

UniLodge

Where I want to be

RESIDENT HANDBOOK

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WELCOME TO UNILODGE SOUTH BANK!

This resident handbook is designed to ensure that everybody understands the building, knows their rights and responsibilities and observes the relevant lease agreement so that all residents can enjoy their stay. The regulations are designed for your comfort, safety and security. We hope that this handbook will prove useful to you in answering any questions you have. UniLodge South Bank welcomes you to an environment that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Brisbane. Everyone in the UniLodge team is here to help you settle in and feel at home throughout your stay. We trust that your stay here with us at UniLodge South Bank will be both enjoyable and productive.

OUR TEAM

No matter what your inquiry, question or requirement, our staff are here to assist and help you wherever they can.

Reception should be your first point of contact for any residential enquiries including checking your accounts, lockouts, collecting parcels and all check-ins and check-outs. Please feel free to come to reception and we will be happy to give you the information you need.

UNILODGE RESIDENTIAL ADVISORS

Dedicated residential advisors are on hand after hours to help look after your welfare and safety. When reception is closed, a residential advisor will be on duty to assist with your needs. These residential advisors work closely with UniLodge management relaying all issues that arise within the building. Residential advisors are important members of the UniLodge staff, and therefore all residents must comply with all requests that they issue.

CONNECT WITH US

Connect with us at UniLodge South Bank!

Facebook: UniLodge South Bank

Instagram: unilodgesouthbank

ACKNOWLEDGEMENT OF RESIDENT HANDBOOK

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

UNILODGE SOUTH BANK CONTACT DETAILS

Name	UniLodge South Bank 125
Address	Colchester Street South Brisbane QLD 4101
Reception Phone	+61 7 3505 5700
After Hours Phone	+61 400 701 904
Reception Hours	Monday – Friday: 8.30am – 6pm Saturday: 10am – 12:30pm Sunday & Public Holidays: Closed

The after-hours number is to be used when reception is closed and is only for emergencies, reporting suspicious activity, noise complaints, or lock outs. Do not call the after-hours number to collect mail, borrow a vacuum or pay rent.

MAIL

Each apartment is allocated a mail slot, which is located at reception. Mail being sent to you should be addressed as follows:

Name
UniLodge South Bank
(Room Number) / 125 Colchester St
South Brisbane QLD 4101 Australia

If your mail does not include your room number and name it may result in your mail being returned to sender.

Parcels

Parcels are accepted by reception during office hours on behalf of the residents. No responsibility is taken for the state the parcel arrives in or when picked up by the resident.

- Parcels must be in the name of the resident only; we do not accept parcels on behalf of friends or family.
- Ensure it is in the name in which you have signed your lease agreement.
- We do not accept food or perishable items (e.g. supermarket deliveries, UberEats orders, etc.)
- When the resident is collecting a parcel, provide the reception with Photo ID.
- If a parcel has not been collected within 30 days of delivery, we will return the unclaimed delivery back to sender
- If the resident is unable to collect their parcel, they may send an email to the front desk giving permission for a friend/family member to collect the parcel on their behalf.

The person collecting the parcel on behalf of the resident must provide the front desk with photo identification at time of collection.

BUILDING FACILITIES

Bicycles

We have undercover and secure bike racks which are accessible 24/7. Bikes are required to be registered with a bike tag at reception. Bikes that are not approved by UniLodge South Bank or are not parked in a designated parking space will be removed and retrieval will be at the cost of the owner. Parking is at your own risk and UniLodge does not accept any responsibility for theft or damage.

Parking

Limited car park spaces are available at an additional charge. Please contact reception for pricing and availability. Any unapproved cars, or other vehicles that are parked on the premises that are not approved will be removed at the owner's expense.

Rubbish

We provide Refuse Rooms on each level, which include General Waste and Recycling. Rubbish is not to be left in hallways, common areas or beside bins. Any residents found doing so will be contacted and it may result in a breach notice.

