus West
<Your Full Legal Name> (as listed on your ID)
<Building Name>
<Your Room Number>
2/19 Coinda Street
Bruce ACT 2617

University of Canberra Parcel Lockers

Australia Post have Parcel Lockers installed outside Cooper Lodge reception, for use by students to receive parcel deliveries, such as online shopping or care packages from home.

Parcel Lockers are free to use and accessible 24/7. Sign up at <http://www.auspost.com.au/ParcelLockers>.

The mailing address for the Parcel Lockers is:

**University of Canberra Parcel Locker
24 Telita St
BRUCE ACT 2617**

Your Room and Your Apartment

Online Resident Portal

Once your accommodation offer has been accepted you will be able to log into our portal. Your login will be your email address, and you will be able to set your password on first login. You can also reset your password at the login screen.

Once in the portal you will be able to view your account, change your Direct Debit details, log maintenance requests and review correspondence we have sent you.

About your Apartment

All apartments are fully furnished. We hope you find your Room cosy and comfortable. Should there be any issues on check in with your Room please notify reception.

What is NOT provided:

- Laundry detergent and dishwashing liquid
- Cooking equipment (pots & pans), crockery, cutlery, glasses, and cooking utensils
- Linen, quilts/blankets, and pillows
- Towels and tea towels
- All food and meals
- Small appliances (kettle, toaster etc)
- Toilet paper and toiletries
- Cleaning equipment

Available to borrow from Reception:

- Vacuum cleaner
- Flatbed trolley
- Board games

A Photo ID is required to borrow items from reception. The ID will be held at reception until the item is returned. Items are only available during reception opening hours, but board games can be kept overnight.

Your Room and Your Apartment cont'd

Additional Furniture

The inclusion of other furniture into an occupant's apartment is not permitted unless a written application is submitted to, and approved by, the UniLodge Campus West and Guginya Management. Every request is considered on a case by case basis and residents must seek approval prior to purchasing any additional furniture intended for their Room. UniLodge does not store any furniture which has been provided in your apartment, if you are approved for additional furniture you will need to store the existing furniture also. All furniture must be returned to its original location when vacating your apartment.

Air conditioning units, refrigerators, washing machines and any other whitegoods that you may wish to add to your room are not permitted within rooms or apartment without prior written approval from the University.

Pets

Occupants must seek management approval to keep tank/aquarium pets (i.e., fish, lizard) in their apartment.

Occupants must not keep any pets or animals other than an Assistance Animal. Occupants who are seeking to keep an Assistance Animal can request information from Reception.

Your Shop



MAKE YOUR
LIFE EASIER
WITH
YOUR SHOP

No need to drag yourself to the local shopping centre on your first day in a strange new city and carry everything home on the bus! You can order a pre-prepared kit or individual items depending on what you need. Keep things stress-free and get your new home ready with Your Shop by UniLodge.

To see exactly what's in your kit and the full range of household goods available to purchase online visit <https://shop.unilodge.com.au/>

Your Room and Your Apartment

Walls and Ceilings

Permanent fittings or additions/changes to your walls, door or ceiling are not permitted. This includes things like hooks, nails, screws, paint and stickers. Blue Tac or other adhesive tacks are the best option for putting up posters/calendars, however care should still be taken when removing to protect the paint.

We recommend against using 'Self-adhesive Temporary Hooks' as their removal can still damage the paint.

Window Hangings

Please be aware that display of laundry or personal items from windows, including hanging items on the exterior of the building, is not permitted.

Laminated Surfaces

Many of the surfaces in your apartment have a laminated wood finish. While this is easy to clean and is a very neat finish, it is susceptible to damage due to misuse or carelessness. Chopping directly onto the bench top, placing hot objects such as pans directly onto the laminate, abrasive cleaning cloths such as steel wool will cause damage to the surface.

Glass and Mirrors

Your windows and mirrors are made of glass. Take care when cleaning your windows or mirrors – extreme temperature changes from splashing hot water on cold glass/cold water on hot glass can cause the glass to crack. All glass is susceptible to breakage if something is hit hard against it.

Carpet and Vinyl

Take care when using products which can cause permanent stains or damage to the floor. Things like hair dye, some candles and some cleaning products can cause staining to the floor.

Your apartment's kitchen area is fitted with vinyl or tiled flooring. While durable, please be careful not to scratch or mark flooring with sharp or hot objects. Rubbish and spoiled foodstuff can also result in permanent staining to the vinyl and tiles.

The remainder of your apartment is carpeted. Take care when consuming food or drink in these areas as carpet is very easily stained.

Common area (multi-share apartments)

Kitchens, dining and bathroom areas within a multi-share apartment are used by all occupants of that apartment. Be considerate of your fellow occupants and leave the area clean when you finish using the space. Dirty dishes, appliances, and uncovered food creates an odour and can cause pest infestations.

Common Areas

Please be mindful that UniLodge enforces a noise curfew from 10:00 pm Sunday – Thursday and midnight on Fridays and Saturdays. During key assessment periods at the University or as advised to occupants by management, UniLodge may enforce a full noise curfew. Noise complaints after hours should be reported to the Residential Advisor or UC Security at the time they are occurring.

The furniture provided in the common areas is for use by all occupants and their guests. We ask that occupants do not interfere with the use of these spaces by taking furniture from the areas, or by damaging any of the furniture. Care should be taken to leave the areas clean and tidy for other residents.

The common areas are for the use of all occupants and should be seen as a safe haven for all occupants to bond with each other and relax outside the confines of their own apartments. Using the lounge and gaming areas is a great way to meet new people and make some new friends. Gaming / entertainment equipment can be loaned via Reception during office hours.

UniLodge takes no responsibility for any items left in foyers, corridors, communal and common areas.

Common Area Kitchens and Fridges

Common area kitchens and dining areas are available in most Common Rooms for use by occupants and their guests. Be considerate of your fellow occupants and leave the kitchens clean and neat when you finish using the space. Dirty dishes and appliances uncovered or expired food in the Common Areas will be assumed unwanted and will be thrown out.

When using the shared fridges, please be sure to label your food with your name, room number and the date you put the food into the fridge. Be conscious that many occupants use the fridges, so store your food in a neat and confined way so there is room for everyone's food. Fridges are cleaned out by the cleaners weekly if food is not labelled correctly or appears to be abandoned.

In our common kitchens, we supply ovens, stove tops, microwaves, fridges and bins. Occupants supply their own crockery and cooking utensils.

Please don't take other occupants' food. Taking food belonging to other occupants constitutes theft for the purposes of the "Prohibited conduct" clause of the Occupancy Agreement. The University has zero tolerance for theft and if you are caught stealing from another occupant, your Occupancy Agreement may be terminated.

Common Property

Common property refers to any property that is owned by the UniLodge Campus West & Guginya or KAMSAC that is provided for the use of occupants and their guests in the common areas of the property. This includes all fixtures, furniture, structures, materials, equipment, appliances and other items that are located in common areas, common kitchens and original apartment furnishings.

Occupants and their guests must not remove furniture or items from common areas or damage any common property, leave anything on or obstruct the use of common property. Damage caused by improper use can result in the resident being charged for the cost of repairing the property.

Garbage and Recycling

Campus West have garbage bins located around the site.

