

**UniLodge**

Melbourne City

2022

# **RESIDENT HANDBOOK**

480 Elizabeth St, Melbourne Victoria 3000

## CONTENTS

WELCOME TO UNILODGE MELBOURNE CITY .....	3
SETTLING IN .....	4
INDUCTION PROGRAM .....	5
ARRIVAL CHECKLIST .....	6
RESIDENTIAL LIFE PROGRAM .....	7
FACILITIES & SERVICES .....	8
YOUR SHOP .....	14
BE SUSTAINABLE.....	15
GETTING HELP .....	16
COMPLAINTS.....	16
FINANCIAL DIFFICULTIES.....	17
LIVING TOGETHER @ UNILODGE MELBOURNE CITY .....	18
YOUR AGREEMENT WITH US .....	20
RULES OF TENANCY .....	22
RIGHTS & RESPONSIBILITIES .....	26
PAYMENTS .....	28
CONTACT DETAILS .....	29
EMERGENCY PROCEDURES .....	30
ASSEMBLY LOCATION POINT - EVACUATION .....	30
FIRE SPRINKLERS AND SMOKE DETECTORS .....	30
HEALTH & SAFETY .....	32
HEALTH SERVICES.....	32
HEALTH INFORMATION.....	32
SECURITY INFORMATION .....	33
IMPORTANT NUMBERS.....	35
STUDENT SERVICES .....	36
HANDBOOK AND ORIENTATION ACKNOWLEDGEMENT FORM.....	37

# WELCOME

## Welcome To UniLodge Melbourne City

---

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

We trust that your stay here will be both enjoyable and productive. We understand that you are here to study, but also to enjoy yourself and be at ease. We hope to alleviate some of the pressures you will face, through our Residential Life Program, which includes a variety of social events, life skills and links to the University's extensive student services.

The Resident Handbook is designed to enhance everyone's understanding of the building and to understand your obligations in observing the "House Rules" in relation to the Lease agreement. The aim is that through a better understanding 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, and subsequent orientation. The regulations are designed for your **COMFORT, SAFETY, SECURITY and WELLBEING**.

We hope you find the Guide useful in answering any questions you may have - but should you still have any queries, please feel free to ask – we're here to help!

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

A very warm welcome to UniLodge Melbourne City.

The UniLodge Melbourne City Team

***Enjoy your stay!***

# SETTLING IN

---

This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Residential Rental Agreement.' You must read these documents and, once understood, sign the acknowledgment form issued to you, as agreement to abide by the building rules and contract obligations. You are also entitled to a copy of the signed Residential Rental Agreement.

The items you will receive upon check in are:

- A security swipe card
- An electronic copy of the Entry Condition Report for your room

Most students coming from overseas experience a certain amount of 'culture shock.'

The people, the weather, the food, and the buildings may be new, and it may take you a little time to get used to your new surroundings.

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in our Residential Life Events, so that you will make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staffs are here to help you! We also have many students from different countries that are going through the same experiences as you.

Please come and see us if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

Issues outside of office hours? Please contact our Residential Advisor – a student and resident just like you, who is on duty when the office is closed – on  
0419 430 348.

# INDUCTION PROGRAM

---

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

All residents are required to complete this induction program within seven days of moving in – but in good news, most of it can be completed before you even arrive, which will mean you will be ready to fully embrace your new home as soon as you arrive.

The first part of our induction program is a set of online modules. These modules will only take a few minutes to do for each module, and each is followed by a short quiz.

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

## How to complete the modules:

- Go to <https://unilodge.adesaustralia.com/>
- Register, selecting **Melbourne City** as the organisation username, and using the password **UniLodge**.
- Complete all modules.

The second part of our induction program is after you arrive. During intake periods, we run one to two Welcome Evenings a week, where you will get to meet an RA, learn more about your new home, go on a tour, and share a meal with your fellow residents. This is the best way to start to meet your neighbours, so make sure you get along to the first sessions that you are available for when you arrive!

Outside of our main intake periods, our reception team will advise you on how to arrange to meet with a Residential Advisor for a personalised tour around the building and induction session.

# ARRIVAL CHECKLIST

---

## **Before you arrive**

- Book an arrival time via the key collection appointment link.
- Upload your Certificate of Enrolment (CoE) or Statement of Enrolment and a copy of your student visa (if applicable) to the [Residential Portal](#), unless provided otherwise as part of your application.
- Have your passport (or other ID if an Australian citizen) and any other documentation you have been requested to provide ready to go for sighting at check in.
- Complete the ADES introduction modules (instructions on how to complete them in the section 'Induction Program')
- Put the RA phone number (0419 430 348) and the Melbourne City office number (03 9118 4000) in your mobile phone.

## **Within seven days of checking in**

- Complete your electronic Entry Condition Report and ADES modules.
- Attend an induction evening to meet an RA and other residents.
- Make sure you have accessed the Wi-Fi and Residential Portal.

# RESIDENTIAL LIFE PROGRAM

---

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

Our Residential Life Program consists of a range of events, activities, and support networks to help you meet new people, settle into Melbourne, do well in your studies, and make the most of your time here at Lincoln House. It is run by our Residential Life team and Residential Advisors – and we love suggestions from you too!



**Residential** *Life*

*You will see our Events Calendar on our notice boards around UniLodge Melbourne City – but the best place to check is our Residential Portal, where you can find out more about the events and sign up for them!*

## **What types of activities underpin the Residential Life program?**

- Barbeques and social events that encourage interaction, fun and friendship
- Day trips– visit Australian icons like the Great Ocean Rd, or hiking at Wilson's Prom
- Educational and special interest forums, seminars and focus groups.
- Life skills sessions such as budget workshops, interview skills, and resume writing workshops.
- Community activities such as fundraising for charities like Movember or attending community events
- Games and movies nights
- Sporting activities such as netball, basketball, Australian footy and cricket
- International parties and cultural activities

## **Registering for events**

To find out more about the events on offer and start signing up, log into the [https://www.residentsportal.com.au/StarRezPortal/15CFBFE8/29/64/Home-Welcome\\_to\\_Residenti?UrlToken=F936FFEFResidentialPortal](https://www.residentsportal.com.au/StarRezPortal/15CFBFE8/29/64/Home-Welcome_to_Residenti?UrlToken=F936FFEFResidentialPortal) and View Program & Events

Many of our events require you to register to participate – make sure you register ahead of each event that you want to attend through the [Residential Portal](#) (and don't forget to put it in your calendar!).