GENERAL INFORMATION

Internet

Unlimited WiFi is provided to each resident. If you require any assistance regarding the internet, please see reception.

Security

Video surveillance 24-hour video surveillance of all common areas and in the hallways for safety and security.

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

Parties

There are to be no major events/parties held within the apartments. All events/parties must be held in a common area of the building and reception must be notified. All house rules must be upheld by the residents and guests, if they are not upheld the resident hosting the event will be held responsible. The use and set up of the space and activities being conducted within it must fall within the room's capacity and safety regulations. Common spaces are for all residents to access regardless of an event being held, no reservations can be made.

Visitors

Residents are responsible for their visitors and will be accountable for their actions. All visitors must obey UniLodge South Bank regulations on the lease agreement, the house rules and the resident handbook. All visitors must leave by 11pm. All unwanted visitors or trespassers should be reported to UniLodge South Bank reception or after hours staff.

Residents should be aware of these rules:

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

Overnight Guests

Only one overnight guest is permitted at a time per resident. All residents must complete an overnight guest request form available at reception. An overnight guest can only stay for a maximum of three (3) nights in a seven (7) night period at UniLodge South Bank. Any stays longer than three (3) nights will result in an additional occupant charge of \$50.00. Residents in Multishare apartments are NOT to have overnight guests unless all residents from the apartment consent in writing. Contact reception to get a Multishare Overnight Guest Request form. All guests must be approved by management and UniLodge reserves the right to refuse entry.

Criminal Activity

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

Intruders: If you see anyone behaving suspiciously, inform reception or the afterhours staff immediately and watch the person or persons from a distance but do not put yourself at risk.

Remember:

- Do not swipe your card for any other person in the lifts or open the front entry door
- Do not show any person to a resident's apartment or tell them where they live - the resident concerned may not wish to see the visitor. Tell the visitor to call reception.

Personal belongings and insurance

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

Informing Emergency Contact Person(s).

Where there is grave concern for the health or wellbeing of a resident, management may contact the emergency contact person(s) nominated by a resident in their acknowledgement documents.

Access to other apartments

Entering another resident's apartment without authorisation will result in the same action as a member of the general public entering a home without approval. Offenders may be detained and charged with trespassing by the appropriate authorities. All residents should keep their doors closed and locked regardless of whether they are in their apartment.

Absent from your apartment

If you intend to leave your unit for longer than five (5) nights, please ensure you advise reception. You will need to fill in an extended leave form (available at reception) and reception will note this on your file. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

Health and Safety

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

Social Media

UniLodge is actively using social media sites to build an online community. We invite you to use them to connect with UniLodge and our community of residents. To keep the sites enjoyable and lively, please respect the rules of the various social media platforms and observe the below guidelines. UniLodge reserves the right to remove posts that are judged to be unacceptable.

Complaints

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

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 UniLodge management of the complaint, and they will work with you to resolve the issue.

If UniLodge management make a decision relating to your complaint, whether it is a residential life, administrative or financial matter, you are able to have the decision reviewed by the General Manager. An appointment to speak with the General Manager may be made at reception. Should you wish to appeal a decision, or where consideration of the complaint by the General Manager is not appropriate, the matter may

be reviewed by the UniLodge Chief Operating Officer.

In addition to the above, you have the right to an external review and may seek the advice of any relevant independent 3rd party.

ON ARRIVAL GUIDELINES

The items you will receive on checking in are:

- An access card
- A copy of the entry condition report for your unit
- Internet details
- App log in details

Access Card

You are issued with an access card when you check in. The access card will give you entry to the front entrance, lifts, common areas, and your apartment/bedroom. The access card should be carried by the resident at all times. Your access card must not be given to any other person. Should you lose your access card or be locked out of your apartment, you must contact reception.

There is a cost to the resident to replace their access card if they are lost. Prices for the replacement of lost access cards and lock out fees:

Replacement Swipe Cards:	\$30 each.
Lock out fee:	Free of charge during reception opening hours After hours, the first lock out is free then it is \$20 per lock-out afterhours.

