

LIFE, LEARNING, ACHIEVEMENT



STUDENT RESIDENCES HANDBOOK

Rockhampton
and Mackay

BE WHAT YOU WANT TO BE

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CONTENT

| | |
|--|-----------|
| Welcome | 2 |
| Admission, readmission and checking out | 3 |
| Admission | 3 |
| Readmission..... | 3 |
| Vacation period accommodation | 3 |
| Checking out..... | 3 |
| Storage | 3 |
| Withdrawal from Student Residences | 3 |
| Arrival | 5 |
| Checking in | 5 |
| Room allocation and changes | 5 |
| Absences from Student Residences | 5 |
| Return after vacation or leave of absence | 5 |
| Room information and rules | 6 |
| Your room | 6 |
| In-room cooking | 7 |
| Housekeeping..... | 7 |
| Animals | 7 |
| Fees and refunds | 8 |
| Fees..... | 8 |
| Refund of fees and charges | 9 |
| Student Residence facilities..... | 10 |
| Laundries | 10 |
| Tutorial room/sessions | 10 |
| Communication facilities and contacts..... | 11 |
| Mackay..... | 11 |
| Rockhampton..... | 11 |
| Notices at Rockhampton..... | 12 |
| Dining facilities | 13 |
| Alternative meals (subject to change)..... | 13 |
| Dress regulations..... | 13 |
| Removal of food/culinary equipment | 13 |
| Special dietary needs | 13 |
| Visitors..... | 13 |
| Other Issues | 13 |
| Dining Times | 14 |
| Rules and regulations..... | 16 |
| Noise | 16 |
| Events and parties..... | 16 |
| Social behaviour | 16 |
| Student Residences property..... | 16 |
| Discipline..... | 16 |
| Discrimination and harassment | 17 |
| Intoxication, alcohol and drugs..... | 17 |
| Electrical safety procedures | 18 |
| Fire procedures..... | 18 |
| Internet usage..... | 19 |
| Smoking | 20 |
| Illness or injury | 22 |
| Medical and first aid assistance..... | 22 |
| First aid kits | 22 |
| Accidents | 22 |
| Health care | 22 |
| Security and insurance..... | 23 |
| Transport | 24 |
| Parking..... | 24 |
| Cars and motorbikes..... | 24 |
| Bicycles, skateboards etc..... | 25 |
| Visitors | 26 |
| Visitors staying | 26 |
| Responsibility of the host | 26 |
| Unacceptable behaviour..... | 26 |
| Meals taken by visitors | 26 |

WELCOME

Welcome to CQUniversity student residential accommodation! We are delighted you have made such a wise choice in where to live while you study at CQUniversity.

Staying on campus, over the year, will assist significantly with your cost of living, as unlike a rental property, you will not have to pay rent for the vacation periods, nor bear the costs that go with a rental property such as electricity and a bond. Neither will you require a car or have the expense of public transport to the campus each day. You won't even have to pay to have Broadband internet.

You can expect to make friendships lasting a lifetime while you enjoy many cultural and social activities within CQUniversity and the residential accommodation.

With both self catered and fully catered accommodation in Mackay and fully catered in Rockhampton you will receive many benefits. Along with these benefits come the responsibility of being part of a student residential community, and that is the purpose of this Student Handbook and the associated Rules of Residency. With respect for each other, the staff and the facilities, living in a student community will be one of the most rewarding experiences you will have at this time of your life.

Please work with the staff so that you enjoy a safe, secure, comfortable and supportive environment ensuring your academic pursuits and personal development has every possible chance of success.

And, finally, please have heaps of fun and huge success in your studies.

A handwritten signature in black ink that reads "Barbara Lawrence". The signature is written in a cursive style with a long, sweeping underline.

Barbara Lawrence
Academic Registrar

ADMISSION, READMISSION AND CHECKING OUT

Admission

Each application is considered on its own merit and the Student Residences Management reserves the right to deny or accept applicants for admission to the Residences. The Business and Residential Life Manager also reserves the discretion whether or not to re-admit a student to Student Residences from one year to the next.

Readmission

Those Residents wishing to return to the Student Residences in the following year should complete an Application for Readmission Form when advertised late in the academic year. It is neither guaranteed nor automatic for returning Residents to gain re-entry to the Student Residences. Students reapplying for on-campus accommodation must be able to demonstrate a 'sound academic record' and will be considered for a further period of residency in conjunction with particular faculty requirements of the University.

Vacation period accommodation

Student Residences accommodation is often required for external guests, conferences and sporting groups throughout the year and during vacation periods when the Residents are on leave. However, if the nature of the program, work or personal circumstances requires the Residents to stay longer, then accommodation may be provided. Residents must apply through the Remain in Residence form to advise the office as accommodation is limited.

Vacation relates to periods prior to and after contracted Term 1 and 2 dates. All Residents staying on Student Residences after the end of Term 2 will be required to move to one building during the balance of residency until the commencement of Term 1 the following year.

Checking out

When leaving the Student Residences, Residents' rooms are inspected by Student Residences staff. Rooms should be left in a clean and tidy condition, including the removal of all rubbish. Any damage or loss of fittings from the Resident's room will be charged back to the Resident.

Room keys must be returned to the Student Residences Office before leaving the Student Residences. Failure to return a room key on departure will result in additional residency charges and/or costs of replacement key or lock.

