



HO1 Regiment College Mixed Use Development

Plan of Management

November 2016

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1 Introduction

This Plan of Management has been prepared to ensure that the operational requirements are addressed by the University of Sydney in the Regiment mixed use development (The Regiment).

The intention of this plan is to ensure that the Regiment is operated in a manner that maintains a high level of amenity for resident students and other stakeholders.

This Plan sets out an appropriate on-site management structure that defines the responsibility for the operation, administration, cleanliness and fire safety and general safety of the Regiment.

The Regiment includes the integration of a 658 bed student accommodation with other educational establishment teaching/learning/meeting facilities.

This Plan seeks to address the following in relation to the Regiment:

- Proposed Operator's staffing arrangements.
- Safety and security measures for residents.
- Residential Tenancy Agreement;
- House Rules – Draft Sample of the Resident Handbook;
- Facilities Management and Compliance Requirements;
- Cleaning and Pest Control;
- Waste Management;
- General amenity and the rights of neighbours to quiet enjoyment;
- Blended Educational Facilities available to the wider campus

The Facility endeavours to provide the students with accommodation that encourages communal living in a diverse environment with extensive teaching, learning and creation spaces as an additive learning experience to the wider campus rather than simply a bed for the night.

2 The Regiment Operations Team

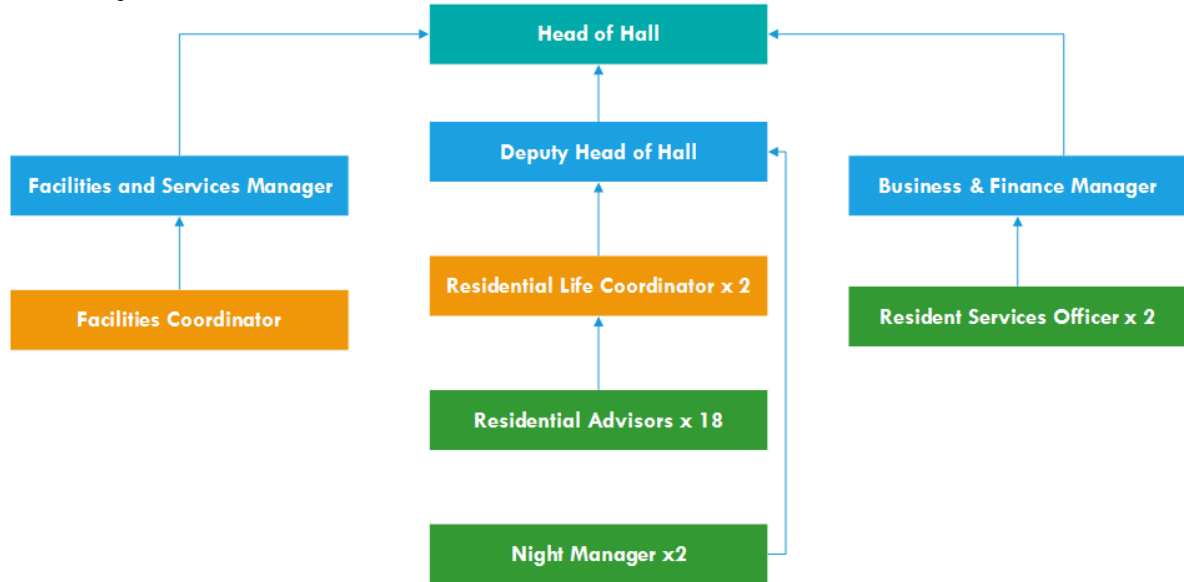
The University recently opened 1000 beds across two sites (Abercrombie Student Accommodation and the Queen Mary Building). The operation for these sites was outsourced to an experienced external Operator – Campus Living Villages, who are familiar with running a global Student Accommodation business. Residential Life and overall management remained in the close control of the University.

The University is reviewing an alternative model similar to that of the Colleges with a Head of Hall and Deputy Head of Hall with academic backgrounds replacing the Operator's General Manager to further focus operations on both education and accommodation.

For the purpose of this plan the alternative model has been discussed, there will be no impact to the operations as discussed under either model, the Head and Deputy Head roles simply replace the General Manager role.

The proposed staffing model for the operation and management of The Regiment consists of a Head of Hall, Deputy Head of Hall, 2 x Residential Life Coordinators, 2 x Night Managers, Facilities and Services Manager, Facilities Coordinator, Business and Finance Manager, 18 x Residential Advisors and 2 x Resident Services Officers.