Please dispose of rubbish thoughtfully by placing it directly into the bin -
do not leave rubbish on the floor as it attracts flies and pest infestation.
All rubbish must be disposed of regularly (daily)!

If you fail to remove rubbish from your Room on a regular basis, this may be considered a breach of your Occupancy Agreement.

Bike Storage

Bikes and e-scooters are not to be stored in Rooms, within Apartments or in common areas. Secure bike storage areas are provided free of charge to all UniLodge residents for bike and e-scooter storage. To gain access to the secure bike storage you need to visit reception and:

1. Register your bike/Scooter and have bike storage area access encoded on your room card
2. Attach your tag to your bike/scooter
3. Re-register your bike/scooter at reception every year.

Unregistered bikes kept in our bike storage area without a tag or with an expired tag will be assumed abandoned and removed.

The bike is then stored for a minimum of three months from the removal date. Bikes not registered are not entitled to be stored in our bike racks and any costs of removal are at the owner's expense.

Neither the University or UniLodge takes any responsibility or liability for bikes stored in storage areas and advise you to take out your own personal insurance against your goods.

Vehicle Parking

Please be aware UC Security and ACT Government parking inspectors operate on the University campus.

For Campus West residents we have onsite carpark. Please see Reception to apply for a car parking permit and to access to the car park. Charges apply.

General Safety at UniLodge Campus West & Guginya

Electronic Keys and Locks

UniLodge takes the safety of occupants seriously and, where available, the buildings are secured by electronic key cards, security cameras and 24/7 on site staff. Be security conscious for yourself, fellow occupants and for your home.

- Don't allow people to follow or 'tail-gate' you through proximity key access doors.
- Keep your door closed and look after your key! If you lose your key, call us ASAP and we will deactivate the lost key so that it cannot be used.
- Staff are on site 24/7 and will respond to any concerns you might have. If you need help or if something makes you feel uncomfortable then please call us and we will come and help!
- Carry your Student ID with you. If you lose your key or are locked out, you may be asked to show your ID.
- Do not show any person to another occupant's apartment or tell them where they live!

Hard (Metal) Keys and Locks

Some of our accommodation requires hard keys for access to your bedroom within your apartment. If this is required, you will receive both an electronic key and a hard key for your apartment.

Lost keys and replacement barrels are charged on to you as outlined in your Occupancy Agreement. If the Barrel is required to be changed you will be charged for both the Barrel and Key replacement.

Safety and Security on Campus

Cameras operate in and around UC accommodation and buildings 24/7 and are monitored. UC Security are there if you need assistance on campus. They also offer an escort service from and to anywhere on Campus 24/7 – call 02 6201 2222.

- UC Security Website: <https://www.canberra.edu.au/safe-community/security>
- UC Security Phone Number: 02 6201 2222
- Security intercom phones are also available around campus!

ACT Police are available for both non-urgent and immediate or emergency support:

- For enquiries and non-urgent support – 131 444
- For any immediate safety concerns or emergencies, contact 000

Insurance and Security for Your Belongings

UniLodge Campus West & Guginya is not responsible for any damage and or loss caused to personal items during your stay with us. This includes items in your apartment, personal items being used in common areas or belongings in any area of the greater building facility including bike sheds.

All Residents are strongly advised to take out contents insurance cover to their personal belongings and items such as stereos, computers, personal electronics, bicycles, and clothing as they are not covered by UniLodge Campus West & Guginya policies.

Residential Life and Student Support

UniLodge Campus West & Guginya strive to provide community-based support as well as facilitating a comprehensive residential life program to supplement the occupants' studies.

The UniLodge Campus West & Guginya staff are your first point of contact for support within our Lodges. Our team consists of:

Business Hours	After Hours
Residential Life Managers	Residential Life Coordinators
Residential Life Coordinators	Residential Advisors
Residential Advisors	Residential Life Manager or Senior Manager (on call)
Office Staff in each of our Lodges	UC Security
UC Security	

The UniLodge Campus West & Guginya teamwork toward building a sense of community and help provide the care network. The team are supported by Residential Advisors who work until 10:00pm when the UC Security Team takes over. UC Security are available during the night to deal with emergencies. UniLodge team members, including UC Security, is trained in first aid, fire safety, mental health first aid and crisis management. The team act as occupant advocates relaying issues and concerns that arise within the building to our Residential Life Manager.

The team moves around throughout the buildings and work together to ensure you have support when it is needed. Everyone contributes to implementing academic, social, wellbeing and sporting events throughout the buildings. One of the big advantages of living in a community is that there is always someone there to help. If you are concerned for yourself or another resident, the sooner you let us know the sooner we can connect you to someone who can help. We encourage you to talk to your UniLodge Campus West & Guginya team or the Residential Life Manager!

Health and Wellbeing

UniLodge Campus West & Guginya strives to provide community-based support. One of the biggest advantages of living at UniLodge is our 24/7 support structure readily available to assist occupants.

The UniLodge team are here to support you and provide guidance, assistance and referral where necessary.

If you have concerns for your personal wellbeing or that of another occupant, please do not hesitate to contact the team. Our staff are trained to assist you with any concerns you may have. For further support you can contact the UniLodge Campus West & Guginya team or the Residential Life Manager. If necessary, we can refer you to the appropriate services both on and off campus for additional support.

Your personal concerns are addressed in confidence on a need-to-know basis. However please be aware some issues may need to be escalated to external support services to provide yourself or another occupant the highest level of care.

Your health and well-being at your residence are promoted through residential life events and activities that aim to increase awareness and educate you about early intervention and seeking the necessary support. UniLodge assists you by employing staff who are trained in first aid, mental health first aid and other effective helping skills for example, conflict resolution, managing emergencies, responding to Occupants in distress and encouraging a healthy lifestyle. You are encouraged to reach out to the friendly UniLodge staff about any of your well-being enquiries and they shall assist you in finding the right support.

Mental Health

If you or another occupant is impacted by mental health challenges or concerns, there is support at UC and in our broader community. You can reach out to your Residential Life Manager and/or Residential Advisor, and they can connect you to support services. In severe cases emergency services on 000 and then call UniLodge.

You can also reach out directly to [Student Wellbeing and Support](#), [UC Medical and Counselling](#) or ACT Mental Health.

After hours support is available from the UC Crisis Line by phone: 1300 271 790 or text: 0488 884 227.

UniLodge staff will attempt to ensure that appropriate supports are in place and that follow up with concerned residents is undertaken.

If UniLodge has reasonable concerns that an occupant is likely to cause harm to themselves or others, or that there is a safety concern with a resident or residents, it may take reasonable steps to prevent that harm from occurring. We recommend that any occupant returning from hospital book in to see Student Wellbeing and Medical and Counselling to develop a safety plan to ensure their health, safety and wellbeing on their return to residence.

If UniLodge has reasonable concerns that an occupant is likely to cause harm to themselves or others, it may take reasonable steps to prevent that harm from occurring.

Notifiable Disease and Communicable disease

If an occupant obtains a Notifiable Disease, they are required to notify UniLodge, fill in an Iviva Report and always follow medical directives.

Although the Occupancy Agreement states you are required to be fully vaccinated against COVID-19, this is now not compulsory, in line with ACT public health directions. Our UC Medical and Counselling team still recommend that you are fully vaccinated; as you live in a densely populated area, there is a higher chance of contacting COVID-19 if there is an outbreak, but ultimately the decision is yours.