# FACILITIES & SERVICES

## Services from Reception

<b><u>Service</u></b>	<b><u>Cost</u></b>
Lock out fee	\$30 during business hours \$75 afterhours
Replacement access card	\$55 each
Printing	\$0.20 per page for black and white \$1.00 per page for colour
Photocopy	\$0.20 per page black & white \$1.00 per page colour
Vacuum Cleaner	Free for first hour, then penalties apply. Please book in advance via Residential Portal.
Iron	Included in the laundry.
Trolley	Free for first hour, then penalties apply. Please book in advance via Residential Portal.

*Please note that vacuums, irons, and trolleys cannot be hired after 5: 30pm.*

## **BBQ**

The BBQ is in the outdoor courtyard on Level 6 and is available to residents for use. Please ensure that after you have used the BBQ that you have cleaned the BBQ, and no personal items are left in the area.

## **Bicycle Storage**

Bicycle racks are in the security bike storage room in the basement. All bikes need to be registered first with UniLodge reception, and we will then give you access to the storage in the Bike Room. We do not recommend storing bikes in the breezeway. Some electric bike / scooter users find it difficult to access the bike storage – we recommend you take this into account before purchasing or hiring an electric bike. Bikes cannot be stored in your room, or the corridor. If bikes, e-bikes and scooters are found parked where they should not be, staff members will remove them, and only available to be returned during office hours. Please do not charge your e-bike / scooter battery inside your room. If you are required to charge the battery, please do so in the provided bike storage space and do not leave it unattended whilst charging.



## **Kitchen**

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

- Washing up your dirty dishes
- Removing rubbish and placing it in the rubbish bins.



(Penalties may apply)

Any items left in the common area kitchen will be thrown away into the rubbish. Any sink blocked by food must be reported to a UniLodge staff member.

### **Laundry**

A laundry room with washing machines and dryers is located on Level 7 of the residency, past the creative workspace and the gym. For effective cleaning and drying, do not overload the machines. Detergent is automatically dispensed from all machines except for two machines – if you wish to use your own detergent, you can use these, as indicated by the signs on the machines. If any uncollected laundry or clotheslines are found, they will be removed from the laundry the following day. Payment method: tap and go service for credit or debit cards. For effective cleaning and drying, do not overload the machines. If you experience a problem with one of the machines, please fill out a Maintenance Report via the [Residential Portal](#).



### **Mailboxes**

All mail and parcels are received by reception and can only be collected during office hours – we recommend that you come and check your mail at least once a week.

Please note that groceries and meal deliveries will not be accepted by UniLodge and cannot be left unattended inside the foyer – be sure to have your deliverer contact you.

### **Reception**

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

Monday to Friday	08:00 – 18:00
Saturday / Sunday	Closed (RA on duty)
Public holidays	Closed (RA on duty)

### **Resident Lounge/Study Rooms /Open Areas**

There are numerous recreation areas throughout the building, incorporating large flat screen TV's and lounge chairs, tables, stools, pool tables, communal kitchens, and cinema room. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times.

### **Rubbish**

Please empty your rubbish and recyclable items into the respective chutes (general garbage and recyclable) which are located on each level. This should be done on a regular basis for health and hygiene reasons. If something does not fit in the chute, do not try to force it down as this will cause the chutes to block. Penalties apply for any rubbish and recyclable items left outside of the garbage chutes. Please take it to the bins located on the Ground Floor. You can access this room using your regular access card. (Penalties apply for any rubbish and

recyclable items left outside of the garbage chutes and for oversized items that have blocked the chutes).

### **Recycling Tips:**

- Remember what recyclable is: paper, cardboard and packaging containers made from hard plastic, liquid paper board (i.e., milk cartons), glass, steel, and aluminium.
- Make sure recyclables are empty – remove solid food scraps.
- Any e-waste (appliances and electrician goods. batteries, battery / power packs, phones, cables, chargers, headphones, computer monitors, printers, vapes) should be placed in special bins, not in general waste or recycle bins.
- Keep recycling out of plastic bags – or else it may end up in landfill.

Please note that it is illegal to put batteries or other electronics in landfill bins in Victoria. Batteries and small electronics can go in the electronics bin in the kitchen. If you need to dispose of larger appliances, you can take these [to the electronics bins at the Kathleen Syme Library in Carlton](#)

### **Study Rooms**

Varying size study rooms are located on Level 27 of the building. Please remember that if you are bringing guests into the building, you must accompany them at all times.

### **Transport**

Information on public transport can be obtained from the [Public Transport of Victoria website](#) or you can download the PTV app on your mobile phone. Our friendly customer service staff can assist you to navigate the website or the app.

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

Electricity, gas, and water consumption is included in your rent.

# LOOKING AFTER YOUR ROOM/APARTMENT

---

## **Carpet**

You can borrow a vacuum cleaner from reception to vacuum your floors. We recommend you vacuum at least once a fortnight. Vacuums are available for hire from 8.00 am – 5.30pm. You can borrow the vacuum for 30 minutes at a time. Penalties apply for late returns.

## **Departure Cleaning**

Your room has been professionally cleaned and fitted with new mattress protectors prior to your arrival and as a requirement of your lease you must leave your premises in the same condition as when you entered. To take some of the stress out of your exit process, UniLodge has been able to assist and recommend a cleaning company that delivers a service that we believe is of a very high standard which meets our expectation.

## **Glass and Aluminium**

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

### **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 enough to keep all Laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent, or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

### **Scratches and Cuts**

Chopping and cutting directly onto the surface can damage Laminex surfaces. To prevent this from happening, use a cutting or chopping board. Sliding 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 room/apartment any item or equipment that has been provided by UniLodge.

## **Microwave**

Your apartment is provided with a microwave located in the kitchen.

A microwave is not the same as a regular oven. A regular oven cooks food by heating the air around it. The hot air cooks the outside first and then the inside. This is why food can get crispy or brown in an oven. A microwave cooks food in a different way. It uses energy waves to heat the water inside the food. This makes the food heat up very quickly. But it usually does not make food crispy or brown. If your food is designed to be heated in an oven, do not use a microwave. You will be able to locate an oven on Level 6.

### **Windows & Mirrors**

Clean your windows and mirrors with a soft, lint-free cloth and water, white vinegar, or a window cleaner – please do not use abrasive cleaners, scouring pads or anything else that's abrasive on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products.

### **Refrigerator**

On arrival, check that the fridge is plugged in and switched on; you may need to adjust the cooling setting within the refrigerator. If you are living in a multi share apartment, please be mindful of your roommates and only use your allocated space.

### **Roller Blinds**

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

### **Smoke Detector**

Tampering with Fire Alarm Systems is strictly prohibited! A disconnected smoke detector or one stuffed with a plastic bag is worthless if there is a fire. These detectors are there to save your life when you least expect it. Removing or tampering with detectors will get you in trouble or worse!