The organisational chart is as follows:



This management structure shown above, supports the operational model by providing dedicated resources for:

- Head of Hall responsible for delivering educational based outcomes for the residents.
- student life through the Deputy Head of Hall,
- the Duty managers who provides a more dedicated and focused role of providing a duty of care to residents;
- Residential Life Coordinators (RLCs) (2 x 0.5 FTE) and Residential Advisors (RAs) (18) will be hired on a part time basis, and the RLCs and RAs will provide pastoral care and residential activity support to the Deputy Head of Hall; and
- provides a supportive environment for Residential Advisors through the Deputy Head of Hall
- Facilities Manager will be responsible for the maintain and addressing compliance requirements with the Regiment

2.1 Head of Hall

The Head leads and manages all aspects of the Hall. He/She inspires and manages a team to deliver significant educational outcomes for the overall building any focused communities. In doing so he/she positions the University of Sydney as the leading tertiary collegiate community in Australia and equal to the best in the world.

The role is responsible for creating, developing and finding partnerships for the special interest communities and for developing innovative strategy to build all community aspects of the Hall, developing an inclusive student community that is academically strong and socially engaging.

The Head is responsible for overall activity in relation to pastoral care, student welfare, academic achievement, health and wellbeing, residential life programs, development of the special interest communities and other extracurricular activities.

Specifically, the Head is charged with:

- assuring implementation of the programming models and continued partnerships;
- development and growth of residential student leadership initiatives;
- coordination of all staff;
- close partnership with the University's Student Accommodation Services and their

programs and requirements.

- Ensure that the building is maintained to a high level

The Head manages the Hall operations and finances to ensure it consistently meets all key performance indicators. Specific operations responsibilities include, but are not limited to, facilities management, coordination of overall security, health and safety for staff and residents and participation in renovation planning and assessment.

The Head of the Hall is required to have a diverse background in education, student services, operations and business management.

2.2 Deputy Head of Hall

The Deputy Head supports the Head in providing academic, social, extra-curricular, emotional and psychological support to all residents. The Deputy Head is responsible for day to day engagement with students, implementation of the residential life, ensuring progress of the individual community goals and oversight of the welfare, wellbeing and discipline of all residents. They oversee the intake of new community members and facilitate the successful transition from the either the secondary to tertiary environment or from the standard residential Hall to special interest community environment. They are responsible for the continued academic success of all residents and have a key role in the pastoral care of all residents in the community.

The Deputy Head supervises the work of the Residential Life Coordinators in the actualisation of the student experience framework. Ultimately the Deputy is responsible for all matters relating to students participating in the special interest communities including the transition to Alumni of the Hall.

The Deputy Head may be required to act as the Head in his/her absence and lives on-site in accommodation provided by the Hall.

2.3 Residential Life Coordinators

Residential Life Coordinators play a key role in the provision of academic and pastoral care of residents from a diverse range of cultural, national, socio-economic and education backgrounds. They are required to foster a safe, energetic and harmonious living and learning environment for residents. They work to empower residents to lead the charge in the Hall grants scheme and coordinate other residential programs and activities to promote students' personal growth and academic success. The Coordinators are responsible for the activities of the residential advisors, mentoring other student leaders and providing leadership and oversight in the provision of programs, events and activities within a defined framework focus on enhancing the educational experience of the residents.

The coordinators are required to maintain a high profile and active presence around the Hall, develop a strong rapport with residents and become an integrated member of the community.

The Residential Life Coordinators act as the first escalation point for emergencies and incidents and live on-site in accommodation provided by the Hall.

2.4 Residential Advisors

Residential Advisors are Hall peers and role models who lead those living in the facility.. An RA has many roles and responsibilities, including, but not limited to, building a residential community through active programming, acting as a peer mentor for students, being a familiar first resource for students with academic or institutional questions, and supporting the community standards frameworks. Residential Advisors help build healthy and inclusive communities that complement and extend classroom learning and are expected to create intellectually active residential environments that enhance personal growth and support the academic mission of the University. RAs are often the first responders during conflict and incidents.

RAs are under the direction of the Deputy Head and Residential Life Coordinators.

Residential Advisors are required to be a member of the University of Sydney, maintain Distinction level grades and be an exemplar to the other students.

2.5 Night Managers

The Night Managers provide after-hours care and support for the Hall community, ensuring that there is 24-hour site coverage and a greater level of support for the Residential Advisors. The Night Managers have a strong rapport with members of the community and are seen as a helping hand not as a warden of the hall.

The Managers perform established walk-throughs of the site to ensure that no areas are left open or unsecure and are accountable for the correct registering of visitors and guests. The Night Managers are one of two points of call after hours, the other being the Residential Life Coordinators, for all incidents at the Hall and escalate to the Deputy Head, whom will escalate to the Head in line with the 'Halls of Residence Incident Management Plan.' In the event of an emergency a phone is available and manned 24 hours a day by the Hall management team. University Security will also respond when notified.