Residents and guests are required to vacate their room by 10 am on their day of departure (or earlier if requested). If a Resident wishes or needs to apply for permission for a later check-out then they should contact the Student Residences Office well in advance.

Storage

Residents who will be returning to Student Residences following vacation periods and wishing to store personal belongings should make arrangements with the Student Residences Office prior to departure. Whilst all care will be taken by the Student Residences Management, the storage of belongings will be at the Resident's own risk.

Withdrawal from Student Residences

An offer of residency is made on the basis that Residents sign a contract to stay at the Student Residences for a prescribed period.

If the Residency Contract is terminated by the Resident before completing the prescribed period then:

- 2 weeks' notice of termination is required in writing by the Resident (no penalty applies). However no refunds of monies will be applicable if contract is terminated 30 days prior to contract end date.
- Vacation periods will not be accepted as notice dates for termination.
- If the Resident leaves without giving 2 weeks' notice 2 weeks residency fees will be forfeited in lieu of notice.
- If the Residency Contract is terminated by the Student Residences (expulsion) then the Resident may be required to vacate their room without notice at the discretion of Student Residences Management.

No refund of residency fees will be given during the contracted period if a Resident is absent for any reason.

Residency at the CQUniversity Student Residences may be terminated should it be in the best interests of the individual and/or the Student Residences community.

ARRIVAL

Checking in

All Residents will be allocated a room at check in.

Residents who are commencing studies at CQUniversity should enter the Residences on the day advised by the Student Residences Management, prior to the commencement of 'Orientation Week'. Residents returning to Student Residences following vacation breaks should re-enter the Student Residences on the Saturday before the re-commencement of lectures or as otherwise advised by Student Residences Management. Any variance to these times should be arranged with the Student Residences Office. Fees may apply.

Room inspections (arrival and departure)

Residents are required to inspect and verify the condition of their room, furnishings and fixtures upon arrival and departure. This inspection protects both the Resident and Student Residences against the costs of damage and/or loss to a room during a Resident's stay. Residents will be required to complete and sign the Room Inventory/Condition Form in the presence of a Student Residences Staff Resident.

On departure the Resident's room will be inspected and any damage/loss etc. except for 'fair wear and tear' will be noted and recharged directly to the Resident.

Room key allocation

One room key is issued per room/person. There is a replacement cost of \$100 for a lost key and \$40 for a FOB key. Students will be issued with their room key once the Residency Fees have been paid.

Room allocation and changes

The Student Residences will endeavour to allocate rooms to Residents on the basis of need and personal preference. Residents should be aware that requests for particular Houses and Rooms may be accommodated where possible but guarantees cannot be made.

Requests for room changes require a consideration of gender, academic discipline, year levels and other parameters to determine the outcomes of any such requests. Requests for room changes should be made to the Student Residences Office.

Absences from Student Residences

It would be appreciated, if Residents intend to be absent from the Student Residences for more than 24 hours, that Residents notify the House Residential Advisor so that Residents can be contacted in case of an emergency.

Return after vacation or leave of absence

Residents returning to Student Residences after vacation or any period of absence are expected to return to Student Residences within normal working hours. Alternative arrangements should be made through the Student Residences Office for all arrivals that fall outside these times.

ROOM INFORMATION AND RULES

Your room

Your room is regarded as the private living area for your time of residency. It is wise to lock your room whenever unoccupied. Each room is provided with:

- fire alarms and smoke detectors
- fire compliance and fire evacuation notices
- furniture including a bed with mattress, mattress protector, desk, chair and other equipment depending on the style and location of the residence

What you should bring

Residents in both Mackay and Rockhampton Student Residences are expected to supply their own sheets, pillows blankets and bedspreads and towels. Linen packages are available on request (fee applies).

Making it more personal

Residents are invited to make their room more personal, however, please avoid using stickers, blue tac, paint, adhesives, nails, drawing pins, screws or hooks on the walls, ceilings or in the woodwork. Should there be any damage to the room, or additional cleaning required, this will be paid for by the Resident.

General rules

- Please ensure that mattresses are not placed on the floor in rooms or removed from rooms.
- No items are to be hung over doorways in Residents' rooms.
- If the room has a balcony, please do not drape any items over railings.
- No private outdoor furniture is to be placed on Student Residences grounds.
- Residents must NOT have any unsafe or illegal equipment/belongings in their room.
- Refrigerated air-conditioners/evaporative coolers are not permitted to be installed or used.
- Air conditioners, fans and room heaters are to be turned off when the room is unoccupied.

For safety, security and health reasons, items of any kind, including shoes, bicycles, baggage, boxes or rubbish are to be kept out of the corridors, foyers and public areas.

Room entry

The Student Residences staff hold the right to enter any room or area of the Student Residences for cleaning and at such other times as necessary for the inspection of Student Residences property; to uphold Student Residences regulations; and, where there may be concerns for a Resident's safety. Any unauthorized property or prohibited items may be removed without notice or reported to the relevant authorities.

Furniture rules

Student Residences furniture and equipment is to remain in the designated room. Residents are required to use supplied furniture whilst residing at the Student Residences. Furniture and equipment located in the common areas of the Student Residences is to remain in those designated areas.

Insects

Insects are part of tropical Queensland and therefore we advise Residents to keep all screens closed and avoid leaving any food on benches.

In-room cooking

Rockhampton

Cooking is **not permitted** in the room unless the room is fitted with an approved kitchenette. Only the provided microwave and kettle can be used in the kitchenettes. Excessive steam from kettles or toasters can potentially set off the fire/smoke alarms.