RIGHTS & RESPONSIBILITIES FOR RESIDENTS AND UNILODGE

Resident's Rights:

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

UniLodge's Rights:

- To send remedy of breach notices to residents who break the terms or conditions of the lease agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue remedy of breach notices to residents defaulting on their rental payments, and to send a notice to leave if not remedied.
- To inspect the condition of the apartment during reasonable hours, after issuing the resident with an entry notice.
- Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request identification from residents.

Resident's Responsibilities:

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

UniLodge's Responsibilities:

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

RULES OF YOUR LEASE

Eligibility of Residents

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

- All residents and other occupants must be registered and sign a rooming agreement.
- UniLodge South Bank is NOT a suitable environment for children under the age of 16.
- Residents must not sub-let the apartment under any circumstances.

Drugs/Illegal Substances

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

Smoking

UniLodge is a smoke free building which includes the apartments and all common areas, including outdoor common areas. As such, any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the resident responsible. If you are going to smoke, please do so at least 4 metres away from the entrances and use the ash trays located outside the building.

Alcohol

UniLodge South Bank promotes the **responsible** consumption of alcohol for residents over the age of 18. Alcohol is permissible (if you are over the age of 18) within the building only if consumed within the designated drinking areas listed below. Alcohol is NOT permitted in any area not listed below.

Designated Drinking Areas:

- Resident rooms.
- Ground Floor Common Area till 11 PM (excluding the media room).
- North Courtyard until 8pm.
- South Courtyard until 11pm.

Any alcohol is to be consumed in moderation and there is to be no excessive noise. Intoxication will under no circumstances be accepted as an excuse for misbehavior. The full consequences will apply for misbehavior following any destructive or socially unacceptable acts, inclusive of where the resident cannot remember the wrongdoing. Any activities that may encourage rapid consumption are not permitted. Staff may shut down any activity at any time that is deemed in breach of this policy. Breakages of glass or items that may cause injury must be reported to staff immediately. It is the responsibility of those consuming the alcohol to put all rubbish, including bottle tops, into the bins provided.

Any alcohol left unattended may be confiscated by UniLodge.

Gambling

Gambling is not permitted on the premises.

Furniture and Equipment

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

The resident is permitted to make alterations with the placing of furniture and equipment within the apartment, however all furniture and equipped must be placed in its original position at the end of the lease period.

Common Property

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

Pets

Pets or animals are not accepted at UniLodge South Bank – this includes fish. Guide dogs and other registered assistance animals permitted – if required please inform the team at UniLodge South Bank.

Cleaning and Inspections

All residents are responsible for the day to day cleaning of their apartment. In addition to this, UniLodge apartments will also conduct periodic inspections, after due notice is given for cleaning, faults or damage. We provide a vacuum for residents to hire out from reception. Room cleans are also available at an additional cost, please see reception for prices.

Departure Cleaning

Your apartment has been professionally cleaned and fitted with a new mattress protector and shower curtain prior to your arrival. As a condition of your lease you must leave your premises in the same condition as when you entered it. To take some of the stress out of your exit process, UniLodge has been able to negotiate rates with a bond cleaning company that delivers a service that we believe is of a high standard and which meets our cleaning expectations. We can offer this service to you which includes professional cleaning, carpet and mattress steam cleaning, the cost of replacement mattress protector and shower curtain (please contact reception for pricing). Should you wish to clean yourself, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment/bedroom after you have departed it to ensure it meets the expectations prior to releasing the bond. Should the apartment/bedroom not meet our departure clean standards, we have the right to take a cleaning fee from your bond refund.

YOUR AGREEMENT WITH US

Condition Report

At the commencement of the lease agreement, an entry condition report must be completed and signed by both the resident and a UniLodge representative. This condition report will be used at the end of the lease agreement to assess any damage to the apartment, its furniture and equipment. The completed condition report must be returned to the office within 72 hours of your arrival. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your lease.