UC Medical and counselling are also able to offer free flu vaccines to UC students. If you require further information or advice, please contact the UC Medical and Counselling team on 6201 2351 or book an appointment with one of the Doctors via the Hotdoc App.

Disability or health issue

UniLodge Campus West & Guginya strongly supports the right of people with disabilities to enjoy student accommodation while enrolled in university. If you require any additional support, please contact UniLodge and we will work with you to make reasonable adjustments.

To ensure we can provide you the best support available please contact UniLodge support services directly so that we can arrange to undertake a personal safety plan with you. This plan will guide us on how to react in the event of an incident, especially if you require any emergency medical intervention.

We are also required to work with you to do a personal evacuation plan if you have any physical, visual, hearing or other health condition which may restrict you from leaving the building in the event of a fire evacuation.

UniLodge Campus West & Guginya staff will use all reasonable endeavours to implement the reasonable adjustments recommended by the Support Services within your residency. This might include implementation of a Reasonable Adjustment Plan (RAP) specific to your Residency where such a plan is reasonable in the circumstances.

If you are a UC student and require further support or guidance, please contact our Inclusion Team who can be contacted at inclusion@canberra.edu.au.

Emergency Medical Procedure / Transport to hospital

In the case of an emergency, call 000 for an ambulance. Please be aware that it might not be always possible to obtain Occupant consent before an ambulance is called. If the staff (University or UniLodge) believes that it is the only appropriate transport option, they shall call the ambulance even if the Occupant disagrees.

Ambulance costs are the responsibility of the person requiring medical care, and these costs are not covered by Medicare. It is highly recommended that occupants and their guests have health cover that includes ambulance travel, or that they obtain separate ambulance cover per the information below. UniLodge Campus West & Guginya staff are not allowed to transport occupants to seek medical support.

Ambulance Cover

We recommend that you take out ambulance cover if you are not covered on your parent's policy, as it can be extremely expensive if you call an ambulance for emergency medical treatment, and you will be responsible for paying the fees. The current cost for the ACT is \$1032 (+\$14/km for every Km outside of the ACT). Further information can be found at <https://esa.act.gov.au/about-esa-emergency-services/ambulance/fees-and-charges>.

International students should be covered with overseas health cover, but we recommend you check.

Medibank ambulance cover is \$57.60 per year. BUPA is much the same \$57.90 but has a slightly cheaper product as well- \$43.88 (please note these are approximate costs and may be subject to change. There are other suppliers available too, but these come recommended by UC Medical and Counselling. You can find further information here:

<https://www.medibank.com.au/health-insurance/cover/ambulance-cover/>

https://www.bupa.com.au/health-insurance/ambulance-cover?s_cid=SEM:PHI:Ambulance:GOOGLE:15235229264:130026078615&&qclid=CjwKCAiAjPyfBhBMEiwAB2CClrlSwPiLFVbusbiGFnmYYpzX-LFibWlmuTdSxXPsgDud_m166_ARoCWfoQAvD_BwE&qclsrc=aw.ds

Informing Emergency Contact Persons

In cases where there is considerable concern for the health or wellbeing of an occupant, or where the occupant is unable to communicate their wishes, UniLodge management may contact the emergency contact persons nominated by the occupant.

Persons under the age of 18 will have their emergency contact or guardian contacted in all cases.

Health and Wellbeing Contact List

- Emergency Services (Police, Fire, Ambulance): 000
- UC Security Team: 02 6201 2222
- University of Canberra Medical & Counselling Centre: 02 6201 2351
- University of Canberra Student Wellbeing and Support: 02 6206 8841
- University of Canberra Inclusion: 02 6201 5233
- UC Crisis Line: phone: 1300 271 790 or text: 0488 884 227
- North Canberra Hospital: 02 6201 6111

- Lifeline (24 hour telephone counselling service): 13 11 14
- Access Mental Health: 1300 629 354
- Campus West Reception/Duty Phone: (02) 6185 1820 or 0466 558 053 **ANU Wellbeing** Tel: +61 2 6125 2211
- **UNSW Canberra Student** Tel: +61 2 5114 5000

Living Together

Living in a close community like UniLodge Campus West & Guginya can be a lot of fun, but it does require consideration and respect for other members of the community. It requires compromise and reaching reasonable mutual expectations as this is everyone's home. Most often conflict occurs due to a lack of communication. If you have an issue with a roommate or a neighbour, we encourage our occupants to be proactive and:

1. Talk about the issue respectfully and politely with the occupants involved. Explain why you have a problem and try to come to a mutual agreement through compromise and understanding.
2. If you find that you are unable to come up with a mutually acceptable solution you can call the Residential Life team to discuss the issue. Your Residential Life team may arrange a house meeting with you and the other people involved and facilitate an open and respectful discussion.
3. We encourage our occupants to make sincere attempts to settle their conflict by being open with each other. If you have tried this and are still unable to reach an understanding, please contact the Residential Life Manager and we will help through mediation. Keep in mind that it is very difficult to arrange a room move during the semester, so being flexible and open to solutions is important when addressing the issue.

Get To Know Your Flatmates - Tips for a Happy Apartment

Many occupants at UniLodge Campus West & Guginya live in multi-share apartments. This means that you share the kitchen, lounge area and the bathroom with other roommates. Multi-share common areas are for the enjoyment of all occupants, and it is the responsibility of all roommates to keep them in a tidy manner.

Here are some tips towards getting to know and living happily with your roommates:

- Introduce yourself to your roommates and have conversations with them whenever you can. Encourage open communication between one another.
- Respect others' sleeping and studying habits by not creating excessive noise after hours. This includes being aware of the noise you make and/or any of your guests. This is a common courtesy which you should extend to all occupants.
- Clean up after yourself and always do your fair share of the cleaning. We suggest creating a cleaning roster for the kitchen, bathroom, lounge and vacuuming. This may include taking turns to take out the garbage. If you and your roommate/s are unable to come to an agreement independently, the Residential Life team may be able to assist you.
- Don't use other people's things without asking and do not steal other roommate's food, drink or belongings. If this occurs, please speak to the Residential Life team as needed.
- Clean your dishes as you use them and be considerate with your use of shared facilities and equipment.
- Sharing the cooking is a great way to try new foods and cut costs.
- Before you seek approval from the University to have approved guests stay overnight, occupants must ask their roommates if they mind a guest stay over. You will need to complete a guest registration form and have your roommates (if applicable) sign that they agree. Once your guest is approved and arrives, take the time to introduce your roommates!
- Always keep your bedroom locked, even as you get to know your roommates better.
- Always store valuable items in your room and avoid leaving personal items in the common living areas.
- Remember that all occupants of UniLodge Campus West & Guginya are students. Living with other students provides opportunities to study together, learn together and have a great university experience.
- Suggesting social activities that you and your roommates could attend together within or outside of UniLodge Campus West & Guginya may be a great way to make new friends and meet more people.

Visitors to site

You are welcome to have visitors onsite, but please remember a couple of points.

- If you are in a shared apartment, it would be courteous to let your roommates know you are having a friend over.
- Please remember you are responsible for the behaviour of your guests and if there are any concerns, they will be brought back to you.
- Oh, and don't forget a friend/partner can only stay over one night per week and UniLodge needs to be advised in advance that this is happening.