2.6 Facilities & Services Manager

The Facilities and Services Manager is responsible for the management of services and processes that support the educational infrastructure of the Hall. The core responsibility is to ensure that the Hall is the most suitable environment for the residents and staff. The Manager is responsible for building and grounds maintenance, cleaning, vending, health and safety, procurement and contract management, security, space management and utilities infrastructure.

In addition, the Facilities and Services Manager conducts bi-annual Emergency Response Training. The Manager oversees the implementation and in conjunction with the Head of Hall and Student Accommodation Services, the continuous review of the Emergency Management Plan; coordinating the Emergency Planning Committee; Warden Training for staff and Evacuation Exercises each semester.

2.7 Facilities Coordinator

The Facilities Coordinator assists the Facilities & Services Manager in the maintenance, cleaning, security, telecommunications, and supplies for the Hall and its associated buildings, the work closely with preferred suppliers and provide essential services and maintenance to residents.

2.8 Business & Finance Manager

The Business and Finance Manager is responsible to the Head of Hall for all matters of business administration, financial management and administrative services for the Hall including, but not limited to, annual budget, cash flow, accounting, rental contracts, residential agreements, reporting, reception and resident services and ensuring that the Hall follows all legislative, university policy and budgetary constraints.

The Business and Finance Manager assists the Head in the preparation of the annual budgets in conjunction with Student Accommodation Services. The Manager has responsibility, in close association with the Head and with input from Student Accommodation Services, for reviewing and developing the Business Continuity Plan.

The Resident Services Officers report directly to the Business and Finance Manager.

2.9 Resident Services Officer

The Resident Services Officer is the first point of contact for all enquiries and general assistance for all residents. They provide a range of high quality integrated services to residents, over the counter at reception or over the telephone using various systems. The officer works closely with Student Accommodation Services in managing data in the residential management system, StarRez, and with room assignments. They deliver exceptional services that meet the individual needs of all residents and wherever possible resolve all enquiries at first point of contact.

Management are present onsite 24 hours a day, with staff living on-site and additional security University of Sydney patrols at night. As students, RSOs are part of the community and provide a support network that understands resident needs. Staff members are trained in first aid, crisis management and dealing with personal issues and work with University support staff to ensure residents receive all the assistance they require.

As part of the Residential Life Program Orientation Week the RSO's will reinforce the importance of personal safety, raising awareness within the community through compulsory presentations to the resident body.

3 Security

Security will be provided by a combination of good design, lighting, technology and passive surveillance to ensure there are limited areas which are not visible in some way.

3.1 Proximity Cards

Proximity Cards will be provided the residents with access to the Regiment and their dorm bedrooms via an encoded University of Sydney Student ID cards. The residents will have access to the main entries located off City Road and Darlington Road and be able to access all common areas and educational spaces.

To encourage walking and the opening up of the campus there is a site through pedestrian link from Darlington Road to City Road which will be accessible by the general public between the hours of 9am – 10pm and after which Residents only.

3.2 CCTV

Both the internals and externals of the building will be monitored by digital CCTV cameras which are monitored onsite at reception and also by the University's Security 24/7 Control Centre, incorporating the following areas;

- External perimeter including fire doors and entry points;
- External Landscaped Areas
- All internal communal areas including foyer areas and the reception;
- Lifts and lift lobbies;
- Bike storage;
- Residential corridors within the Regiment
- Rooftop terrace(s).

3.3 Bike Storage

A secure bike storage area will be located on the lower ground floor of the Regiment. Bike racks will be installed to allow the residents to secure their bikes using their own locking device.

A proximity card will be required to access the storage area.

There are significant shower facilities throughout the building so these have not been replicated within the bike store.

3.4 Door Alarms and Break Glass call points

All fire doors are alarmed will be monitored by the University Security if opened. There are number of break glass activation points located strategically throughout the site which are monitored by University's Security and the fire monitoring contractor as well as the onsite management.

3.5 Duress Point

Duress points will be strategically located throughout the facility to ensure public safety of the residents.

3.6 Security Patrols

In addition to the 24/7 onsite management, the University's Security will provide regular patrols to monitor the site and undertake roving patrols and will be the point of contact in the case of incidents and emergencies as and when required. Due to University's Security Team being located on the Darlington campus close to the Regiment site the response time will be within minutes.

3.7 Intercom

An intercom will be located at the entrances leading to the main reception area dialling directly to the 24-hour onsite night duty manager.

3.8 Shared Use Facilities

A number of the common facilities particularly teaching and learning spaces are accessible and bookable by the wider student community and will be at times made available to the local community.

When non-residents are invited into the building and are in areas not secured behind access control they are to be accompanied by a resident or staff member unless prior agreement has been reached.

4 Residential Tenancy Agreement

All residents will be required to enter into a residential tenancy agreement with the University of Sydney. See Annexure A for the Residential Tenancy Agreement. The Residential Tenancy Agreement details the residents' obligations and responsibilities for their occupation of the Regiment.