If you attempt to tamper with or remove any smoke alarms or other safety equipment in our building, the cost of any repairs or assessments will be passed on to you.

### **Walls**

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

You can hang items on your walls, but you must ensure you do not damage the walls in the process, and that you remove everything before you leave. You can buy special hooks, such as 3M removable hooks, from supermarkets or hardware stores, which are designed not to damage the walls once removed. If removed and damage is caused, you will be liable for the costs to repair the wall. Please do not use sticky tape or other sticky substances such as Blu Tac, as both will cause damage. Any damage caused when removing these hooks will be your responsibility and repair will be at your cost. You must not hang any special hooks from your wardrobe as this will damage the paneling and require a full replacement of the wardrobe and wardrobe doors

### **Mould Management**

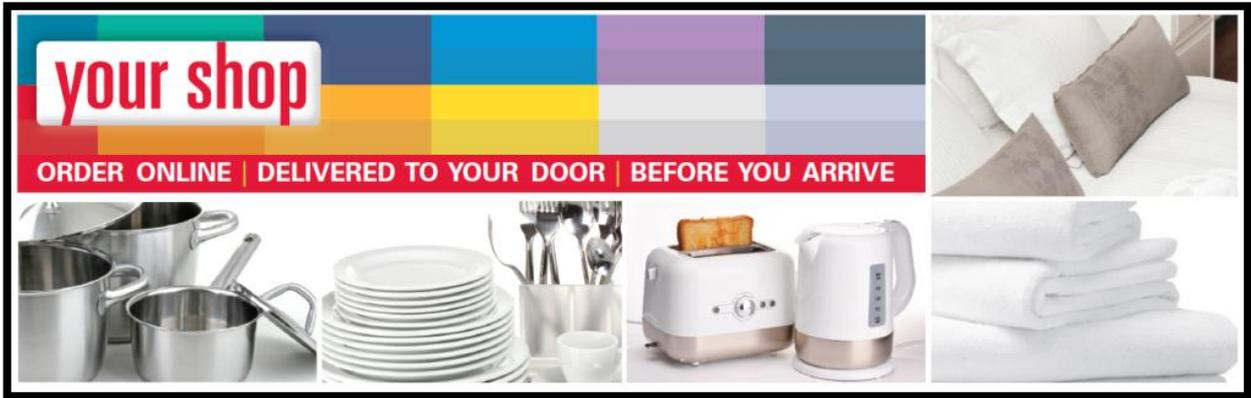
Preventing mould:

- Allow sunlight into the room as much as possible.

- Open doors and windows to allow air to circulate.
- Clean apartment and bathroom regularly.
- Clean up water leaks and spills indoors immediately.
- Clean wet areas regularly by wiping away moisture from windows, walls and near taps.

Any mould found in rooms/apartments must be reported to reception IMMEDIATELY.

# YOUR SHOP



UniLodge residents don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with them - our online shop, Your Shop, is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive, and available for purchase throughout your stay with us at UniLodge.

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

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

Offering a great variety of products, our prices are highly competitive and certainly comparable to High Street shops and supermarkets in Australia, and residents have compared the quality of our linen to that of a 5 Star Hotel!

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



# BE SUSTAINABLE

---

We are trying to ensure life at Melbourne City is as environmentally friendly and sustainable as possible, which is why we have a range of energy and water saving initiatives in the building, as well as aim to keep as much waste out of landfill as possible.

But to do this we need your help! Some things that you can do to help us include:

- Keep your showers short – use a timer to keep your shower length to four minutes.
- Say 'no' to single use plastic – have a set of re-usable bags for your shopping, and keep a set of reusable cutleries, straws, and a reusable coffee cup in your bag for takeaway. You can even get reusable takeaway containers that flatten down and you can get your takeaway food put into it!
- Separate recycling and food waste from landfill and put each down in the right rubbish chute or in the right bin.
- Got some clothes you no longer need, but are too good to throw out? Take them to our bin room on the Ground Floor and put them in our charity donations bins – they will go to Diabetes Victoria, who will sell them in their charity shops and put the profit to good use.

# GETTING HELP

---

We promote a culture of mutual respect, inclusion, and celebration of diversity. We aim to provide opportunities for the building of intercultural understanding and friendship. This means everyone feels respected, looks out for everyone else, and shares a sense of family, friendship and belonging.

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. Confidence is kept, and you can be assured of a sympathetic ear regardless of the size or nature of your problem.

Things that can take time to adjust to include:

- Transitioning school to tertiary/university life
- A different education system with different demands
- Living away from home, family, and friends, and looking after yourself
- Settling into city life, a new state, or a new country
- Language barriers and lifestyle and cultural changes
- The administration involved in setting up life in a new place, such as signing up to bank accounts, tax file numbers, superannuation and more.
- Managing your study loads

UniLodge staff are here to assist you with all these issues and more. Feel free to visit reception and we will be happy to give you the information you need or direct you to other people and services who can assist further.

**If you, or a fellow Melbourne City resident, is affected by illness, accident, death of a relative, or any other challenges, please contact our Residential Life team or General Manager. If necessary, we can refer you to the appropriate counsellors for further support. We are here to help in any way we can.**

## 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 team or the General Manager. In most cases, problems can be resolved through informal enquiries and discussions.

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

Step 1 - 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 Melbourne City, please come and speak with us about it; we will always do our utmost best to help you!