Register your overnight guest

All guests who are staying overnight must be registered with UniLodge, you must collect a form from Reception, and if in a multishare apartment you must get all roommates to approve by signing the form before returning it to Reception for approval. Approval must be requested one day in advance and during office hours.

Please note, overnight guests who are aged 17 or under are not permitted. In accordance with the Occupancy Agreement, the actions and conduct of a guest are considered to be the actions and conduct of the Occupant, and the Occupant is responsible for their guest's behaviour. The UniLodge UC Campus West & Guginya management will be at liberty to take appropriate action against an Occupant for the behaviour of any guest.

Guests must leave (and the Occupant responsible for the guest must assist them to leave) the Property immediately if requested to do so by the University's nominated representative including UniLodge or UC security. The University nominated representative may contact police if the guest fails to comply with any such directions.

Residential Life Program

What is Residential Life?

Residential Life is an integrated, contemporary, residential life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by - the Residential Life Manager, Residential Life Coordinators, Residential Life Assistants, and the customer service staff.



What does the Program Aim to Achieve?

Our Residential Life Program has been designed with you in mind and has been refined over the past 10 years to be the best program on offer! The Residential Life Program helps to build a sense of community at each UniLodge property, where our residents and staff are there for each other. Based on a holistic framework, the program focuses on five key areas (social, community, academic, culture, health and wellbeing) and is meant to make sure you stay healthy, connected, motivated at your studies and learn skills to maintain your wellbeing and build a future career.

What is the Project 100 and wellbeing check?

UniLodge strives to provide community-based support. One of the big advantages of being a part of the UniLodge UC community is that the support is always there for you. We offer an extensive pastoral care program to support you. Project100 is a part of this program, where we shall be engaging with you every fortnight. It can be via email, phone call, an SMS or knocking at your door. You should also find a QR code on the back of your apartment door. You can scan the QR code and complete a short questionnaire on your wellbeing. The main aim is to ensure your wellbeing while you are staying with us and if needed provide you with the necessary support. These fortnightly wellbeing checks are mandatory and must be completed in due time.

It's ok to not be ok. Do not keep your concerns to yourself – the sooner we get on to them, the sooner we can help you to resolve them. Confidence is kept, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem. UniLodge can help refer to your key people who can provide support and may be able to fast-track appointments.

To ensure we do not unnecessarily contact your next of kin to check you are safe and well, we recommend you notify reception when you are away from campus for holidays, placements or weekends away.

UniLodge's Multicultural Vision

We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship, so that everyone feels respected, looks out for everyone else, belongs and shares a sense of family, friendship and belonging, interacts with, learns from, and values all peoples.

What types of activities are there?

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

Stay Up to Date

To keep up to date with information and happenings at our Lodges, please ensure you are checking your email and pigeonhole (mailbox) regularly. We also have a social media page that you can join to keep yourself up to date. You can scan the below QR code to join our community.



UniLodge UC



(Campus West)

Residential Life Program



Sexual Misconduct

Respect Now Always

Every person at UC Residences has the right to feel safe and supported. We are committed to promoting a culture of respect and enabling safe and transparent ways to seek support and report on any incidents on campus.

The UC Student Wellbeing and Support team is always available for all UC students who need support or guidance, or require particular support following an incident. We are here for you.

Anyone involved in an incident should get professional support. The UC Medical & Counselling Centre provides medical care, crisis counselling and ongoing psychological support to victims. This support is private and confidential. The following crisis lines are available for support after hours:

Lifeline (Counselling service) 13 11 14
UC Crisis Line T: 1300 271 790 or M 0488 884 227
Mental Health Crisis Team: 1800 629 354 or 6205 1065

UniLodge and the University of Canberra take a zero-tolerance approach to sexual misconduct while living or studying on campus. Reports made by survivors or witnesses of sexual misconduct are treated with the utmost confidentiality, seriousness and empathy. The University's approach to dealing with sexual misconduct is set out in the [Sexual Misconduct Policy](#) which is available on the University's website.

If you, or someone you know has been impacted by an incident on or off campus, or if you witness something on campus that puts any member of the community at risk, please submit a UC Safe Community Report. All reports are managed with care and confidentiality.

Consent Matters

Our online Consent Matters program educates students and staff on respectful relationships, understanding sexual consent and when consent is or is not given.

All UC Students are required to complete this [online course](#).

If you are unsure about any of the information in this course, or if you would like support, please reach out to the Residential Life Team, University Medical and Counselling Centre, or to the Wellbeing support team at your educational institution.

For more information, resources and services to support members of our community impacted by sexual assault, violence and harassment, please visit the UC website.

Reporting sexual misconduct

If you have experienced sexual misconduct, you can report this online [here](#) or to the following people for support, advice and referral:

- UC Student Wellbeing and Support team - (02) 6206 8841 – access care, support and advice in a safe and inclusive environment
- UC Medical & Counselling - (02) 6201 2351 – for any health, medical or counselling support,
- UC Director of Student Life - (02) 6201 2284
- UC Security - (02) 6201 2222
- Police – 000 (emergency contact); 131 444 – police assistance line
- Any Residential Life or UniLodge Staff member you feel comfortable speaking to.
- UniLodge Residential Life Manager - (02) 0466 329 079

Support for Survivors

- Student Wellbeing and Support are a safe space for students to access support and care, as well as assistance with reporting and investigations both internally at UC and externally with Police.
- UC Medical and Counselling Centre - (02) 6201 2351: Counselling is available to students who may be impacted by sexual misconduct
- Canberra Rape Crisis Centre - 6247 2525: CRCC is available for any person who has experienced any form of sexual abuse.
- [Forensic and Medical Sexual Assault Care \(FAMSAC\)](#) is available to offer immediate medical care and support for victim survivors. They are available 24/7. UC support teams can offer support for students accessing this care.
- Australian Federal Police – 131 444: Sexual misconduct is a serious crime, and you can go to the police for help or to report this crime. Student Wellbeing and Support can support you through every stage of this process

Further support is available in the University's [Sexual Misconduct Procedure](#).

Bullying and Harassment and Gender Based Violence

The University and UniLodge have zero tolerance for any form of bullying, harassment, intimidation or gender-based violence.

This means that you have a responsibility to be respectful of other residents, staff and visitor's individual differences, be that gender, race, religion, disability, LGBTQIA+ etc. Everyone deserves the right to live their lives free from hatred and disrespectful behaviours.

The University is proud of its diverse campus and actively encourages inclusion and embracing differences. We may have visual differences, but we are all individuals who have feelings and need to feel safe and included.

We acknowledge that there may be occasions when it is the first time that you have encountered specific differences, and you may be unsure how to approach situations and to use the right language and questions and become fearful of saying the wrong thing. In these instances, be polite and friendly and say to the person 'I am sorry, I do not wish to offend you and say the wrong thing, but I am unsure of the right language to use, could you help me, or is it ok if I ask you a question?'

If you feel you have been the victim of any form of bullying and harassment, please reach out to a member of UniLodge or the University team, or alternatively you can fill in an IVIVA incident report on the internet. We take these incidents very seriously and will conduct a full investigation and take appropriate action which could lead to a breach notice or code of conduct enquiry being actioned.