5 Resident Hand Book

The University of Sydney has developed a Residential Hand Book which identifies the services, policies and resources available to the residents and outlines important expectations around their behaviour to ensure respectful and harmonious community living.

The Resident Hand Book (see Annexure B) addresses the following:

- The in house Facilities and Services
- What is provided to the resident
- Reception and administration procedures
- Residential and Community Living
- Safety, Security Safety and Well Being
- Emergency Contact Numbers
- General information regarding the surrounding neighbourhood
- Alcohol Policy
- Complaints Procedure
- Incident Policy and Procedures
- Event Risk Management Policy and Procedures

The Resident Hand Book is annexure to the residential tenancy agreement. All residents will be provided with a copy of the Hand Book and are required to acknowledge their understanding and receipt of the hand book by signing an acknowledgement slip.

6 Facilities Management

The University of Sydney will contract an experienced facilities management company to manage the Regiment on its behalf. The facilities management contractor will be engaged to ensure that the building is maintained to a high level and all compliance requirements are addressed. The facilities management company will work in conjunction with the University's facilities management team. The University will require the Facilities Management company to provide the following services:

- Planned maintenance - Plumbing, Auto Doors/Roller Shutters, Landscaping, Laundry Maintenance, Fire Services, Mechanical Services and Electrical Services.
- Repairs and Ad Hoc Maintenance
- Daily cleaning of the common areas, amenities and kitchens
- Pest control
- Annual Statutory Requirements and
- Annual Planned Maintenance;

7 Waste Management

7.1 Garbage & Recycling Facilities

Garbage and recycling facilities on the premises will be provided in accordance with the requirements of the City of Sydney Council's Waste Management policy..

The Regiment Waste Management Plan can be found in **Appendix C**.

The Regiment is a mixed use development and provisions have been made for an on-site garbage and recycling storage area, details of which are shown on the development application drawings.

On Collection day, waste is to be taken via a dedicated lift from the Garbage Room to a hard standing on Darlington Lane to await pickup.

7.2 Location of Waste/Bulky Waste Storage Room

Garbage Room and Bulky Waste Storage Room will be located in the basement of the Regiment and enclosed and air conditioned to minimise odour or noise disturbance within the building.

7.3 Waste Services

A commercial waste contractor will be contracted for the disposal of the general waste and cardboard and comingle recycling. The waste contractor in conjunction with the onsite cleaning contractor will manage the collection of the waste bins on collection days to ensure that the Regiment bins do not obstruct the surrounding footpaths.

7.4 Storage of Sharps

Non-reusable sharps containers will be provided in accordance with AS 4301, for safe disposal of contaminated sharps (e.g. syringe needles). An appropriate licensed contractor will be engaged for the disposal of the sharps in accordance with Environmental Protection Authority (EPA within the Department of Environment and Conservation)

8 Impact on the Surrounding Neighbours

The Regiment will bring together a large number of residents in one location. The Operators of the Regiment will be responsible for the management of the noise impact associated with the use of the Regiment. The Regiment will be staffed 24/7 to effectively address any noise complaints from surrounding residents or residents of the Regiment. The Residential Tenancy Agreement between the University and resident includes the following in Section 7 to ensure that they respect noise curfews and are respectful of the surrounding neighbours.

The Resident must not:

- (i) Create any noise or nuisance in or around the Room or any Common Areas that is likely to interfere with the peaceful enjoyment of any of the residents, any other person using the Residence, any neighbours or the Residence or the public
- (ii) Use any outdoor Common Areas before 7am or after 10pm on any day of the week

The Operator will maintain an incident log and all incidents including noise complaints will be logged and addressed by the General Manager of the Regiment.

The Resident must not:

- (iii) Create any noise or nuisance in or around the Room or any Common Areas that is likely to interfere with the peaceful enjoyment of any of the residents, any other person using the Residence, any neighbours or the Residence or the public
- (iv) Use any outdoor Common Areas before 7am or after 10pm on any day of the week

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To support the above position, the University has issued fridge magnets to the surrounding community highlighting key contacts in the event they are unhappy with the conduct of a University staff or student member.

8.1 Specific Noise Restrictions

The surrounding residents of the Regiment can generally expect reasonable quiet enjoyment at all times. When residents do hold social gatherings they will be asked to observe the following conditions:

Week Nights: (Sunday to Thursday inclusive):

- Small social gatherings with a reasonable amount of noise may be held in communal areas common areas until 10pm.
- Residents should ensure that they are not making any intrusive noise after 10pm.
- Residents are not permitted to use the external roof top terrace after 10pm on any night.

Weekend Nights: (Friday & Saturday nights):

- Social gatherings that generate a reasonable amount of noise may be held until 12 midnight.
- No outdoor communal areas will be accessible between the hours of 10pm and 7am.