Mackay

Cooking is permitted in the rooms fitted with an approved kitchenette. A communal kitchen is provided in each House for use by Students who do not have approved kitchenettes in their rooms.

Housekeeping

Your room will be **cleaned once a week** by the Housekeeping staff. It is a requirement of the Student Residences that the room is cleaned weekly. Please do not request the housekeeping staff to do otherwise. It is the Resident's responsibility to keep the room tidy and prepare for the Housekeeper's weekly clean.

If the room is consistently untidy, Residents may be asked to justify why they should be allowed to remain as a Resident. If Residents are not present in the room, the Housekeeper will lock the door at the conclusion of cleaning.

Animals

Pets of any kind (this also relates to fish in bowls/tanks) are **not** allowed in the room or within Residents' Residential buildings.

FEES AND REFUNDS

Fees

Fees payable to the Student Residences by Residents will be:

- Application Fee – New Residents only
- Residency Fees
- Facility Levy each term

Residency fee

Residency fees and the due dates for payment are stated in the Fee Schedule (which is provided at the same time as an offer of residency to the Student Residences is made).

Residency fees can be paid in advance for the full contracted period or by instalments on the dates specified on the Fee Schedule. Payments to the Student Residences can be made by cash, cheque, EFTPOS and credit cards (Visa or MasterCard). For payments for Rockhampton, please make cheque payable to 'Capricornia College', and for Mackay payments, 'Mackay Student Residence'.

Late payments

Unless prior arrangements have been authorised by the Student Residences Business Manager, a late payment fee of \$20 will be charged to the Resident's account from the day after the instalment due date, for each week (or part thereof) where fees are outstanding.

Vacation period fees

Vacation charges are at the Residents vacation rate and payments are required in advance before continued residency is approved.

Residents who wish to remain at the Student Residences prior to or after contracted dates and during official vacation breaks may apply to do so and should refer to the Vacation period accommodation section in this Handbook. Residency fees are payable in advance during these times and are in addition to the normal/published residency fees as per the Student Residences' fee schedule.

Arrears

Should residency fees fall into arrears, the University may withhold a Resident's academic results until outstanding fees are paid. Legal action may also be considered to ensure payment of outstanding fees is made.

If a Resident is experiencing genuine financial difficulties they should discuss their problems with the Business Manager so that alternative arrangements may be considered/made.

Early departure

Residents considering departing the Student Residences before their commitment (contract) to the Student Residences has expired may need to consider the financial consequences of their decision due to the penalties imposed. Please refer to the Withdrawal from Student Residences section of this handbook.

Important note

Fees and charges payable to the Student Residences **must** be paid in advance (as prescribed on the Fees Schedule). Residents unable or unwilling to subscribe to this requirement will place their continued residency at the Student Residences in jeopardy. Any credit facility that is arranged with the Student Residences should be treated as a privilege and not a right. Any debt owing to the Student Residences is a debt to CQUniversity. Recovery proceedings and/or the withholding of academic results will occur if debts are not paid in full.

Refund of fees and charges

Student Residences fees will only be refunded on the proviso that no outstanding debts remain with CQUniversity. If any debts are identified as being outstanding at the time of a refund request, the remaining credits will be forfeited – either in part or in full and applied to the applicable student account.

The Student Residences Request for Refund application states that all cheque refunds will be in the form of a crossed 'not negotiable' cheque made payable to the Resident for them to deposit into their account. No cash or open cheques can be issued.

If refunds are to be returned to someone other than the Resident, the Finance Coordinator or Business Manager is required to be notified in writing. Refunds are only organised once all necessary departure procedures are completed i.e. room inspected, room key returned, return of linen package (if relevant), any damages/losses paid for and any debts repaid.

If any debts are identified as being outstanding at the time of departure then a **Negative Service Indicator** will be placed on the Resident's results until such debts are paid in full.

Residents should refer to the University's Collections Policy and Procedures available at <http://policy.cqu.edu.au> for further information.

STUDENT RESIDENCE FACILITIES

Laundries

Laundries contain washing machines and coin operated dryers. Clothes lines are located conveniently to every House. Laundries are open for use from **7am to 10pm daily**. These times are to be adhered to so Residents and guests are not disturbed by early or late usage.

Laundry is not to be washed in any sinks other than those provided in the laundry. Clothing should not be hung on balconies or from the windows of any room. It is advisable to remove all clothing from the lines before nightfall as theft of personal items may occur.

The Student Residences laundry facilities are for the exclusive use of current Residents and paying Student Residences guests **only**. Non-Residents using the facilities should be reported to the Duty Team immediately.

Tutorial room/sessions

Rockhampton

The air-conditioned study and tutorial room is primarily for Residents. It is permitted for Residents to host their non-resident friends and study partners in these rooms **only** whilst the Resident is present.

To gain entry Residents use their room key. The tutorial programme called 'Join In' will be commencing in 2012 and Residents will be advised of the times for each session.

Mackay

Mackay Residents will have access to the tutorial programme called 'Join In' which will be commencing in 2012 and Residents will be advised of the times for each session.

COMMUNICATION FACILITIES AND CONTACTS

Mackay

Contacts

Email: mackayacom-enquiries@cqu.edu.au

Website: <http://www.cqu.edu.au/about-us/locations/mackay/mackay-student-residential-accomodation>

Phone: 07 4940 7426

Fax: 07 4940 7469

Office hours

Mackay office hours are Monday to Friday 8.45 am to 4.45 pm. Students should direct all current enquiries to Building 57, Room 2, at CQUniversity Mackay.