### **Financial Difficulties**

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

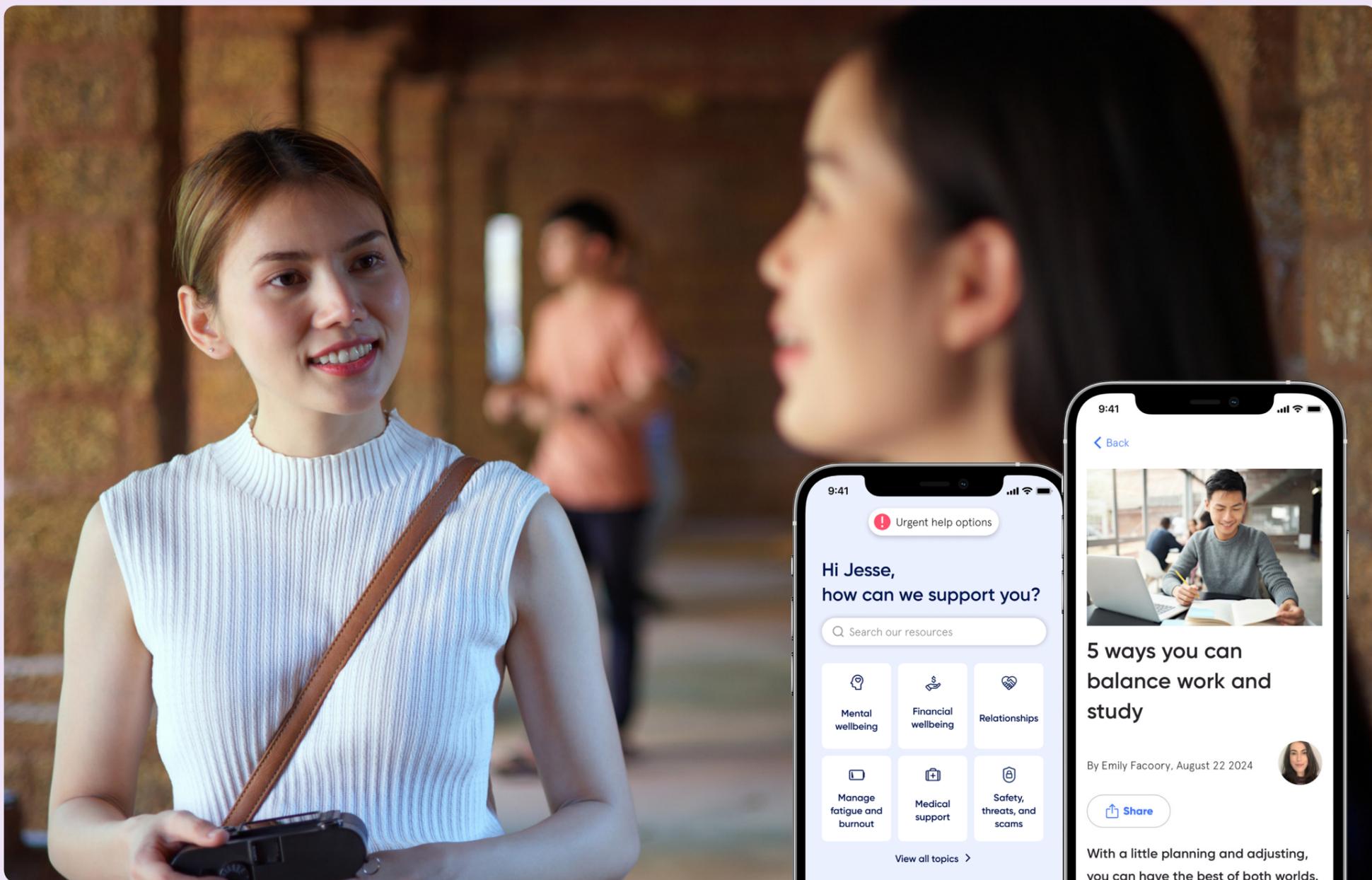
The Residential Life Manager can also help connect you to your University, which may be able to offer some form of assistance through their Financial Aid team. The Financial Aid team may be able to provide student loans, advice and advocacy around government student payments, grants based on financial need (including housing/rent assistance grants) and welfare support.

# When Australia feels brand new, we're here for you – 24/7

Get help, answers, or someone to talk to – 24/7. Sonder provides you with free, confidential medical, safety and wellbeing support.



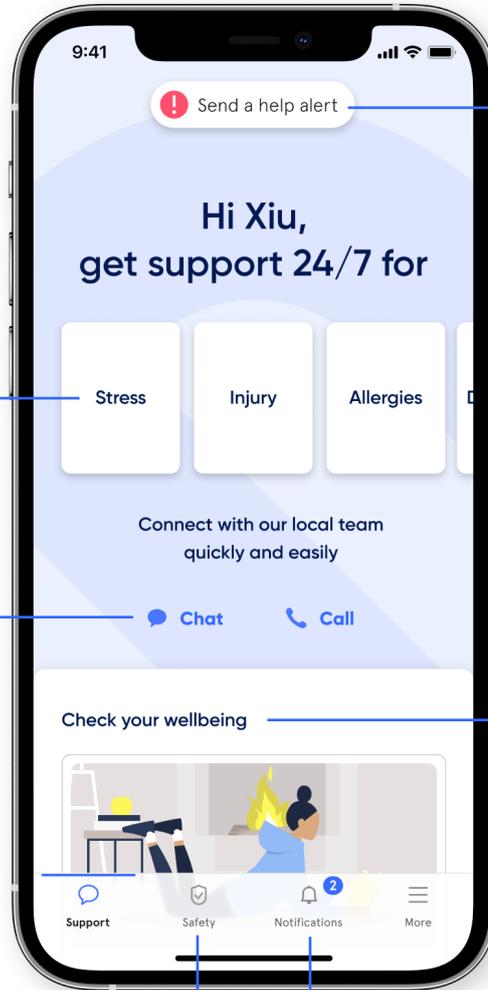
Scan to download the Sonder app



# Here's how Sonder can support you

## Popular help topics

Start a live chat, call or discover helpful resources across these common topics



## Live chat or call

Connect with nurses, psychologists, wellbeing experts and emergency responders directly

## 24/7 help alert

Instantly connect with the Sonder team or emergency services

## Resources

Access information on a wide range of topics such as:

- COVID-19
- Mental health
- University support resources
- Stress and anxiety
- Fatigue and sleep
- Family and relationships

... and much more

## Check your wellbeing

## Wellbeing assessments

Our quick and easy questionnaires will allow you to reflect on your wellbeing and overall health

## Track my journey and check on me

Feel safe and secure knowing someone is always looking out for you when you travel home, after class, meet someone new or walk alone in an unfamiliar area

## Notifications hub

Sonder constantly scans the environment for events that might impact your safety, such as natural disasters, COVID-19 changes or criminal incidents nearby. Find all relevant updates here

 **Access your free Sonder account**

**Scan QR to download Sonder**



# LIVING TOGETHER @ UNILODGE MELBOURNE CITY

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

If you have an issue with a fellow resident, try first to talk about that issue with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.



If you feel that you are unable to come up with a suitable solution, you can call the Residential Advisor to discuss your problem. If needed, the Residential Advisor will arrange a meeting with all relevant residents to discuss concerns and help resolve the problem.



If these steps have been followed and you find that the conflicting issues are still present, please contact the Residential Life Manager or the General Manager for further assistance with dealing with the matter.

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

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

## **Personal Problems**

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

## **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.**

## **Sexual Harassment**

Sexual Harassment is acting against Australian legislation and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person.
- And the person engaging in the conduct described above does so with the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated, or intimidated by the conduct.