Eviction

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

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

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

Bond

Bond equivalent to four (4) weeks rent is required. The bond is a security deposit which is lodged with the Residential Tenancies Authority on behalf of the resident for the term of their lease in which the resident may occupy the apartment. The bond cannot be used for rent unless authorised by the General Manager. The cost of repair or cleaning may be deducted from the bond.

PAYING YOUR RENT

Rent payments must be received on or before the due date.
Residents whose payments are in arrears will be issued with breach notices

Rent

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

- a) Novatti online payments through provided link.
- b) At reception during business hours via EFTPOS or Credit Card (Master Card or Visa). Credit card payments incur a surcharge.
- c) Bank Transfer into the UniLodge Bank Account.

If payment is declined by the resident's bank, you may be charged a decline fee.

Sundry charges are payable by residents and include but are not limited to additional cleaning, lock out fees, equipment hire and repairs.

UNILODGE REFUND POLICY

Bond and Advanced Rent

Total Refund

In the event that an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn more than 30 days from commencement of the lease, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all bond payments and advance rent instalments will be fully refunded. However, whilst UniLodge representatives will try to offer applicants the rooms or units of their choice, this may not always be possible. If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their lease agreement, or upon their arrival, but wish to decline this offer, a cancellation fee will apply.

Bond is refundable at the end of a lease agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property for which the resident is liable and expenses such as cleaning etc. are fully paid. Any costs related to damage, rubbish removal, or cleaning costs will be deducted from the bond.

No Refund

In the event of a resident being evicted, the resident will not be eligible for refund of any rent paid. At the end of a lease agreement, where damage has been caused to UniLodge property and the bond is not enough to cover the cost of rectification, the bond will be claimed, and the resident will remain liable for any additional costs.

Where a resident breaks a rooming agreement without cause, the resident is not eligible for any refund of advanced rent until another resident is found.

RENEWING YOUR LEASE

Renewing your lease is easy with UniLodge! All you have to do is send us an email with your name, unit number and length of lease when we advertise for renewals, and we will be in contact with details. If you wish to cancel your renewed lease agreement, a break of lease fee equivalent to two weeks of rent will be required.

TERMINATING YOUR LEASE

You have signed a legal and binding contract to live and pay the weekly rent between the contract start date till the contract end date at UniLodge South Bank. By deciding to depart earlier than the specified contract end date on your contract, it is considered to a break of lease and therefore subject to the termination clause.

Termination Clause.

Under Rooming Accommodation Agreement, the resident is required to give at least 7 days' notice if they wish

to break the lease agreement by submitting Form R13 – Resident Leaving Form When considering prematurely

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

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

In all cases the apartment must still be returned to the same standard that it was in at the commencement of the lease.

EMERGENCY PROCEDURES

Upon Fire

Assist any person in immediate danger only if safe

Close door

- Call Fire Brigade (000) from your mobile phone
- Mitigate fire if safe to do so
- Evacuate to assembly area
- Remain at assembly area and await instruction
-

Assembly Location

Our assembly location is the corner of Colchester Street and Tribune Street, outside of the South Bank Bus Station. Refer to posters and signage throughout the building and make sure you know where this location is.

Fire Sprinklers and Detectors

Please be informed about the following points:

1. If you set the alarm off in your kitchen due to smoke while cooking, quickly get a tea towel or something similar and fan under the detector.

2. Never cover or attempt to remove the smoke detector in your room. These are connected to the main building fire alarm system and tampering may cause a system fault and/or a false alarm.

In the event of a false alarm that is caused by interference with a smoke detector the Queensland Fire & Rescue Service has within its power to levy fines and commence prosecutions. You may also be responsible for the cost of repairs to the system that tampering may cause.

3. In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not attempt to clear these into the building common areas (including hallways). Activation of common area alarms will automatically call the Queensland Fire & Rescue Service who has within its power to levy fines. Please open your windows and fan the fumes away from your detector.