8.2 Music

No amplified music will be permitted at outdoor gatherings and will be restricted to indoors with doors closed. Likewise, musical instruments and singing should be restricted to indoors.

9 The Regiment Recreational Areas and Facilities

The University is committed to providing mixed use development that ensures the student experience is enhanced by providing quality amenities supported by an exceptional residential program:

The Regiment is a mixed use development and the following common amenities will be provided:

- manager/operator accommodation;

- laundry facilities;
- communal food preparation facilities;
- sanitary facilities;
- games rooms
- bedrooms;
- storage facilities; and
- garbage storage & recycling facilities

In addition to the above facilities, the development will include blended educational and learning environments, all of which are additive and integrated with the residential life experience focusing heavily on education and personal development over simply entertainment.

These will include fully managed:

- One lecture/Ted X style lecture and pitching space,
- Fully AV enabled teaching spaces (multiple),
- Study areas throughout the building on all residential floors,
- Breakout spaces and learning hubs for quiet study,
- 3D Printing Fabrication Labs, Hacker Maker Spaces,
- Music Practice Rooms, and
- Technology labs.

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Ground floor facilities will be available to students on the wider campus (residents will have first priority) and be made available to the wider community at certain times through the year to foster better engagement.

APPENDIX A – Residential Tenancy Agreement



Residential Agreement Terms and Conditions

1. Grant of licence

- (a) The University of Sydney (ABN 15 211 513 464) (University) grants to the Resident for the Term a licence to reside in a room in the Residence as a lodger and use the Common Areas on the terms and conditions set out in this Agreement and the Resident accepts that grant.
- (b) The licence referred to in clause 1(a):
 - (i) is not exclusive as against the University;
 - (ii) does not give the Resident any tenancy, estate or interest in all or any part of the Room or the Residence;
 - (iii) is personal and must not be assigned; and
 - (iv) may not be sublicensed by the Resident without the prior written consent of the University.
- (c) The parties acknowledge that the *Residential Tenancies Act 2010* (NSW) (Act) does not apply to this Agreement because this Agreement is of a kind referred to in section 8 of the Act and/or the Residence is exempted from the operation of the Act under clause 20 of the *Residential Tenancies Regulation 2010* (NSW) or section 7 of the Act.

2. Operator as agent

- (a) The University may appoint (or may have appointed) an Operator as its agent to manage this Agreement on behalf of the University.
- (b) If the University has appointed an Operator, the Resident must:
 - (i) liaise and cooperate with the Operator as reasonably necessary; and
 - (ii) comply with the directions of the Operator in respect of the performance of their obligations under this Agreement.
- (c) The Resident acknowledges and agrees that the rights of the University under this Agreement may be exercised by the Operator as agent for and on behalf of the University.
- (d) The Resident will accept and comply with any direction or notice issued by the Operator on behalf of the University as if they were issued by the University itself.
- (e) Where this Agreement requires or permits the Resident to submit a notice to the University then the Resident must submit such notice to the Operator (if there is an Operator).
- (f) The Operator is not a party to this Agreement.
- (g) Nothing in this clause 2 precludes the University from acting in its own right.

3. Room and room allocation

- (a) Subject to the terms and conditions of this Agreement, the Resident is entitled to occupy the Room allocated to them by the University from the Commencement Date and the Resident must vacate the Room not later than the Termination Date.

- (b) The Resident acknowledges that the Room is furnished with the Furniture. The Resident may not add any additional furniture, furnishings, or other items (including heaters, electric blankets, lights, extra beds or mattresses) to the Room without the approval of the University.
- (c) The University will determine in its absolute discretion the Room to be provided to the Resident. Whilst the Room Type will be as described in this Agreement, the location of the Room allocated to the Resident and the other residents within the Residence is within the absolute discretion of the University.
- (d) The University may, with not less than 7 days prior notice to the Resident (or without notice in the event of an emergency or in the case of clause 3(d)(ii)(H)), move the Resident to another room of the same Room Type or to a room of no lesser standard in the Residence or in an Other Residence:
 - (i) during the Summer Period; and
 - (ii) at any time if the University considers it necessary or desirable:
 - (A) for repair and maintenance purposes;
 - (B) for reasons of student safety or student welfare;
 - (C) in an emergency;
 - (D) to avoid difficulties between residents of the Residence;
 - (E) to cater for specific needs of a resident with disabilities or special health (including mental health) requirements;
 - (F) to ensure the good order of the Residence;
 - (G) for the effective economic use of the University's student accommodation resources; or
 - (H) to correct an administrative or clerical error,