Active Bystander

"We can all be bystanders. Every day events unfold around us. At some point, we will register someone in danger. When this happens, we will decide to do or say something (and become an active bystander), or to simply let it go (and remain a passive bystander)."

Please don't be this person, we would rather you reach out to the UniLodge or the University to assist you so you can help the affected person. If you are concerned by becoming involved, you can fill in an anonymous IVIVA incident report on the UC internet. By doing this it will give the University the opportunity to investigate and ensure the affected person is safe and well.

LGBTQIA+ Advocacy

At UniLodge our vision is that we care for those in our trust and support diversity. We build relationships on respect whilst striving for a passionate, energetic and fun environment. We work with The University in its commitment to representing the rights and interest of all people who are part of the UC community. Our goal

is to promote a culture of respect and inclusion so that no matter their sexuality, gender, religion, or race – feel valued as members of UC. The University aims to support LGBTQIA+ communities to meet their full potential during their stay at their residencies.

The University has established an Ally Network which aims to provide a visible network of mentors and support for people who identify as LGBTQIA+ and their allies. In addition, the University of Canberra Queer Club (UCQC) provides direct support for LGBTQIA+ students. You can find more information about these groups below.

- Find out more about the [UC Ally Network](#)
- Find out more about [UC Queer Club \(student club\)](#)

You can reach out to UniLodge Residential Life Manager if you have any enquiry in this regard by emailing rlm.campuswest@unilodge.com.au or by calling 02 6185 1820. Be sure that all information shall be kept private.

Drugs, Alcohol, Smoking, Gambling and Parties

Drugs and Illegal Substances

The use of/or being under the influence of or being in possession of any illegal substance on the University campus is strictly forbidden. This means that under NO circumstances are any illegal substances or drug paraphernalia permitted within any part of the accommodation precincts. Failure to comply with this rule may result in the police being notified and the termination of your Occupancy Agreement.

If you feel you are having problems due to drug use (or know another occupant who is), please talk to your Residential Life team. We can put you in touch with people who can help you including the University of Canberra Medical and Counselling Centre. We will endeavour to provide you with reasonable, discrete and confidential support.

Alcohol

UniLodge Campus West & Guginya encourages a safe and responsible attitude towards the use of alcohol in the community. We would like to remind occupants and their guests that they each share a duty of care towards their fellow occupants and guests within UniLodge Campus West & Guginya.

- Alcohol is to be consumed in a responsible fashion at UniLodge Campus West & Guginya. Occupants and their guests have the responsibility to ensure that their decision to consume alcohol does not negatively impact the broader community.
- Occupants do not have the right to pressure other people to consume alcohol. This behaviour is unacceptable at UniLodge Campus West & Guginya.
- A person under 18 years of age must not purchase, be served or supplied with, or consume alcohol at UniLodge Campus West & Guginya.
- In the event that an occupant or their guest's behaviour is seen to be impactful to the community, security, police, or management may be contacted to resolve the situation.
- Alcoholic drinking games and activities that promote binge drinking are not permitted at UniLodge Campus West & Guginya.

Persons under the age of 18 will have their emergency contact or guardian contacted if they are found to be intoxicated or consuming alcohol.

Worried about the drinking habits of a friend or occupant? Contact your Residential Life team or speak to the University of Canberra Medical and Counselling Centre for advice on how you can help them. UniLodge Campus West & Guginya will be responsive to the needs of occupants with alcohol related problems through appropriate support and referral mechanisms.

Drugs, Alcohol, Smoking, Gambling and Parties

Smoking

Please remember the University of Canberra campus is a tobacco-free site. This includes all buildings, residences and any external areas across the entirety of the University's campus. The University's policy also prohibits the use of vapes, e-cigarettes and bongos. Please be aware if you are found to be smoking in residences, this is a breach of your Occupancy Agreement and could ultimately lead to a termination of your contract. If you do need to smoke, please ensure it is off the University campus.

Smoking of any substance is NOT PERMITTED in any room, apartment, stairwell (fire stairs), or indoor area of the building. If it is found that you have been smoking in your room or tampered with fire related equipment your Occupancy Agreement may be terminated, and fees/charges may apply for tampered with fire equipment.

Occupants who wish to stop smoking should contact the University of Canberra Health service for assistance, visit the Quit now website or call the Quit line 13 78 48.

ADES – Alcohol & Drug Education Specialists course:

Occupants are requested to enrol and complete this course to understand what is expected from them in community living. For further details contact the Residential Life Manager @ UC.

Gambling

Gambling is not permitted on the premises. This includes social and/or informal gambling events ie poker.

Parties and Social Events

Parties are a part of university life and occupants may wish to hold parties at UniLodge Campus West & Guginya. Common areas can be used for smaller gatherings providing curfews are adhered to and you have sought permission to hold an event in the Common Room, Occupant's hosting parties/gatherings need to be aware that they are accepting a significant responsibility. The below guidelines are intended to help the host have a safe and fun event, and to explain UniLodge's policy regarding parties.

Host Guidelines

- As Host of a party/gathering you are responsible for all guests at all times, that includes any person in attendance whether you know them or not.
- The Residential Life Manager (RLM) or Residential Advisors are there for help. If you feel you are losing control of your event or if you are concerned for the wellbeing of one of your guests, please contact the RLM, Residential Advisor or UC Security.
- Don't ignore behaviour which is unacceptable. If an attendee is doing something which breaches this Handbook or the Occupancy Agreement, or makes you feel uncomfortable, you are entitled to ask them to leave – if you are not comfortable in doing so, call the RLM, Residential Advisors or UC Security immediately.
- Drink responsibly, as host of the party you are responsible for your guests at all times.
- Be conscious of any noise curfews which are in effect. Respect the noise curfew, and plan to wrap up the party within noise curfew times. During exam periods a full noise curfew is in effect and no parties/gatherings are allowed.

- Know who is coming ahead of time. Be aware of 'plus-ones' and limit numbers, you are responsible for all guests whether you know them or not.
- Do not facilitate drinking games or activities which encourage binge-drinking.
- All parties/gatherings must be registered through Reception so that our staff can be ready to support you if needed.
- If you are hosting a party in a Multishare apartment, you require the consent of all your housemates.
- All parties/gatherings or social events in any apartment or common area must not allow overloading of people, you should use the 1 person per 4 sqm of usable space rule.

Drugs, Alcohol, Smoking, Gambling and Parties

UniLodge Guidelines

- The UniLodge Residential Life team, Residential Advisor or Security are on call to:
 - offer reasonable assistance to the host in closing a party and responding to concerns for any attendee's wellbeing; and
 - enforce any noise curfews which are in effect in a polite and reasonable manner.
- UniLodge may close the party for any reason. Common reasons for a party being closed are:
 - The party is unreasonably disruptive to other occupants or has extended past the noise curfew.
 - Attendees are causing damage to Common Property.
 - Staff are unable to locate the host, or the host is visibly intoxicated.
 - An attendee has required medical assistance or staff have reasonable concern that there is a safety risk.
 - Any other reason the staff member deems as an appropriate reason to close the party.
- If UniLodge finds out that an under 18 resident is consuming alcohol, their legal guardian will be informed. Occupants found to be supplying alcohol are breaking the law.
- Any evidence of drug use may result in the police being called.
- If a party or the attendees are unmanageable or the staff member has concern for their safety, the police may be called to help close the party.