For general assistance after hours contact the Mackay Duty Team on Ext 1335 or Mobile Number 0427 248 577.

Mail

To ensure that Mackay Residents receive their mail, it should be addressed as follows:

Student Name
CQUniversity Mackay
Mackay Student Residence
PO Box 5606
Mackay Qld 4741
AUSTRALIA

Mail deliveries arrive once daily and are then placed in the mail cabinet in the Student Residences Pods Foyer.

Any certified or registered mail or any item which office staff suspect contains valuable or confidential material will be held by the office staff for personal collection. A note will be left in the pigeon hole advising of mail to be collected.

Mail during vacation period

During vacation breaks, all mail will be held at the Student Residences Office. The Student Residences can forward mail during vacations and following departure from Student Residences if labels with a forwarding address are provided.

Telephone

There are limited telephone facilities available at the Mackay Student Residences.

Rockhampton

Contacts

Email: capcollege-enquiries@cqu.edu.au

Website: <http://www.cqu.edu.au/about-us/locations/rockhampton/capricorn-college-rockhampton>

Phone: 07 4930 9766

Fax: 07 4930 6581.

Office hours

Student Residences office hours are Monday to Friday 8.45am to 4.45 pm and the office is located in building 51, Swanson Court, at the end of Woodcroft Court.

For general assistance after hours, please contact the Rockhampton Duty Team on ext 1600 (freecall).

Mail

To ensure that Rockhampton Residents receive their mail, it should be addressed as follows:

Student Name
CQUniversity Australia
Capricornia College
554 – 700 Yaamba Road
Rockhampton Qld 4701
AUSTRALIA

Mail deliveries arrive twice daily and are then sorted and placed alphabetically in the mail cabinet in the Common Room.

Any certified or registered mail or any item which office staff suspect contains valuable or confidential material will be held by the office staff for personal collection. A note will be left in the mail cabinet advising of mail to be collected.

Outgoing mail may be left at the Student Residences Office provided it is adequately stamped.

Mail during vacation period

During vacation breaks, all mail will be held at the Student Residences Office. The Student Residences can forward mail during vacations and following departure from Student Residences if labels with a forwarding address are provided.

Notices at Rockhampton

Electronic signage is situated in every building and is the main form of communication used by Student Residence staff.

DINING FACILITIES

Alternative meals (subject to change)

Any Resident who requires a packed alternative meal, either lunch or dinner, will be required to complete the appropriate form available at the kitchen or at the Student Residence Office. Please refer to the kitchen for details.

Dress regulations

Dress regulations apply to the Student Refectory and Dining Hall. Footwear must be worn at all times. To maintain an appropriate level of dress standards hats, sleepwear, swimwear or other forms of brief attire, including singlets, are not allowed to be worn in the dining areas.

At Student Residences and House Functions a higher standard of dress is required. Smart casual or semi-formal attire is appropriate.

Removal of food/culinary equipment

Only one piece of fruit at any one time may be taken away from the Student Refectory/Dining Hall and an ice-cream cone (dessert only) when available. **No** other food, cutlery, crockery, glasses or any other Student Refectory/Dining Hall equipment may be removed from the dining areas or kitchen.

Residents who are ill may request their house Residential Advisor to contact the kitchen prior to the mealtime and the Residential Advisor or a fellow Resident may collect the meal from the kitchen.

Special dietary needs

Special diets, such as vegetarian, are provided for upon request. Those who require a special diet should discuss their needs with the Catering Manager. However it should be noted that there may be a limit to the extent to which special diets can be accommodated within the normal operation of the Student Residences' catering service.

Visitors

Rockhampton

Visitors' are welcome to join Residents for a normal every day meal, however the meal must be paid for in advance with payment being made to either the kitchen staff or the office staff. **The cost is \$13 per meal.** A meal voucher is to be clearly displayed on table beside the visitor. Residents will be held responsible for this payment and for the behaviour of their visitor whilst in the Dining Hall and Courtyard area. Visitors are not permitted to sit with, wait for or in any way accompany a Resident in the Dining Hall/Courtyard area (except as a paying guest).

The Rockhampton Student Residence is pleased to be able to provide parents and family with a complimentary meal when Residents are being settled in and moved out of Student Residences during the commencement, vacation periods or conclusion of the academic term or year.

Mackay

Visitors' meals are to be organised directly with Mackay Refectory.

Other Issues

It is expected that all Rockhampton Residents meals will be taken in the Dining Hall or Courtyard area during the set hours (except for the abovementioned alternative meals).

Generally, requests by Residents for food and other provisions to be taken away for a weekend or holiday excursions are unable to be granted by the Student Residences. The Residency fees paid by Rockhampton Residents includes the 21 meals per week and are provided in the Dining Hall at the set times.

Mackay Students who have chosen catering options in their fees will have their meals in the Refectory at the set times.

Residents are required to return their used cutlery, crockery and glassware to the scullery after their meals and to clean away any mess on the tables resulting from their meal.

For health and safety reasons, Residents must not enter the main kitchen production areas.

Concerns about the quality and variety of food and service should be directed to the Catering Manager, Head Chef or catering staff as soon as possible relative to the incident/issue occurring.

Smoking is not allowed in the Student Refectory/Dining Hall/Courtyard areas.