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

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

If you think you have been subjected to any form of harassment, abuse, or discrimination, please contact the Residential Life team or General Manager and the appropriate steps will be taken.

## **Social Support**

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

## **Workplace Health and Safety**

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

# GENDER-BASED VIOLENCE

At UniLodge, we are committed to fostering safe, respectful, and inclusive environments across all our student accommodation properties in line with the [National Higher Education Code to Prevent and Respond to Gender-based Violence 2025](#).

Gender-based violence (GBV) includes any form of harm, coercion, or control rooted in gender dynamics, including (but not limited to) sexual assault, harassment, stalking, coercive control, and technology-facilitated abuse. Recognising that GBV disproportionately affects women, and is compounded by intersectional factors like cultural background, disability, or diverse sexual orientation and gender identity, our whole-of-organisation approach prioritises primary prevention through evidence-based strategies that challenge gender inequality, promote cultural change, and ensure trauma-informed support for residents and staff.

Our Strategic Plan comprehensively addresses GBV prevention and response, tailored to the specific requirements of Standard 7 of the Code. Our Plan integrates dynamic policy, continuous education programs, and a 'No Wrong Door' disclosure process that empowers community with choice and agency, while working to mitigate systemic risks, barriers and enablers.

To learn more about our initiatives and how we are driving long-term change, view our full [\*\*Strategic Plan\*\*](#) [here](#).

---

## DISCLOSURE

If you or someone you know has experienced Gender-based Violence, there is support available. You can make a Disclosure via any of the following channels:



Speak directly to your Res Life Manager (RLM), Res Life Coordinator (RLC), General Manager, or Residential Assistant (RA).



Call your Res Life Team or General Manager on the number provided for them.



Use the online Disclosure and Support Form via the QR Code. You can remain anonymous.



**UniLodge**

**GENDER-BASED VIOLENCE  
UNILODGE POLICY**



## DEFINITION

**Gender based Violence means** any form of physical or non-physical violence, harassment, abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or deprivation of liberty or autonomy, and where the conduct is:

- (a) Driven by unequal gender power dynamics or relationships, and/ or
- (b) Connected to gendered expectations or stereotypes, and/ or
- (c) Extended to Gender Identity and/or expression.

## MISSION STATEMENT

At UniLodge, we are committed to providing safe, inclusive, and supportive living environments for all residents, staff, and visitors.

UniLodge adopts a proactive, evidence-informed, and risk-based approach to the prevention and response of Gender-based Violence, prioritising the safety, dignity, and autonomy of those impacted.

Gender-based Violence in any form is unacceptable and will not be tolerated in the UniLodge community.

Through strong leadership, clear policies, ongoing education, accessible support, and robust accountability, UniLodge maintains a culture of respect, equity, and responsibility across our student accommodation portfolio.

## PRINCIPLES

UniLodge adopts five (5) core principles in working to prevent Gender-based Violence:

1. **Safety First:** Safety and wellbeing are the overriding priorities in all decisions and actions.
2. **Accountable Leadership:** UniLodge leaders own this policy, model respectful behaviour, drive prevention, and ensure measurable progress and continuous improvement.
3. **Education is Critical:** Continuous evidence-based education is coupled with robust ongoing assessment to identify systemic risks, enablers, and barriers, with measurable, action-based targets to ensure safe environments.
4. **Person-Centred and Trauma-Informed Systems:** All processes are designed to be trauma-informed, person-centred, and culturally safe. The agency and confidentiality of the person who has experienced harm are upheld, and procedural fairness is maintained for all parties. Through collaboration with universities and the UniLodge community, our systems are designed for transparency, integrity, and impactful consultation.
5. **Shared Responsibility:** Every member of the UniLodge community has a role in preventing Gender-based Violence and fostering a respectful environment.

## ROLES AND RESPONSIBILITIES

**All Members of the UniLodge Community** (residents, staff, visitors, and contractors): Every person in our community plays an active role in preventing and responding to Gender-based Violence by:

- Promptly disclosing any incident or concern involving Gender-based Violence.
- Completing all mandatory education, orientation sessions, workshops, and awareness campaigns.
- Consistently modelling respectful, inclusive, and equitable behaviour and, where it is safe to do so, using ethical bystander intervention to support others.
- Contributing honest feedback through anonymous surveys, focus groups, and forums to help shape policies and practices.

**Accommodation Staff** (in addition to the above): Frontline and residential staff are required to:

- Actively participate in regular, ongoing training on prevention, recognition, and trauma-informed response to disclosures.
- Follow all Gender-based Violence procedures, and support colleagues and residents to do the same.

- Engage in regular wellbeing check-ins and access professional support to manage vicarious trauma and maintain their own capacity to help others.

**UniLodge Leadership** (Executive and Senior Management): Leadership is accountable for:

- Owning, championing, and regularly reviewing this policy and its implementation.
- Proactively addressing the known drivers of gender-based violence and ensuring full compliance with relevant legislation and standards.
- Ensuring all residents and staff have ongoing access to high-quality education and training.
- Ensuring that disclosure and reporting pathways are safe, trauma-informed, person-centred, culturally safe, and accessible – particularly for women, First Nations people, CALD communities, people with disability, and people of diverse sexual orientation and gender identity.
- Regularly seeking and acting on community feedback and maintaining strong collaboration with university partners and other providers.
- Publishing transparent, measurable progress reports to the UniLodge Board.

**Gender-Based Violence Executive Officer:** The designated Executive Officer is responsible for:

- Implementation of the UniLodge Gender-based Violence Strategic Action Plan 2026-2028.
- Coordinating the rollout of the policy, education programs, system uplift, and budget allocation.
- Facilitating annual risk assessments and data collection to identify and mitigate emerging risks.
- Leading a formal policy review at least every three years, incorporating community consultation and independent expert input where needed.

A breach of this Policy may result in action by UniLodge. Alleged or actual conduct by staff, residents and contractors that constitutes Gender-based Violence will be handled in accordance with the UniLodge Gender-based Violence Procedure. It may also fall under the relevant Code of Conduct, UniLodge Grievance and Complaints Procedure, Workplace Health and Safety Policy, or the relevant Resident Handbook, as applicable.

Any reports of non-compliance with this policy must be made in writing to [feedback@unilodge.com.au](mailto:feedback@unilodge.com.au).

This Procedure supports UniLodge's compliance with the National Higher Education Code to Prevent and Respond to Gender-based Violence 2025.



Vicki Nagle  
Chief People Officer  
December 2025

# YOUR AGREEMENT WITH US

---

## **Condition Report**

At the commencement of the Residential Rental 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 Residential Rental Agreement to assess any damage to the room/apartment, its furniture and equipment.