When things go wrong

- Management may issue a breach notice in accordance with the Occupancy Agreement.
- Where a non-resident breaches this Handbook or the Occupancy Agreement, they may be instructed to leave UniLodge and not be permitted to return. The Occupant may receive a breach notice under their Occupancy Agreement as they are responsible for the behaviour of all guests. If a breach notice has already been issued and the behaviour reoccurs, the Occupant may be issued with a termination notice.
- Where a non-resident has been instructed to leave UniLodge, all future access is considered trespass, and the police may be contacted.
- Hosts may be charged for any damage or cleaning in common property.

Criminal Activity

Any criminal activity will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those younger than 18 years old.

Persons under the age of 18 will have their emergency contact or guardian contacted if they are found to be intoxicated or consuming alcohol or any other substance.

If you would like to access support with regards to tobacco, alcohol and/or other drugs, connect with UC Medical and Counselling and/or UC Student Wellbeing and Support. Additional resources and supports are [available online](#).

Cleaning & Maintenance

What Am I Expected to Clean?

All occupants are expected to:

- Clean and vacuum their room on a regular basis.
- Clean their bathroom, shower and toilet of any grime/mould, dust/hair and stains that may occur while they are residing in their apartment.
- Maintain their room, kitchen and bathroom in a hygienic manner
- Clean the internal windows and walls in their room.

Occupants who live in multi-share apartments are also expected to:

- Participate equally with other occupants in keeping the apartment common areas clean at all times, prior to the arrival of new Occupants and upon departure of any Occupant.
- Clean all appliances and surfaces within an apartment.
- Clean the internal areas of the cook top, range hood, oven and refrigerator equipment.
- Remove garbage from the apartment regularly (preferably daily).

Where it is brought to the attention of management that a room/apartment is not being cleaned or is unhygienic, occupants of that room/apartment will be requested to thoroughly clean the room/apartment.

If following such notification, the room/apartment is not promptly cleaned to comply with basic cleanliness and health standards, management may arrange for the room or apartment to be cleaned at the expense of the occupants.

At the discretion of management, multishare apartments may be inspected on a more frequent basis to ensure the apartment is being kept in a clean and hygienic manner.

Vacuum cleaners are available at reception on request. Other cleaning products are the responsibility of the resident.

Shopping list for cleaning

This list is not exhaustive but can be a good starting point. Use what is required and recommended for each surface. When using chemicals, please always follow the instructions on the chemical's packaging. Typical precautions are to wear gloves and to never mix chemicals as this can result in unanticipated reactions.

1. Multipurpose Spray	2. Cloths
3. Mop	4. Scouring Brush
5. Bleach	6. Toilet Brush
7. Dishwashing Liquid	8. Lint Brush (as required)
9. Dishwasher cleaner (as required)	10. Oven Cleaner (as required)

If you accidentally inhale or swallow, accidentally get in your eyes or see an unexpected reaction on your skin call the Poison Information Centre on 13 11 26. The Poison Information Centre can give advice over the telephone if should present to a doctor or call an ambulance.

If you ever feel unwell then go to hospital, call an ambulance or **Poison Information Centre on 13 11 26** for help and notify a member of our team.

Cleaning & Maintenance

Maintenance Requests and Repairs

When you move into your accommodation you will be asked to complete a condition report to identify if there is anything broken or not working. These reports go through to our maintenance team to prioritise works and to ensure that you are happy with the quality of the fixtures and fittings in your apartment for the price you are paying. Please note, we will not repair or paint minor scuffs on walls at this time as we have a scheduled annual painting roster which will pick these items up.

All requests for repairs or replacements in your apartment can be logged via the Resident Portal (preferred method), email or via Reception. Requests are carried out Monday to Friday by our maintenance staff. Occupants should report any problem that may cause immediate damage to the property (ie: water, flooding, fire, smoke etc.) or constitute a safety or security risk to Reception or the Manager on duty immediately.

Maintenance does their best to ensure that urgent repairs are dealt with immediately and will prioritise issues which are very disruptive to occupants. This may not always be possible due to the availability of contractors and parts required for repairs. Occupants are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item at UniLodge Campus West & Guginya nor are they permitted to contract with any third party for such repairs.

All occupants are liable for replacement costs of consumable items in their apartment as well as all costs to repair or replace any damaged common property caused by them or through their negligence (such as failing to report a significant water leak within their apartment or obstructing access or works in an apartment in a maintenance emergency).

In all instances UniLodge Campus West & Guginya strives to keep maintenance charges as low as possible within the constraints of costs levied by commercial service providers, contractors and supplies.






















If you submit a maintenance request, you have given UniLodge Campus West & Guginya permission to enter your room/apartment to carry out the requested maintenance and repairs. If you wish to be present, you should request an appointment at the reception. Please note, appointments are not available for maintenance emergencies and/or where external contractors are required.

Maintenance Requests and Repairs

If there is an emergency such as an electrical fault, any leak or plumbing emergency, a room door that won't lock or anything that could be potentially hazardous, harmful or generally unsafe please call Reception or the after-hours Senior Manager/Residential Advisor immediately. UniLodge will require immediate access to apartments for these or similar concerns.

Cleaning & Maintenance

Cleaning Checklist *(guide only)*

Item	Method	Checklist
Door(s)	Multipurpose Spray and cloth	<input type="checkbox"/> 
Walls	Multipurpose Spray and cloth	<input type="checkbox"/> 
Skirting Boards	Multipurpose Spray and cloth	<input type="checkbox"/> 
Flooring (Carpet)	Vacuum	<input type="checkbox"/> 
Flooring (Vinyl)	Vacuum, then mop.	<input type="checkbox"/> 
Kitchen Cabinetry	Multipurpose Spray and cloth	<input type="checkbox"/> 
Kitchen Sink	Multipurpose Spray and cloth	<input type="checkbox"/> 
Rangehood	Remove rangehood filter, soak in hot water and soap then scrub clean. Wait until dry before replacing.	<input type="checkbox"/> 
Stovetop	Multipurpose Spray and scouring brush	<input type="checkbox"/> 
Microwave (Internal and external surfaces)	Multipurpose Spray and cloth	<input type="checkbox"/> 
Oven	Oven cleaner / degreaser and scouring brush	<input type="checkbox"/> 
Dishwasher	Remove filter and empty into bin. Use dishwasher cleaner and follow instructions on the package. Do not use dishwasher until filter has been returned.	<input type="checkbox"/> 
Fridge and Freezer	Multipurpose Spray and cloth. Defrost as required.	<input type="checkbox"/> 
Waste Bins	Multipurpose Spray and cloth	<input type="checkbox"/> 
Dining Table and Chairs	Multipurpose Spray and cloth	<input type="checkbox"/> 
Desk Draws	Multipurpose Spray and cloth	<input type="checkbox"/> 
Wardrobe	Multipurpose Spray and cloth	<input type="checkbox"/> 
Mirror in Wardrobe	Multipurpose Spray and cloth	<input type="checkbox"/> 
Metal Basket Draws	Wet cloth	<input type="checkbox"/> 
Bathroom Vanity Cupboard	Multipurpose Spray and cloth	<input type="checkbox"/> 
Toilet	Bleach and toilet brush	<input type="checkbox"/> 
Bathroom Sink	Multipurpose Spray and cloth	<input type="checkbox"/> 
Shower Head	Fill a bowl with water and some Multipurpose Spray, and submerge shower head.	<input type="checkbox"/> 
Tap Faucets	Multipurpose Spray and cloth	<input type="checkbox"/> 
Bathroom Mirror	Multipurpose Spray and cloth	<input type="checkbox"/> 
Study Desk	Multipurpose Spray and cloth	<input type="checkbox"/> 
Desk Chair	Vacuum / Lint Brush	<input type="checkbox"/> 
TV and Remote	Dry Cloth	<input type="checkbox"/> 
Desk Lamp	Dry Cloth	<input type="checkbox"/> 

Building Facilities

Laundry

Laundry facilities with washing machines and dryers are located in Building 8, behind the Campus West Office, in the Great Room, at Community Central, and in Mulleum for the varying Campus West occupants. For effective cleaning and drying do not overload the machines. As there is a limited number of washers and dryers, we ask that residents collect their washing soon after it finishes.