Dining Times

Rockhampton

Access and use of the dining hall

The Dining Hall/Courtyard area is for the exclusive use of current Residents with breakfasts, lunches and dinners provided in the Dining Hall, seven days a week, during the academic year. The Dining Hall is open only at meal service times.

Meal service times

The following times are a guide only and may be subject to change depending on number of in-house Residents.

Academic periods

Weekdays

| Breakfast | Lunch | Dinner |
|--|----------------|---------------|
| 6.30 am – 7 am (continental only) | 12 noon – 2 pm | 5 pm – 7 pm |
| 7 am – 9 am (hot buffet and continental) | | |
| 9 am – 10.30am (continental only) | | |

Weekend and Public Holidays

| Breakfast | Lunch | Dinner |
|-----------------------------------|-------------------|----------------|
| 6.30 am – 9 am (continental only) | 12 noon – 1.30 pm | 5 pm – 6.30 pm |

Vacation Period

Meal service times during vacation period are as above however subject to change depending on Student Residences occupancy. Please refer to Dining Hall for information on current meal times during vacation breaks.

Mackay

Meal service times

The following times are a guide only and may be subject to change depending on number of in-house Residents.

Academic Periods

Weekdays

Breakfast

Continental breakfast boxes are provided for all Mackay Residents. These boxes are to be collected from the Student Refectory each night for the following morning.

Lunch

On weekdays, all day meal vouchers are to be redeemed at the Student Refectory. Water and fruit are made available to all Residents.

Dinner

The Student Refectory will be open from 5.30 pm to 7pm.

Weekends

On weekends the Student Refectory will be open from 12 noon to 1 pm.

Vacation Period

No meals are provided during vacation periods for Mackay students.

RULES AND REGULATIONS

Noise

Low levels of noise are acceptable **up to 10pm**. After this time a **quieter environment is expected** and the noise level should not be heard from outside a Resident's room or balcony.

Low Noise Policy

The Student Residences also recognises a **Low Noise Policy during review and examination weeks** where noise levels should not be heard from outside a Resident's room or balcony at any time of day/night. This ensures the Student Residences functions as an **academic residential community**.

The use of headphones is **required** for all stereos, televisions, amplifiers and other sound equipment which may emanate beyond a Resident's room.

Residents are **not permitted** to engage in social gatherings in the common room during Low Noise Policy periods. During this period the common room will only be opened between 9am – 5 pm each day so that mail can be collected.

Residents are **not permitted** to have overnight visitors in their rooms during the Low Noise Policy period.

Events and parties

Parties are deemed to be a social gathering of a group of people and are not permitted without the prior permission of the Residential Life Manager.

Compulsory attendance is required for all **official events** that are associated with Student Residences on such occasions as Award Nights and Professorial Lectures. Non-attendance will incur disciplinary action.

Social behaviour

Every Resident has the right to a safe, private, secure and comfortable living environment. It is expected that Residents will display considerate and respectful behaviour to others at all times. Abusive behaviour, including physical, psychological, sexual and racial harassment or bullying of any kind will **not be tolerated**.

Abusive behaviour by visitors will also be dealt with severely and may jeopardise the continued residency of the host (Resident of Student Residences). Any presence of the above-mentioned behaviours may warrant the involvement of relevant advisers, authorities or personnel.

Student Residences property

The cost of damage to Student Residences property by a Resident or a Resident's visitor is the responsibility of the Resident.

No sporting games or boisterous activity of any kind is to be played inside buildings. If any damage to Student Residence property results through this activity, the person/s responsible will be liable for the cost of repairs and/or replacement of property.

If damage occurs to Student Residence property and offenders are not identified then all House Residents will be responsible for the cost of repairs/replacement.

Discipline

It is an expectation that the behaviour of Residents will not require any mechanisms of regulation. However, should such mechanisms be necessary, the following process will apply:

Level 1

Residents themselves can/should request other Residents to cease or modify their behaviour. This may include requesting a noisy person to be quiet or someone who is behaving in an offensive manner to stop. It is likely this will be the most frequently used method of checking unacceptable behaviour.

Level 2

If Level 1 is not successful or appropriate then a Residential Advisor should be sought to assist to overcome the problem.

Level 3

Where Level 1 and 2 are not successful, the offending Resident will be referred to Senior Residential Coordinator for their involvement/action in an informal discussion.

Level 4

Senior Management will generally be involved with the resolution of more difficult and/or serious issues. Often these occur through the continuance or escalation of previous actions/behaviours or attitudes or as a result of external complaints.

Disciplinary action may take many forms including relocation within the Student Residences, allocation of Community Service duties or even expulsion from the Student Residences.

Residents who are expelled from the Student Residences because of their inappropriate attitudes/behaviour may be required to vacate their rooms without notice (Please refer to Residency Contract).

Police may be called to any unlawful activity.

It should be stressed however that if Residents live responsibly and out of concern and respect for each other, it should not be necessary for Student Residences Management to exercise any disciplinary action.

Discrimination and harassment

CQUniversity and the Student Residences are committed to a policy of maintaining an environment that is free of all forms of discrimination and harassment. All staff, students, Residents and visitors are required to abide by all government legislation and University policies related to harassment and discrimination. Policies related to these issues are available on the University's IMPortal website at <http://policy.cqu.edu.au>.