The completed Condition Report must be **completed within 7 days** of you receiving the report. Failure to do so will result in the precondition report forming the basis for any bond claims at the end of your tenancy.

## **Bond**

The Bond is sent to the **Residential Tenancy Bond Authority (RTBA)** – a government organisation and held in trust for the term of the tenancy. The bond cannot be used for rent at any time. The cost of any repairs or excessive cleaning may be deducted from the bond upon departure.

## **Termination of Residential Rental Agreement**

A Residential Rental Agreement may be terminated if:

1. The resident fails to pay the rent within fourteen (14) days of the due date. Also, if the resident fails to pay all outstanding expenses within seven (7) days after receiving their account. Eviction notices require the resident to vacate the property within fourteen (14) days.
2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Rental Agreement or Rules of Occupancy.

At the termination of a Residential Rental Agreement, the resident's private property must be removed. Any property left in the room will be disposed of in accordance with the Residential Tenancies Act 1997.

The Residential Rental Agreement is a legally binding document. If broken, you will incur penalties. Where a resident believes that they cannot continue to stay in the room, they must notify UniLodge Melbourne City management in writing as soon as possible

## **Breaking the Residential Rental Agreement**

When considering the premature termination of your Residential Rental Agreement, it is your responsibility to:

- Continue to pay all rent charges until a new resident can be secured or the Residential Rental Agreement ends, whichever comes first.
- Pay all associated costs including applicable advertising and break lease fees as set out in your Residential Rental Agreement.

Residents are responsible for cleaning the property upon departure, and in some cases, professional cleaning may be required.

## **Cancellation of confirmed booking prior to arrival**

The payment of the first fortnights rental and other upfront charges is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special

circumstances (with appropriate support documentation) would a refund be considered, subject to the *Residential Tenancies Act 1997*. In such an instance a cancellation/administration fee equivalent to two week's rental plus GST will apply.

### **Eviction**

UniLodge Rules of Tenancy promotes tolerance, courtesy, and care for others and the diverse needs within the community. If any resident chooses to ignore or violate these guidelines, he/she shall receive written warnings from the UniLodge management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a "Notice to Vacate" and an application will be made for eviction.

In addition to the termination provisions, "Notice to Vacate" 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 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.

# RULES OF TENANCY

---

These Rules form part of your Residential Rental Agreement with UniLodge. Please read these Rules and if you have any questions or need a translator advise reception.

## **Absent from your Room**

If you intend to leave your room for any length of time, [please complete the vacation form](#). This will help us to locate 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 at all times.

## **Access to other rooms**

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

## **Access to the Building**

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

## **Alcohol**

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

## **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 Residential Rental Agreement. Residents can contest any disciplinary action by first contacting UniLodge Australia Head Office (07) 3233 3700 and secondly Consumer Affairs Victoria 1300 558 181.

## **Building Security**

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

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

## Candles

It is forbidden to use candles and incense in the building, as they risk setting off the smoke alarm, and due to the risk of fire in the building. Residents who set off the fire alarm may be liable for some or all of the costs passed onto the property by the Fire Rescue Victoria (see Cooking).

## Children

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

## Cleaning and Inspections

You are responsible for the day-to-day cleaning of your room. In addition to this, your room will be inspected every six months after the initial first inspection of your room. We will notify you in writing before we come to inspect your room for cleanliness and possible property damage. Residents who fail these inspections will be required to rectify any issues and a further inspection will be arranged.



## Common Property

You must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The resident is liable for all damages caused. You must not remove furniture (chairs, beanbags, cushions) from communal areas. When vacating, do not leave unwanted items in communal areas to give away. If your items are in good condition, you can leave them in our charity bins on the Ground Floor Bin Room or give them directly to friends, except for e-waste.

## Cooking

To ensure the safety of yourself and other residents, you must cook in a responsible manner, using the **rangehood exhaust fan at all times**. The rangehood is located above your cooktop, make sure it is switched on (you will be able to hear a flow sound) at all times – even when you don't anticipate smoke (i.e., cooking sausages, chicken, even toast!). There is a switch for the cooktop and rangehood which will allow you turn on and off with a flick of a button.

**If in the case, you do set the alarm off due to cooking fumes in your room you can push the Alarm Acknowledgement button located in the kitchen. This will give the occupier 180 second to clear any smoke by opening the window (do not open the main door). If the alarm still exists, a fire alarm will be announced which will activate the signal to the fire brigade and emergency warning system. Any cooking which triggers the smoke alarms resulting in the attendance of the Fire Rescue Victoria will be charged for all associated costs. This can be a costly exercise – please take care when cooking and never leave your food unattended.**



## Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is forbidden. This means under NO circumstances are any illegal substances permitted within the complex, including possession or use of equipment associated with the use or manufacture of illegal

drugs/substances. Failure to comply with this rule can result in eviction. If you or someone you know is struggling with drug use, please speak to our team so that we can help connect you with appropriate support services.

### **Eligibility of Residents**

- All Residents and other occupants must be registered and sign a Residential Rental Agreement.
- Resident requires to be a student as per the development application.
- Residents must not sub-let the room/apartment under any circumstances.

### **Empty Rooms**

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

### **Furniture and Equipment**

The furniture, and other items provided in the rooms are to be used for the purposes for which they are made. You will be liable for damage to this property.

You are not permitted to make alterations or additions to the room or the furniture and equipment within the room unless the request has been given in writing and approved by management.

### **Gambling**

Gambling is not permitted on the premises.

### **Guest Policy**

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building. Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

Guests are not permitted to stay overnight. The maximum occupancy under the building fire regulation is **ONE**. Guests who are found to be staying overnight will be asked to leave immediately.

### **Identification**

**Identification should be always carried as it allows management and security to determine if a person is a resident at Melbourne City. It also allows after-hours access should you lose your swipe card. You should always keep your swipe card and ID separate.**

### **Lockouts**

A lockout fee of \$30.00 during business hours and \$75.00 for after hours will apply each time you lock yourself out of your apartment (by forgetting your card) If you have lost your swipe card, you will be issued with a new swipe card – Note, a fee of \$55 will be charged for replacement. Make sure your key card is not in your room when you request a new card; we cannot refund you if you find your card at a later date. Please remember to keep your room key with you at all times, including during fire alarms.

UniLodge Melbourne City - Resident Handbook 2026

## **Noise**

As this is a student residency, people are here to study and as such noise must be kept at a minimum after 10pm. If excess noise is bothering you, you are reminded to call the Resident Advisor on duty, who will then investigate the noise and respond accordingly. Special curfew hours may apply during exam times.