If you have a problem with any of the washers or dryers inform Reception or a Residential Advisor. Irons and Ironing boards are in the laundry rooms.

Utility Fees and Other Charges

Utilities and service fees are paid in advance together with your occupancy fees. The weekly utility rate is made up of gas, water and electricity. Campus West also has internet connection fees included in the Utilities Fee.

Residential Life Program Fees are to be paid in advance prior to the start of an Occupancy Agreement. The Residential Life Program Fee of \$150.00 is a flat rate per person per year.

Other services will include charges for telephone usage and vehicle park spaces (if applicable).

Other charges payable by occupants include repairs or replacements required for apartment maintenance. Apartment repairs include consumable items (such as batteries for remote controls, light bulb replacement) and damages or loss caused by negligence or misuse. Occupants are charged for any costs associated with apartment repairs including labour. These charges are to be paid in full once accrued.

Guests / Holidays

Guests staying with you

You are allowed to have guests stay with you periodically throughout the year so long as you have received prior approval in writing from the UniLodge by contacting UniLodge to have those guests stay. Approved guests are permitted to stay for up to one (1) night per week. If you reside in a shared apartment, please check that the other residents are happy to have your guest staying over as this is their home too. Approval must be sought via Reception prior to the guest staying and in multishare situations all roommates must sign the guest registration form approving for the guest to stay.

If management has reason to believe that a guest is residing permanently in your apartment, management may issue warnings or require the guest demonstrate that they have an alternate place of residence prior to being allowed to stay as a guest at UniLodge.

Occupants who wish to have a guest reside with them permanently must contact UniLodge and have the guest's name added to the Occupancy Agreement for the room, where the room type allows more than one Occupant.

For clarity:

- Overnight guests under the age of 17 are not permitted at Campus West.
- Your Guest must be accompanied by you at all times, and you are not permitted to give or loan your access key card to a guest or other non-resident for any reason.
- A guests must not use your room when you are away from the Property.

Subletting and unregistered guests

Where UniLodge become aware of a subletting arrangement, UniLodge will instruct the guest to vacate immediately. Subletting is a breach of your Occupancy Agreement. It is sub-letting if your guest uses your apartment in exchange for money or in exchange for them paying money to UniLodge on your behalf.

Unregistered guests or guests who breach the behavioural expectations of our community will be instructed to depart immediately. Should they return to the residence after having been instructed to leave, it will be considered trespass and may result in UC Security or Police being contacted.

UniLodge has the right to revoke a guest's right to be inside the residence at any time and for any reason.

Guest Behaviour

All guests are expected to read the UniLodge Campus West & Guginya Handbook and comply with the Occupancy Agreement. Any behaviour which would be unacceptable by an occupant is unacceptable for a guest and may result in the immediate exclusion of the guest and/or occupant from the premises.

Please remember as per your occupancy agreement you are responsible for the actions of your guests and if they cause any damage or disturbance this may result in you having to pay for the repairs or being issued with a breach notice if the behaviour of your guest breaches your Occupancy Agreement.

Multishare Apartments

If you are staying in a multishare apartment, guests must stay within your room and not common lounge areas. All roommates must give permission and sign off on the Guest Form prior to the guest's arrival. Roommates may withdraw permission for the guest to stay in the apartment at any time and for any reason.

Social Media Guidelines

UniLodge Campus West & Guginya actively uses social media sites to build an online community. Our official UniLodge Campus West & Guginya Facebook page allows prospective and current students, their families, alumni, staff and friends of UniLodge Campus West & Guginya to share content, ideas and experiences, and find helpful information. We have location specific Facebook pages which act as a platform to enable current residents to communicate with other residents residing in the same residence as them, with ease. We invite you to use them to connect with UniLodge Campus West & Guginya 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 Campus West & Guginya reserves the right to remove posts that don't comply.

These guidelines will grow and change as the social media networks themselves grow and change. Please contact your respective residence via email if you believe these guidelines need to be changed, or additional guidelines added.

Please keep in mind if you have a question or concern regarding your stay at UniLodge UC the best way to receive feedback is by contacting our reception team. For privacy reasons, UniLodge staff are generally unable to discuss individual accommodation related matters online through social media platforms.

General Guidelines

- **Think before you post.** It is in your best interest to be mindful of your digital footprint. Would you want your parents or future boss to see what you have posted?
- **Be respectful.** Language or targeted comments which would be unacceptable offline is unacceptable online. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief will be removed.
- **Don't be a bully.** Online bullying or targeting will not be tolerated. Residents who breach this code of conduct be it online or otherwise will be issued formal warnings and may face termination of their Occupancy Agreement.
- **Keep it relevant.** Think to yourself what the purpose for your post or comment is. Anything that is deemed irrelevant to the overall intended purpose of the social media sites will be removed.

In Case of Emergencies

Fire/floods/bomb threats/medical emergencies/intruders/black outs

Your apartment is equipped with a smoke and fire detector. Some apartments may also be fitted with a sprinkler head.

You will find your evacuation plan on your apartment door. In an emergency situation, you should evacuate as per your evacuation plan or as otherwise directed by Staff or emergency services. You are encouraged to familiarise yourself with the location of alarms, firefighting equipment and emergency exits.

Please familiarise yourself with how to use a fire blanket and fire extinguisher by reading the info-graphs below and ensuring you know where they are in your room. If you cannot put the fire out leave the room, close door, and call 000 for help. Staying safe should be your number one priority!

Call 000 immediately for any life-threatening emergency and the Manager on Duty.

How to use a fire blanket

Light Duty: Suitable for burning clothing and small fires involving burning liquids.
EXTINGUISHING ACTION : Smothering
CLASSES OF FIRE  

For a substance in flames	For a person in flames
<p>1 Pull tape down until blanket is Released.</p> 	<p>1 Pull tape down until blanket is Released.</p> 
<p>2 Open blanket fully ensuring the blanket protects your hands, place gently over flames to seal fire from air.</p> 	<p>2 Open blanket fully ensuring the blanket protects your hands, wrap around the person to seal fire from air.</p> 
<p>3 Turn off power supply. Leave blanket over fire.</p> 	<p>3 Seek medical Assistance.</p> 

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OPERATING YOUR FIRE EXTINGUISHER

	P ULL THE PIN
	A IM AT THE BASE
	S QUEEZE TRIGGER
	S WEEP

Remember:

- Test extinguisher before approaching the fire
- Keep low & approach with the wind at your back
- Back away, watching for rekindle

In Case of Emergencies

What Can Cause a Fire?