If Residents believe any Resident is the victim of harassment (sexual or otherwise), Residents should take action as doing nothing will not resolve the problem and putting off action because of fear of reprisals is not in the Resident's own best interests. If possible, speak to the offender(s) or contact a member of the Residential Life Team.

Intoxication, alcohol and drugs

Intoxication

Intoxication **will not be accepted** as an excuse for unacceptable behaviour.

Alcohol

Alcohol may be consumed within the confines of a Resident's private room provided that the quality of life and rights of other Residents are not compromised, threatened or infringed.

Consumption of alcohol in public and community areas is not allowed except on special occasions as sanctioned by the Business and Residential Life Manager. For example, Student Residence functions or special functions, or when Scholars Inn at the Rockhampton campus is operating.

Public drunkenness by Residents is not tolerated and may lead to penalties or termination of Residency. The Student Residences do not allow kegs of beer to be brought on to or consumed on the Student Residence grounds or within buildings. Binge drinking and drinking games are not permitted in Residents' rooms or on Student Residence grounds.

Please refer to CQUniversity policies website <http://policy.cqu.edu.au> and noticeboards within the Student Residences for further information.

Consumption of alcohol will be permitted in the Junior Common Rooms after 8pm and other times as sanctioned by the Business and Residential Life Manager.

For Mackay Residents, alcohol is to be consumed in common area at building 63 only on occasions sanctioned by the Business and Residential Life Manager. For example, awards nights and professorial lectures.

It is highly inappropriate and unacceptable to be in a drunk and disorderly state in our Dining Hall or Student Refectory. If Residents and guests decide to frequent local clubs, bars and pubs and consume excess quantities of alcoholic beverages then it is inappropriate to enter the Student Residences Dining Hall/Courtyard/Refectory area and attempt to acquire a meal.

Intoxication will not be accepted as an excuse for unacceptable behaviour. The message is quite clear – Residents decisions and actions have consequences.

Student Residence staff (includes catering, administration and Residential staff) have been instructed not to tolerate, accept or in any way accommodate any Resident, Resident guest or visitor entering our Dining Hall/Courtyard/Refectory area in such an inappropriate and unwelcome state.

Drugs

Our aim is to ensure that the Student Residences remains an illegal substance free community for the benefit, protection and safety of all.

No Residents or their visitors are to have in their possession any substance or article which is forbidden by either State or Federal laws. Residents or their visitors found in possession of such substances may be expelled from the Student Residences immediately depending upon the particular circumstances. The Police will normally be informed of such incidents and persons involved.

Electrical safety procedures

Electrical equipment and appliances are not to be left on when a Resident's room is unattended. Items such as mobile phone chargers, computers etc. are to be switched off at power point to avoid overheating. Designated air-conditioned rooms are not to be left unattended with air conditioners still turned on.

Residents should familiarise themselves of the Electrical Safety Procedure document published on the University's IMPortal website at <http://policy.cqu.edu.au> for information on the use and maintenance of multi-outlet power boards, double adaptors, piggy-back plugs and electrical extension leads.

Personal electrical equipment

It is recommended that all personal electrical equipment be tested and tagged on a regular basis.

Fire procedures

All Residents are required to read and sign the Notice to Residents – Fire Compliance agreement on arrival at the Student Residences. Any questions should be directed to the House Residential Advisors.

Fire alarms and smoke detectors are installed in all rooms in each building. When the alarm sounds, Residents are required to vacate the building immediately, regardless of the hour, and proceed to the assembly point. Each Residential Advisor is a designated Fire Warden for each House.

Fire drills will be conducted throughout the year. Residents should familiarise themselves with the fire exits, fire procedures and assembly points.

Fire safety is assisted by tidy rooms that are free from litter, flammable materials and sources of ignition (e.g. multiple leads, fan heaters left on etc.). All electrical equipment should be turned off before leaving the room. Anyone found to have caused a false alarm resulting in the fire services attending the Student Residences will be charged the cost of the call out - approximately \$1000 (subject to change without notice).

Interference with fire detection, safety or fighting equipment will be considered a serious action and may lead to expulsion from the Student Residences. Persons proven to have maliciously interfered with fire detection, safety or fighting equipment will be issued with a fine by the Queensland Fire and Rescue Service and will bear the costs of rectifying damage (e.g. refilling of extinguishers etc.).

Internet usage

Responsible use of campus computer and networking resources

Student Residences computers and the campus network are the property of the Student Residences and are maintained as an educational resource for use by Residents of the campus community and guests with authorized network passwords. Authorised users agree to use the network in accordance with the CQUniversity standards for campus conduct and to abide by all relevant academic standards and laws with respect to copyright and the responsible use of network and Internet resources.

As with all networks, Student Residences users should understand that network activity is shared. Network users are responsible for the use of their password and all associated activity.

Rockhampton Academic Study Centre

The Academic Study Centre at Rockhampton campus is available 24 hours a day. This is for use by the Residents for their study and work to on University related activities. Resources and facilities are provided only for current Residents. Visitors are not permitted in the Academic Study Centre at any time.

Residents gain entry by using their room key and the combination code (available from Residential Advisors and Student Residences Office). Those who are not familiar with computers or the programmes provided in the computer room should seek assistance from the Duty Team.

Mackay computer lab

For Mackay Students a 24 hour computer room is available in Building 6 of the Campus. Students will need to go to Building 1 to have a swipe card programmed with the access code.

The computer lab is not to be used for playing loud music or disruptive games with each other. Computers are not to be used for playing games and no food or drink is allowed in the Centre. Any questions regarding the Internal Student Residences network should be addressed to the Student Residence Office.