and the Resident must comply with any such requirement to move to another room within the period specified by the University (acting reasonably). If the Resident fails to do so, the University may arrange to move the Resident's possessions to the alternate room or to storage (if so required). If the University requires the Resident to move to another room under this clause 3(d), the Resident will not be required to pay any Administrative Fee. If the relocation is temporary, the Resident must vacate the temporary room and return to the Room as and when directed to do so by the University. If the Resident fails to do so, the University may arrange to move the Resident's possessions back to the Room or to storage (if so required).
- (e) Unless the relocation is temporary, if the University requires the Resident to move under clause 3(d) and the new room is of a different room type or is in an Other Residence that has different room rates, then:
 - (i) if the room type is of a lesser standard and has a lower room fee then the Resident will pay the lower room fee while they occupy that room; or
 - (ii) if the room type is of a higher standard and has a higher room fee then the Resident will continue to pay the same Room Fee current at the time of the relocation until the Termination Date. The Resident acknowledges that the University may require the Resident to pay the higher room fee at the commencement of any subsequent Residential Agreement.
- (f) The Resident may reside only in the Room allocated to them by the University and may not move to another room in the Residence without the University's prior written consent which may be withheld in the University's absolute discretion.

- (g) The Resident may request to be moved to another room and the University may agree or not agree to the request in its absolute discretion. If the request is approved, the Resident must pay the relevant Administrative Fee (being the request to move fee) to the University.
- (h) Unless the relocation is temporary, if the Resident moves to another room for any reason (including if required to move by the University under clause 3(d) or if the University approves the Resident's request under clause 3(g)), the new room will become the Room for the purposes of this Agreement and, if the new room has a different room fee than the Room Fee specified in the Residential Agreement Acknowledgement, then the new room fee will become the Room Fee for the purposes of this Agreement.

4. Common Areas

- (a) Subject to this Agreement, the Resident may use the Common Areas for their intended purposes in common with the University and other residents. The Common Areas are for the use and enjoyment of all residents of the Residence.
- (b) The Resident must not obstruct access to, overload, store or leave any equipment or personal belongings in or otherwise interfere with Common Areas.
- (c) The Resident must promptly clean up any mess made by them in Common Areas (including in any kitchen areas) and must not cause any damage to any part of the Common Areas or the furniture and fittings in those areas. The Resident is responsible for any damage they cause to the Common Areas.
- (d) If the Residence has barbeques available for common use, the Resident must only use them for their intended purposes and keep them clean and tidy after each use. Barbeques and charcoal fluid are not permitted inside buildings (including any Room) in the Residence. The Resident must not move any barbeques supplied by the University or bring their own barbeque or grill into any part of the Residence.
- (e) The University may carry out works, alter, install, repair, maintain, remove, replace, refurbish and temporarily interrupt access to the Common Areas. If the University does so, the Resident may not make any claims or demands for compensation due to loss of use or enjoyment of the Common Areas.

5. Enrolment status

- (a) The Resident warrants that they are a Student (or will be entitled to be a Student as and from the Commencement Date) and will continue to be a Student for the Term.
- (b) The Resident acknowledges that the University has entered into this Agreement relying upon the warranty given in clause 5(a).
- (c) The Resident undertakes and agrees that if, for any reason, the Resident ceases to be a Student (or becomes disentitled to be enrolled as a Student) at any time during the Term, the Resident must notify the University immediately and the University may in its absolute discretion terminate this Agreement by giving at least 7 days' notice to the Resident.

This clause 5 does not apply if the Resident is a Short Stay Resident.

6. Fees and payments

- (a) The Resident must pay:
 - (i) the Acceptance Fee on or before the date the Resident enters into this Agreement;

- (ii) the Room Fee such that it is at all times paid up at least two weeks in advance on or before the dates specified in the Payment Schedule;
 - (iii) if the Fees are paid by Visa or Mastercard, the credit card surcharge specified in the Fees Schedule; and
 - (iv) the Other Fees if required as set out in the Fees Schedule.
- (b) Unless otherwise directed to do so by the University, the Resident must pay the Room Fee:
 - (i) in fortnightly instalments in advance commencing on the date notified by the University and on or before the dates specified in the Payment Schedule;
 - (ii) by the method nominated by the University (which may include by direct debit, online payment (via credit card) or electronic funds transfer);
 - (iii) without deduction or set-off; and
 - (iv) subject to clause 14(c), for the whole of the Term whether or not the Resident resides in the Room.
- (c) The University may, but is not obliged to, enter into a specific payment plan with the Resident if the Resident can demonstrate a need for staggered or delayed payments. All payment plans require all payments to be made in advance and must be signed by the University and the Resident prior to the payment plan commencing.
- (d) The Resident must pay all Fees by the method and by the due date directed by the University. The Resident may not challenge any Fee if the challenge is not raised within 28 days of notice of the Fee.
- (e) Utility costs at an acceptable level of usage, are included in the Room Fee. The University will, from time to time, notify the Resident what constitutes an acceptable level of usage and the Resident will be required to pay for any utility costs incurred over and above this level of usage by the method and by the due date directed by the University. If the Residential Agreement Acknowledgement specifies that internet usage is included in the Room Fee, only the monthly amount of data usage specified is included. The Resident will be required to purchase and pay for any data usage over and above this amount.
- (f) At any time, including following termination of this Agreement, the University may issue a Service and Replacement Fee and/or an Administrative Fee to the Resident for:
 - (i) costs associated with repairing any damage to the Room, Common Areas or any other part of the Residence (including, without limitation, damage to any floor covering) caused or contributed to by the Resident;
 - (ii) costs associated with repairing any damaged or replacing missing Furniture caused or contributed to by the Resident (except wear and tear);
 - (iii) costs associated with repairing any damage to the telephone and computing infrastructure caused or contributed to by the Resident;
 - (iv) costs associated with any necessary cleaning, the need for which is caused or contributed to by the Resident; and
 - (v) any outstanding Fees.
- (g) The Resident acknowledges the consequences of non-payment set out in clause 17.