## **Neighbours**

Please keep noise down when entering and exiting the building, or when at the entrance to the building, especially at night. Please be respectful to our local neighbours, who can be bothered by loud noises residents make coming home late at night. Residents who do not respect this may receive a breach. A breach notice is a formal warning that one of the parties is not fulfilling their obligation. The notice details what must be done for the party to be compliant and how much time is allowed for the party to respond.

## **Parties**

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

## **Pets**

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

## **Requests by Staff**

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

Note that Residential Advisors are UniLodge staff and often represent Management after hours.

Requests by UniLodge Management/Administration for face-to-face meetings with residents, are not optional, cannot be rejected, and must be complied with - as they are always very important.

## **Residents aged under 18**

If you are a resident aged under 18, you must check in with the Residential Advisor each night by 10pm. If you are going to be away, you must ensure you let the reception know in advance, as well as seeing any other required permissions to be away. You must not consume alcohol.

## **Security and Swipe Card**

- You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building, after-hours access to eligible areas, your room, and the recreation areas.
- Residents should always carry the swipe card. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your room to ensure your room is secured.
- Should you lose your swipe card or be locked out of your room, you must contact reception or the Residential Advisor on duty, immediately to regain access and/or replace your card accordingly.

### Smoking or Vaping

UniLodge is a smoke free building which includes the room/apartment, balconies/terraces (if applicable) and common areas, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible. Residents who wish to smoke must do **outside** of the building and are not permitted to smoke on UniLodge Melbourne City property. The use of electronic cigarettes, vaping, or the use of any equipment for smoking purposes is also strictly prohibited.



## **RIGHTS & RESPONSIBILITIES**

---

### Resident Rights

- The premises are in a reasonable condition that complies with health and safety regulations.
- Quiet enjoyment of the premises.
- A secure environment.
- To be given a copy of the Residential Rental Agreement and entry condition report.

### UniLodge Rights

- To send Remedy of Breach notices to residents who break the terms or conditions of the Residential Rental 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 Vacate if not remedied.
- To inspect the condition of the property between 7am and 9pm at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.

### Resident 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 premises in writing.
- Pay for charges as outlined in the Residential Rental Agreement.
- Abide by the terms of the Residential Rental Agreement, 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 room/apartment.

- Be responsible to pay for any False Fire alarm call outs that may occur from your room/apartment.

### **UniLodge Responsibilities**

- To make sure the room 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.

# PAYMENTS

---

## **Rent**

Rent is to be always paid two weeks in advance as per the Residential Rental Agreement. Payments can be made in the following way:

- a) [Direct debit](#). UniLodge deducts your rent fortnightly from a nominated Australian bank account that you have provided. Sign up for direct debit by filling out the form on the Residential Portal.
- b) Stripe via your [Residential Portal](#) account.

**Payment of rent must be received on or before the due date. Rent is paid on a fortnightly basis.**

**Residents whose payments are in arrears may be issued with a Notice to Vacate**

## **Extra Charges**

Extra charges are payable by residents and include additional cleaning, printing, lockouts, and repairs. These charges are to be paid in full at the time of organising.

## **Room Repairs**

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

# CONTACT DETAILS

---

## Emergency Services Contacts

Call 000

## Property Address

Please address your mail and parcels with full details (name, room, and street address) Each room is allocated a pigeonhole mailbox, located at reception. This is available during office hours only.

Example of how mail should be addressed as follows:

<i>Your full name</i>	<i>Mr John Citizen</i>
UniLodge Melbourne City	UniLodge Melbourne City
Wurundjeri Country	Wurundjeri Country
<i>(your room number) / 480 Elizabeth Street</i>	<i>4507 / 480 Elizabeth Street</i>
Melbourne VIC 3000	Melbourne VIC 3000
Australia	Australia

If your mail does not include your room number, it will cause delays in delivery to your letterbox or may result in the mail item being returned to sender. Please note that we are unable to accept groceries, meal deliveries, or perishables at reception – drivers will need to contact you directly to deliver any of these.

*As of 2020, Australia Post has started encouraging Australians to include the name of the traditional lands we live on in our postal addresses. This information can be included after your name, and before your street address. We live on Wurundjeri Country.*

**Property Main Telephone Number:** +61 3 9118 4000

**Outside Office Hours (Resident Advisor) call mobile:** +61 (0)419 430 348

## Customer Service Details

- Email: [melbournecity@unilodge.com.au](mailto:melbournecity@unilodge.com.au)
- Telephone: (03) 9118 4200
- Online: <https://www.unilodge.com.au/student-accommodation-melbourne/melbourne-city>

**Wellbeing Related Issues:** [reslife.melbournecity@unilodge.com.au](mailto:reslife.melbournecity@unilodge.com.au)

# EMERGENCY PROCEDURES

---

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

- Personal, physical, or mental emergencies (e.g., theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building emergencies (e.g., fire or storm damage)
- Maintenance emergencies (e.g., loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Tenancy rule breaches (e.g., excessive noise, trespassing, other disturbances)
- Lockouts – where a resident lock themselves out or misplaces their key.

## **Assembly Location Point - Evacuation**

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

## **Fire Sprinklers and Smoke Detectors**

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

**In the event of excessive cooking fumes in your apartment that cause your alarm to activate (without a fire) please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for “False” Alarms.**

**False alarm callouts can result in significant fees.**

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

**Each kitchen is fitted with a Smoke Alarm.**

**In the event of a fire, you should always remove yourself and others (if safe to do so) from the immediate danger closing the doors behind you.**

**The building has fire rated doors and advanced systems for your safety.**

**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 room/apartment, which will flood not only your room/apartment but also

those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

**In the event of Fire**

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

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

**IN CASE OF AN EMERGENCY**  
**(Fire, Ambulance, Police)**  
**DIAL 000**

# HEALTH & SAFETY

---

## Health Services

### **First Aid**

If you require minor first aid, please visit reception, or call for assistance at (+ 61 3) 9118 4000. You can also contact the RA on duty after hours at 0419 430 348.

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

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

### **Royal Melbourne Hospital (including emergency room)**

The Royal Melbourne Hospital, which includes a 24-hour emergency room, is a short walk from Lincoln House. Please let a Residential Advisor or other UniLodge staff member know if you are being or have been admitted to the hospital – we will be able to offer you support while you are there and when you return.

300 Grattan St, Parkville; (03) 9342 7000; open 24/7

### **Health Smart Pharmacy VCCC**

The closest pharmacy to Lincoln House is the 24 hour [Health Smart Pharmacy](#) at the Victorian Comprehensive Cancer Centre (VCCC). This is a 'super pharmacy' – open 24/7 and staffed with nurses from 6-10pm each evening.