Cooking Fires: Cooking fires are a major cause of building fires. They are usually caused by cooking oil overheating (without someone to watch it), grease that has accumulated on the stove or range hood, and dish towels or potholders left too close to burners. When preparing food, don't leave the cooking area unattended. If a pan catches on fire, do not carry it, leave it on the stove, turn off the heat, cover the pan with a lid, fire blankets or use a fire extinguisher. Provide a safe place for dishtowels and potholders away from the heat of the stove. Don't wear loose clothing while cooking and never reach across a burner.

Furniture Fires: Fires in couches, chairs and bedding are usually caused by someone carelessly dropping cigarettes or leaving a hot item on combustible material.

Smoking and naked flames are not allowed at UniLodge Campus West & Guginya.

Electrical Fires: Cracked and damaged appliance cords are the most common source of electrical fires. Check all electrical cords periodically to determine their condition and, if damaged, report the issue immediately so it can be replaced.

Do not place any wet items on a heater to dry wet items as this could cause damage to the item, or in the worst-case scenario cause a fire.

Please note: Australian standard power points are 240 volts – if you have brought appliances into Australia be aware that some countries use different voltage devices and using them in Australian sockets can damage the appliance and cause a fire hazard.

Never use water on Electrical fires. Turn appliance off if safe to do so.

Tips for Fire Safety

Note: Steam, dust, aerosol and smoke can trigger fire alarms.

- If you are cooking and the smoke alarm goes off in your apartment, stop cooking, and immediately turn off the appliance at the wall
- If the alarm sounds in your room, in Guginya you have 5 minutes to clear the cause of the alarm before triggering the building alarm (and when the Fire Brigade is automatically called)
- When you are cooking - keep the apartment door closed, open the windows and turn the room fan on if needed
- Make sure your exhaust fan is on when cooking and make sure it's clean
- When showering, turn the light/exhaust (where available) on and close the bathroom door. Please also close the door after you have stepped out of the shower whilst the steam dissipates
- If there is smoke or steam filling your apartment, in, Buru, Wagan and Mulleum, do not open your apartment door. This will automatically set off the fire alarm for the entire building, which will result in the Fire Brigade being called and sending the entire building into full evacuation
- NEVER PUT OIL UNDER WATER
- DO NOT SMOKE IN YOUR ROOM!

Any charges related to Fire Brigade attendance are born by the resident responsible for triggering that alarm. The Brigade charges approx. \$1900.00 but can charge more depending on the circumstances, these charges will be passed on to you.

Steam, dust, aerosol and smoke can trigger the alarms. Be careful when using items such as irons, sprays, hairdryers and straighteners, aromatherapy supplies, heaters, or cooking equipment as these may trigger alarms. Residents are solely responsible for ensuring that any equipment they bring in does not present a fire hazard. Any breach of these rules may result in occupants having their Occupancy Agreement terminated.

You must not cover, remove, interfere with, or permit any of your visitors to cover, remove or interfere with any smoke detector in the building.

Interfering with a smoke detector is a serious breach of your responsibilities. Any damage to the facilities as a result of unauthorised equipment or equipment usage will result in costs being passed on to occupants. They may also serve as grounds for termination of your Occupancy Agreement. If you are caught tampering with a smoke detector in your room, apartment or anywhere else in the buildings you may be charged fees for the attendance of the fire brigade, you may be fined, you will need to cover the cost of any contractor repair works and/or your occupancy may be terminated.

The smoke detector in your room is connected to the automated fire alarm system. The smoke detectors in corridors are connected directly to the Fire Control Panel, each of these relays to the Fire Brigade automatically.

Do not tamper with or cover the smoke detectors or fire sprinklers – it is against the law. Fines of approximately \$1900.00 will apply and be charged on to you. Further fees and charges may also apply.

Fire Alarm Procedure

If you have accidentally set off the Fire Alarm, you should:

1. Evacuate immediately and close your door behind you if the apartment is unsafe due to fire or smoke, otherwise:
2. Phone reception to inform staff of the alarm.
3. Ensure your rangehood is on and the vent in your bathroom is running
4. Fan smoke detector with a book or paper to disperse the smoke.
5. Continue fanning the smoke away from the detector until it stops beeping.
6. Note: You should always keep your door shut to contain the smoke or fire.

Upon Fire Alarm Activation

- Evacuate immediately and close your door behind you if the apartment is unsafe due to fire or smoke
- Turn off all electrical/gas appliances
- Check your apartment for smoke and fire
- Close your apartment door and proceed to the nearest fire exit, checking for smoke and fire
- Assist any person (only if safe)
- Evacuate to assembly area – as directed and remain at assembly area and await further instruction
- Follow ALL directions from Emergency Services Personnel or UniLodge Fire Wardens, staff or UC Security

Do not use the lifts in any fire emergency, in case of an emergency dial 000.

Personal Emergency Evacuation Plans (PEEP)

Some occupants may request or require a Personal Emergency Evacuation Plan due to a visual, hearing, mobility impairment or for any other reason. This may be a temporary arrangement due to an injury such as a broken leg, or it can be a more permanent arrangement.

Please contact management if you would like to put in place a Personal Emergency Evacuation Plan.

If the alarm sounds, please follow direct instruction from UniLodge staff. UniLodge staff will investigate and communicate feedback and instruction via the building loudspeaker.

If you hear an alert tone “BEEP”, please remain calm and wait for instruction. You do not need to evacuate the building at this point, only get ready to evacuate.

If you hear the evacuation tone “WHOOOP”, or are instructed to evacuate, try to remain calm and prepare to evacuate the building unless otherwise directed by Emergency Personnel or UniLodge Fire Wardens. If an evacuation is necessary, a UniLodge fire warden will assist you to the nearest Evacuation Muster Point.

Please Note: Guginya (only) has an alarm in the lounge room which has a 5-minute delay before a call is sent to the Fire Brigade, if the smoke can be cleared before the Fire Brigade are contacted no call out fee will be charged.

Fire Alarm Procedure

Evacuation Assembly Location

If you are instructed to evacuate, please assemble at the specified evacuation area.

The Campus West Assembly Points are as follows:



Please note: ALL Evacuation Points are subject to change based on the nature of an emergency.

Fire Sprinklers & Detectors

If you are instructed to evacuate, please assemble at the specified evacuation area (refer above).

- The smoke detectors and fire sprinklers are connected to a fully automatic fire alarm.
- Any interference with any smoke detector or fire sprinkler is a serious breach and will put everyone else in the building at risk.
- Do not touch the smoke detectors or fire sprinklers.
- Do not hang any item on any sprinkler device.
- Do not disengage/cover or otherwise tamper with any smoke detectors or fire sprinklers.

Touching the fire sprinkler may cause the sprinkler to activate sending hundreds of litres of water into the area, which will flood your apartment and those below.

Preventing Fire Hazards

As an occupant you must not partake in any act or behaviour that will promote 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 or interfering with any fire safety notice or equipment. It is a serious offence to

block a fire exit, should any occupant be caught obstructing any fire exit they may face termination of the Occupancy Agreement and charges.