- (h) Any Administrative Fee payable by the Resident under this Agreement is a genuine pre-estimate of the University's costs incurred and/or loss suffered in relation to the matter to which that Administrative Fee relates.

7. Resident's responsibilities and behaviour

- (a) The Resident must:
 - (i) keep the Room in a reasonably clean and tidy state at all times. If the Resident does not keep the Room to a standard necessary for good hygiene then the University may arrange for the Room to be cleaned and the Resident will be liable to pay an Administrative Fee for cleaning;
 - (ii) notify the University as soon as practical of any damage to the Room, Furniture or the Common Areas;
 - (iii) pay for the costs of repairing any damage the Resident causes to the Room, Furniture or the Common Areas;
 - (iv) regularly check their mail box. The University will not sign for any courier or mail item on the Resident's behalf unless management agrees to collect parcels on the Resident's behalf and the Resident has signed any necessary authority or consent form to enable management to do so;
 - (v) ensure lights and other electrical equipment are turned off when not in use;
 - (vi) comply with the University's and the Operator's policies, procedures and rules (including, without limitation, any Resident Handbook);
 - (vii) comply with the reasonable directions and instructions of the University, the Operator and all operational staff (including, without limitation, those designated as "Residential Life Coordinators" and "Resident Assistants" (if any)); and
 - (viii) notify the University of any absence from the room exceeding 48 hours. If a Resident is absent for longer than 72 hours, without notification, the University may enter the Resident's Room to investigate and may report the Resident as a missing person and/or contact next of kin.
- (b) The Resident must not:
 - (i) create any noise or nuisance in or around the Room or any Common Areas that is likely to interfere with the peaceful enjoyment of any other residents, any other person using the Residence, any neighbours of the Residence or the public;
 - (ii) use any outdoor Common Areas before 7am or after 10pm on any day of the week;
 - (iii) attach any thing, item, furniture, fixture or fitting in the Room or the Common Areas (including posters, pictures and wall hangings);
 - (iv) alter or add to the Room or the Common Areas without the University's prior written consent;
 - (v) remove any Furniture, fixtures or fittings in the Room (including data port(s)) and/or Common Areas without the University's prior written consent;
 - (vi) damage or misuse any Furniture, fixtures or fittings in the Room (including data port(s)) and/or Common Areas;

- (vii) cause congestion to the data network by downloading large files such as movies (and continue to do so despite a warning from Residence management);
 - (viii) smoke any substance in their Room or in the Residence, including the outside areas of the Residence;
 - (ix) possess, cultivate, supply or use any illegal drugs or substance or prescription medication (other than for its intended purpose), or any equipment used for such illegal drugs, substances or medications. If the Resident is found to be in possession of any illegal drugs, substance or prescription medication (other than for its intended purpose) the University will immediately confiscate them and may report the incident to the police;
 - (x) possess any firearms or other weapons. If the Resident is found to be in possession of any firearms or weapons the University will immediately confiscate them and may report the incident to the police;
 - (xi) use chalk to write, draw or mark any surface. Chalking on any part of the Residence is prohibited. If the Resident is found to be responsible for any chalking they will be liable for the cleaning cost;
 - (xii) use the Residence's internet network (if any) to conduct any criminal and/or illegal activity;
 - (xiii) unless the Room contains a kitchenette, cook in their Room, including using microwaves, kettles, toasters, rice cookers, electric woks, frypans or hotplates. Cooking is only permitted in designated kitchen areas;
 - (xiv) obstruct, interfere with or in any way block any building access, including any disabled access, ramps, fire doors, stairs or lifts. The University may remove any items that are causing such a blockage;
 - (xv) keep any hazardous materials including aerosol paint spray cans, automotive or industrial products, chemicals, propane, kerosene or corrosive materials in their Room or anywhere in the Residence;
 - (xvi) allow any Guest or Visitor to use the laundry facilities, which are only to be used by residents of the Residence;
 - (xvii) keep any pets in their Room or elsewhere in the Residence. Pets includes all animals, fish, birds and reptiles, but does not include any guide dog or assistance animal. If the Resident does have a guide dog or assistance animal the Resident must notify the University;
 - (xviii) conduct any business of any description from their Room or the Residence, including any online business;
 - (xix) post any flyers or advertising material anywhere in the Residence without the University's approval and, if approved, only in the areas designated by the University as notice boards; or
 - (xx) bring any shopping trolleys onto the Residence and, if the Resident does so, they will be charged an Administrative Fee and be liable for any fee charged by the owner of the shopping trolley.
- (c) The Resident must not threaten, abuse (whether physical or otherwise), intimidate, harass, bully or carry out hazing on any member of staff of the University or the Operator, any other resident, trades people or any other person using the Residence, including either directly or through online, social media or other means. If the Resident fails to comply with this clause 7(c) then the University may immediately terminate this Agreement and the provisions of clause 15 will apply.