University network

By utilising the University's Network system, users are agreeing to abide by the rules and regulations of CQUniversity, published in the Acceptable Use of Information and Communications Technology Facilities and Devices Policy available at http://policy.cqu.edu.au/Policy/policy_file.do?policyid=317.

Downloading or sharing offensive material on the Student Residences network is not permitted.

In your room

Each Resident's room is equipped with a data point for a network and internet connection. Once Residents have agreed to and signed the necessary documentation they will receive the relevant information for access to the University's network.

IT assistance

The IT Residential Advisor is available to provide advice and technical support, however it is not a duty of the IT Residential Advisor to repair faults with Residents' computers. ITD Helpdesk is available to all students in regard to problems experienced. They can be accessed online at <http://itservicedesk.cqu.edu.au/EndUserPortal.jsp> or by calling ITD Helpdesk on Ext 9254.

Be responsible

In a shared computing environment, Residents assume responsibility for using available tools to maintain the security of information stored on computer systems and to maximize educational computing resources. All users are responsible for:

- Securing network accounts and authorization codes that are assigned to individual users and should not share them with others.
- Being aware of destructive programs or viruses and take steps, as directed by CQUniversity, to prevent their unwanted distribution.
- Limiting the non-academic use of network resources, i.e. connect time and information storage space for entertainment purposes.

Respect others

As Residents of a community of respect, whether using a Student Residences computer or a personal computer connected to the network, all users are expected to:

- Use only authorization codes assigned to them.
- Access only files or data that they are authorized to use.
- Abide by all campus standards and all local, state and federal laws, including copyright laws and those governing the distribution of inappropriate content.

Smoking

CQUniversity, recognising the growing community concern about the effects of passive smoking on the health of non-smokers, has adopted a Smoking in the Workplace Policy. In part it states:

Smoking is **not permitted** in any building wholly occupied by CQUniversity/Student Residences, or **within four (4) metres** of the entrance/s to such buildings, in the proximity of buildings where smoke might drift into or be drawn into such buildings, in parts occupied by CQUniversity/Student Residences in other buildings and in any signed areas on all campuses. This policy also extends to all University vehicles (land, water or air).

A building for the purpose of the above statement is defined as a fixed structure roofed, with wholly or partially enclosed walls (a roofed balcony with at least one wall will be considered as a building) or a covered walkway between adjacent buildings.

Further details can be obtained at http://policy.cqu.edu.au/Policy/policy_file.do?policyid=651.

Smokers should ensure that any litter, including cigarette butts and empty packets, are disposed of properly. An accumulation of such litter around any building will result in the cost of the necessary cleaning to be met by the Residents residing in that building or House Residents will be required to clean area of litter.

Incense, open flame lamps, burners and candles must not be used/lit within the accommodation buildings or common rooms.

Smoking is also prohibited on any veranda, balcony and immediate outdoor area where smoke can easily track back into Residents' rooms and public areas (dining hall, foyers, entrances, laundries and bathrooms).

ILLNESS OR INJURY

Medical and first aid assistance

In the event of medical and other emergencies and requests for first aid, Residents should contact a member of the Duty Team immediately.

Rockhampton

Freecall 1600 after hours from house phones located in the halls on each floor

Mackay

0427 248 577 or Ext 1335 from hall phones

Student Residences would not normally provide transport for Residents who have minor ailments or need to attend medical appointments. In these circumstances Residents should organise their own transport (e.g. buses, taxis etc.).

Student Residences staff will provide transport to medical facilities in circumstances of serious accidents or acute medical conditions only e.g. severe asthma attacks, physical assaults, broken bones, uncontrolled bleeding and the like. Ambulance cover is provided free of charge to all Residents.

First aid kits

First Aid kits are located with each Residential Advisor and at the Student Residences Office, and all common room kitchenettes.

Any illness or accident requiring medical attention must be reported to the Office staff (business hours) or Duty Team (after hours) as soon as possible. Even if Residents consider it a trivial matter, they should let a member of the Residential Life Team know so that full care can be ensured and any problems with equipment/facilities can be rectified.

Accidents

If a Resident is injured, even if the accident has not occurred at the Student Residences, the Office staff or Duty Team should be notified immediately, especially if hospitalisation is required. In the case of any emergencies, Residential Life Team/Administration Staff should be contacted without delay.

Health care

Residents should be aware of the provision of their private health care cover policy in case of an emergency.

SECURITY AND INSURANCE

- Residents are urged to take out appropriate insurance policies (All-risks Personal Effects Insurance).
- Residents are encouraged to check that personal effects e.g. laptops etc may be covered under parent's contents insurance policy.
- Valuables should be kept in a discreet place in the room and Residents are advised to always lock the door when leaving the room.
- The Student Residences will not be responsible for any damage or loss, however caused, to anything located on the Student Residences premises or within Residents' rooms.
- Should vandalism occur it will be subject to Student Residences and University rules and policies and Queensland State law.
- Security locks have been installed on all external doors to the Residential buildings. Residents are encouraged to ensure that these doors are closed/locked during non-daylight hours.
- Storage space during vacation breaks is available but limited. Items are stored entirely at the owner's risk and will incur a storage fee if the Resident is not returning to Student Residences – Please refer to the Storage Form for more/full details.
- Any security concerns or problems should be reported immediately to the Duty Team or University Security (after hours) or to the Student Residences Office during office hours.