311 Grattan St, Parkville; (03) 9045 9777; open 24/7

## Health information

### **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.

- You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc. confirming your re-enrolment.
- Under OSHC, you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.

- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

### **Ambulances in Australia**

Ambulance services in Australia are extremely expensive and ambulance insurance cover is recommended if it is not already included in any insurance you have. Ambulance insurance cover is included in most forms of health insurance (either Overseas Health Cover or standard health insurance plans that your parents may have you listed on if your parents live in Australia) – please make sure you check your health care plan before you need it for this information. If you are an Australian on a Health Care Card, and you are also covered for clinically necessary transport. For more information on ambulance cover go to the [Ambulance Victoria website](#).

Please note that there is no cost if you or someone else calls an ambulance – costs are only charged if someone is transported (taken to hospital) in an ambulance. You should never hesitate to call an ambulance for yourself or someone else in a life-threatening situation.

### **Security Information**

#### **Insurance**

We recommend taking out contents insurance to help protect your personal possessions. Contents insurance is available from a range of providers.

#### **Intruders**

Although we take all precautions, intruders may occasionally gain entry to our building. If you see anyone behaving suspiciously, call reception or the duty Residential Advisor immediately and watch the person or persons from a safe distance but **do not put yourself at risk**.

- UniLodge has 24-hour video surveillance.
- Do not show any person to a resident's room or tell them where they live - the resident concerned may not wish to see the visitor.
- Do not swipe your card for any other person in the lifts or open the front entry door.
- Tell any visitors requesting entry to call reception or the person they are visiting.
- Do not write your room number (or your name) on your key card (if lost, it should not indicate where or who it belongs to)

#### **Local Police**

Our local police station is Melbourne East. For non-emergency assistance, you can contact them directly by visiting in person (they are open 24 hours a day) or by phone. If you would like support in accessing police services, please see our Residential Life team or another staff member.

202 Bourke Street; Melbourne VIC 3000, (+ 61 3) 9637 1100; 24/7

You can also access non-emergency police support using the Police Information Line on 131 444.

## Key Contacts

<p><b><u>Dentist</u></b> <b>Gorgeous Smiles Dentistry</b> 121 Exhibition Street, Melbourne VIC 3000 (21-minute walk) <b>03 9042 0483</b></p> <p><a href="http://www.gorgeoussmiles.com.au/">http://www.gorgeoussmiles.com.au/</a></p> <p><b>Open</b> Mon – Fri: 8.30am till 6.30pm Saturday: 10.00am till 5.00pm Sunday &amp; Public Holidays: Closed</p>	<p><b><u>Doctor</u></b> <b>Medical One</b> Level 3, 23 QV Terrace, 292 Swanston Street, Melbourne VIC 3000 (10-minute walk) <b>03 8663 7000</b></p> <p><a href="https://www.medicalone.com.au/centre/medical-one-qv">https://www.medicalone.com.au/centre/medical-one-qv</a></p> <p><b>Open</b> Mon – Friday: 8am till 7pm Sat – Sun: 9am till 1pm Public Holidays: 9am till 1pm</p>	<p><b><u>Hospital</u></b> <b>The Royal Melbourne Hospital</b> 300 Grattan Street, Parkville VIC 3052 (300m – 17-minute walk) <b>03 9342 7000</b></p> <p><a href="https://www.thermh.org.au/">https://www.thermh.org.au/</a></p> <p><b>Open</b> 24/7</p>
---	--	---

## Important Numbers

<b>Police Assistance Line - 131 444</b>		<b>Emergencies 000</b>	
<b>Melbourne Uni Student Services</b>	136 352	<b>Lifeline (24 Hours)</b>	13 11 14
<b>RMIT Uni Student Services</b>	9925 5000	<b>Trinity College General Contact Details</b>	03 9348 7127
<b>AIDS Helpline</b>	1800 133 392	<b>Medicare</b>	13 20 11
<b>Asthma Victoria</b>	1800 645 130	<b>Mental Health Foundation of Australia</b>	03 9427 0406
<b>Cancer Hotline</b>	13 11 20	<b>Men's Line Australia</b>	1300 789 978
<b>Centre Against Sexual Assault (CASA) - Crisis Line</b>	1800 806 292	<b>National Security Hotline</b>	1800 123 400
<b>Centrelink</b>	13 10 21	<b>Nurse on call 24Hours</b>	1300 606 024
<b>Direct Line (Drug &amp; Alcohol Counselling 24 Hour Line)</b>	1800 888 236	<b>Poisons Info Line</b>	13 11 26
<b>Eating Disorders Foundation of Victoria</b>	03 9885 0318	<b>Pregnancy Help Line (24 Hours)</b>	1300 139 313
<b>Epilepsy Association</b>	1300 374 537	<b>Quit Line</b>	13 18 48
<b>Gambling Helpline</b>	1800 156 789	<b>SANE Mental Illness Hotline</b>	1800 187 263
<b>Gay and Lesbian Switchboard</b>	03 9663 2474	<b>Suicide Call Back Service</b>	1300 659 467
<b>Grief Line</b>	03 9935 7400	<b>Suicide Help Line (24 hours)</b>	1300 651 251
<b>Immigration / Multicultural Affairs</b>	13 18 81	<b>Vicdeaf</b>	03 9473 1111
<b>Information Victoria</b>	1300 366 356	<b>Women's Domestic Violence Crisis Service</b>	1800 015 188
<b>Interpreting Service (24 Hours)</b>	13 14 50	<b>Women's Info and Referral Exchange (WIRE)</b>	1300 134 130
<b>Kids Helpline</b>	1800 551 800	<b>Tenants Union of Victoria</b>	03 9416 2577
<b>Victorian Legal Aid</b>	1300 792 387	<b>Consumer Affairs</b>	1300 558 181

# STUDENT SERVICES

---

<b>University</b>	<b>Contact Phone Number</b>
<b>University of Melbourne</b>	136 352
<b>RMIT University</b>	03 9925 2000
<b>Monash University</b>	03 9902 6000
<b>Victoria University</b>	03 9919 6100
<b>Swinburne University of Technology</b>	1300 794 628
<b>Trinity College</b>	03 9348 7100
<b>Deakin University</b>	1800 693 888
<b>Monash College</b>	03 9903 8800



## HANDBOOK AND ORIENTATION ACKNOWLEDGEMENT FORM

I \_\_\_\_\_ from Room/Apartment \_\_\_\_\_

At UniLodge Melbourne City have read, fully understand, and accept the contents of the current Residential Handbook.

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

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

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Full Name (Please print name in English)

\_\_\_\_\_  
Date