Should there be a fire, dial 000 immediately

4. False alarm callouts can incur a fine exceeding \$1400.

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

LOOKING AFTER YOUR APARTMENT

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

Maintenance

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

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

Apartment Repairs

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

Multi-share damages

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

Glass and Aluminium

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

Joinery Items Cleaning

A wipe over with a clean, soft damp cloth should be sufficient to keep all laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent. Wax or other polishes are unnecessary and should not be used. Please refrain from using any caustic cleaning agent on any surfaces.

Scratches and Cuts

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

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

Microwave

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

Mirrors

The manufacture's recommended cleaning method is as follows:

- Gently wipe with a damp, lint-free cloth.

Refrigerator

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

Smoke Detector

Your apartment has been installed with a smoke alarm. If you attempt to tamper, cover or remove your smoke alarm you will be fined and may be evicted.

Stains

Do not use any powders or abrasive liquid cleaners. A light application of methylated spirits or cleaning liquid that does not contain solvents can be used.

Tiled Surfaces

- Do not clean the tiles with acid Do not clean tiles with any abrasive materials Do not place-potted plants directly onto tiled balconies – remove any residue immediately before staining occurs.
- Use specifically designed tile-cleaning detergents only.

Walls

Hanging Items on the Walls

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

WE CARE ABOUT YOU

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

Some students coming to Brisbane for the first time may experience some ‘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 have the opportunity to make new friends and begin to feel more ‘at home’.

If you are having difficulty settling in, our staff are here to help you. We also have many students from different countries who are going through the same experiences as you. UniLodge wants your stay to be a happy and prosperous one.

HEALTH AND WELLBEING

Emergency medical treatment is available 24 hours a day at both public and private hospital emergency departments. If you need to visit the hospital remember to bring your health insurance card and any medicines, you are currently taking. If it's not an emergency, visit a medical centre and see a doctor.

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

Please note that ambulance cover is recommended.

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

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that residents have health cover that includes ambulance travel.

Communicable Disease

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

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

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

Medical conditions

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

GET TO KNOW YOUR NEIGHBOURS

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

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

ASSISTANCE FOR COMMON CONCERNS

Financial Problems

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

Personal Problems

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

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

Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask. All matters discussed will be kept confidential.

Harassment

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

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

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

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

- Racist jokes.
- Verbal abuse or derogatory comments based on race.
- Derogatory comments based on pregnancy.
- Homophobic abuse and/or material displayed.
- Verbal or written abuse directed at a transgender person.
- Ethno-religion, marital status, actual or presumed homosexuality, or actual or presumed carers' responsibilities.
- Making derogatory comments or jokes at the expense of a person with a disability.
- Derogatory comments or abuse based on a person's age.

Sexual harassment is acting against Australian legislation and occurs where:

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

The person engaging in the conduct described above does so with the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

If you think you have been subjected to any form of discrimination please contact a Manager and the appropriate steps will be taken.

Study Concerns

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

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge South Bank 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.

Social Support

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

RESIDENTIAL LIFE PROGRAM

What is Residential Life?

The Residential Life Program is an integrated, contemporary, residential life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by residential advisors and UniLodge staff.

UniLodge's Multicultural Vision

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

What does the Program Aim to Achieve?

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

What Types of Activities Underpin the Residential Life Program?

- Entertainment which encourages integration, fun and friendship.
- Trips to Australian tourist spots.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Sporting activities.
- Parties
- Cultural activities.
- Socially responsible activities such as getting residents involved in raising funds for a charity or participation in community activities.

Attending Events

The wide range of events will be loaded onto our UniLodge app for the upcoming month/s so you can see what events are coming up. To attend the events, or even just register your interest, you must RSVP via the UniLodge app.

YOUR SHOP – UNILODGE ONLINE 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. Products are available for purchase throughout your stay with us at UniLodge.

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!



All-in-one-Essentials
\$360.80 - \$406.34



Bed and Bath Essentials
\$215.60 - \$261.14



Kitchen and Dining Essentials
\$156.20