TRANSPORT

The Student Residences often provides transport for Residents to access some of the major shopping centres for late night and Saturday morning shopping. From time to time the Student Residences may organise bus trips to certain functions, outings and activities and there may be a small charge for this service.

City buses regularly run from the University. Timetables for this service are available from the Student Association at Rockhampton campus and Building 1 at Mackay Campus

Parking

Residents are not permitted to park along roadways, in areas marked for visitors, marked **no parking** or specified reserved areas. Clearly marked parking areas are assigned for Residents' use. These include the asphalt parking lot opposite the Dining Hall at Rockhampton and the Parking bays adjacent to Block F and Building 63 in Mackay.

The Office car park area on Rockhampton and the car park adjacent to Block B at Mackay are for the use of visitors, staff and service vehicles **only** and is **strictly off limits to Residents** of the Student Residences and their guests/visitors at all times including weekends and evenings. **Parking illegally in signed areas may incur a \$50 penalty.**

Vehicles are not to be parked in any other areas of the Student Residences grounds except in designated parking areas. As each House does not have a car park adjacent to it, it is necessary to park the vehicle in a designated parking area and walk to the House/room.

Cars and motorbikes

Details of the car and/or motorbike, including the make, colour and number plate, are required in order for the vehicle to be registered to be parked in the Student Residences precinct. Residents are advised that the above mentioned information must be supplied to the Student Residences Office as soon as Residents commence residency.

Speed limit

The upper speed limit within the Student Residences grounds in **Rockhampton** is **25 km per hour**. The speed limit for **Mackay** Student Residence is **20 km per hour**.

All traffic regulations **must be adhered to** including speed restrictions, seat belts and helmets.

Vehicle repairs

Vehicles may not be left derelict on Student Residences grounds for any reason. All vehicles must be currently registered and in good working condition. Any minor repairs to vehicles must be done within a reasonable time and all debris resulting from repair work must be cleared immediately.

Theft

The Student Residences advise all Residents with vehicles that theft in university car parks is a sad reality. The Student Residences community encourages all vehicle owners to protect themselves against theft by having an electronic security system installed and by placing a steering wheel lock on at all times when the vehicle is unattended. Residents are also encouraged to remove all articles of value from their vehicles. The onus is on the owners to ensure that their vehicles are not easy targets.

Unauthorised parking

Vehicles must not be driven on Student Residences grassed areas, or parked adjacent to any House without permission from Student Residences staff. The only time this is acceptable is when a Resident is moving into or

out of Student Residences. During wet weather no vehicles can be driven on Student Residences grounds except on designated roads.

Bicycles, skateboards etc.

Bicycles are to be stored in the areas provided and not in the confines of the room. Secure bike sheds are available for both Rockhampton and Mackay students to use. Contact the Student Residences Office for the security key. At no time should bicycles, skateboards, etc. cause an obstruction to a pathway, door or in any way constitute a hazard to any pedestrian at any time. Bicycles, etc. must not be ridden inside any building at any time.

VISITORS

A visitor is defined as a non-Resident who is present on the Student Residences precinct and is being hosted by a current Resident. Please note that Residents need to be paying for the accommodation at Student Residences in order to be considered a Resident. For example, Residents are not considered to be a Resident during non-contracted periods if they have not paid to reside at Student Residences during this time regardless of the fact that they may be returning the following year.

Visitors staying

A Resident will be permitted to have a visitor stay a **maximum of two nights per one month period**. A visitor being hosted by a Resident is only permitted to stay with one Resident within that month. Permission for an overnight stay must be **obtained in advance** by completing the necessary forms at the Student Residences Office and where linen or other services are requested, the appropriate fee paid. **No visitors are permitted during review and examination weeks** when the Student Residences' Low Noise policy is in place.

Long stays

Any Resident's visitor who wishes to stay longer than the standard two nights may stay in the guest accommodation area (depending on the availability of rooms at the time) at a special Resident's visitor rate. Contact the Student Residences office for further information.

Vehicles

Visitors' vehicles are to be parked in the Residents' car parks. The office parking area is reserved for office visitors only and staff.

Residential rooms will not be used for the shelter of uninvited visitors. An invited visitor should not be in any Student Residences room without the presence of their Resident.

Responsibility of the host

Any Resident receiving a visitor into the Student Residences is responsible for ensuring that the visitor respects the rules and guidelines of the Student Residences and respects the rights and property of other Residents, the Student Residences and the University.

Unacceptable behaviour

The Resident who is the visitor's host shall be held responsible for the visitor's behaviour and for any damage to property caused by their visitor.

Where a visitor is, in the opinion of the Residential Life Team, not behaving in a manner consistent with the rules and guidelines of the Student Residences and their intent, and does not respond to the counsel of a member of the Residential Life Team, the Residential Life Manager has the authority to ask a visitor to leave and take all necessary and reasonable action to ensure the person leaves the Student Residences precincts.

Any visitor to Student Residences who is not hosted by a Resident, has no specific reason to be within the grounds or buildings and/or displays suspect or questionable behaviour may be considered a trespasser and as such the Student Residences Duty Team should be notified immediately (Quick dial 1600) for Rockhampton and 1335 for Mackay.

Meals taken by visitors

Any meals taken by a visitor to Rockhampton must be paid for prior to dining (\$13 per meal) and must be consumed in the Dining Hall with the host Resident. Alternative meals will not be provided for visitors.