- (d) The Resident acknowledges that the Code of Conduct applies to conduct in all parts of the Residence including the Room and the Common Areas. If the University determines that the Resident has breached the Code of Conduct then that will constitute a breach of this Agreement and the University may immediately terminate this Agreement and the provisions of clause 15 will apply.
- (e) The Resident must obey all laws relating to residing in and using the Room and the Residence, comply with any lawful notice issued by any authority and will notify the University immediately of any notice received.

8. Alcohol

- (a) The Resident must not:
 - (i) possess or consume alcohol if the Resident is under the age of 18 years;
 - (ii) supply alcohol to any person under the age of 18 years; and/or
 - (iii) sell or distribute alcohol in the Residence.
- (b) The following are not permitted in any part of the Residence including in any Room and/or the Common Areas:
 - (i) kegs;
 - (ii) alcohol apparatuses that enable a person to consume large quantities of alcohol quickly;
 - (iii) alcohol that is not specifically manufactured for human consumption;
 - (iv) drinking games; and/or
 - (v) promotional activities in cooperation or connection with alcohol suppliers.

9. Guests, Visitors, gatherings and noise restrictions

- (a) The Resident is responsible for the conduct and behaviour of all Guests and Visitors of the Resident and the Resident is liable for all expenses, costs, fees, charges and damage incurred by such Guests and Visitors including any injury or property damage they cause.
- (b) The Resident must ensure that any Guest or Visitor or other person who is in the Residence in their company complies with this Agreement and does not do anything which the Resident is prohibited from doing by this Agreement.
- (c) The Resident may have a maximum of one Guest stay in their Room at any given time for no longer than two nights in any given period of seven days, provided the Resident:
 - (i) notifies the University;
 - (ii) accompanies the Guest at all times and does not give the Guest any access keys; and
 - (iii) notifies and obtains the consent of the other apartment residents, if the Resident is living in a shared apartment.
- (d) Guests and Visitors must be recorded in a guest register at the Residence.
- (e) All Visitors must vacate the Residence by 10pm on Sunday to Thursday (inclusive) and by midnight on Friday and Saturday.
- (f) Guests and Visitors must leave (and the Resident responsible for the Guest or Visitor must procure them to leave) the Residence immediately if requested to do so by Residence management whether

or not this clause 9 has been complied with. Residence management may escalate the matter to security and/or police for a failure to comply with any such direction.

- (g) The Resident must at all times comply with any Party Policy.
- (h) When a Resident holds a social gathering, the Resident must comply with the following conditions, subject always to any other policy (including any Party Policy) and/or Residence management direction:
 - (i) All nights of the week: Gatherings in outdoor Common Areas must cease by 10pm;
 - (ii) Week Nights (Sunday to Thursday inclusive): Gatherings with a reasonable amount of noise may be held in rooms, outside rooms and in Common Areas until 10pm;
 - (iii) Weekend Nights (Friday & Saturday nights): Gatherings that generate a reasonable amount of noise may be held in rooms, outside rooms and in indoor Common Areas until midnight;
 - (iv) Music: Stereos, other audio devices, musical instruments (including singing) must not be used for outdoor gatherings and use of such devices is restricted to indoors (with doors closed);
 - (v) Exam Periods: During official University exam periods and any period pre-the exam periods assigned for studying (“**exam period**”), no social gatherings are to be held that may disturb other residents, except with the prior written approval of Residence management. From time to time, Common Areas may be closed and/or converted to quiet study areas, to minimise noise that may disturb residents’ study and sleep and to facilitate quiet studying during exam periods.

10. University’s access rights

- (a) The University may access the Room for any reason it considers reasonably necessary including to carry out repairs and maintenance, for security purposes, in an emergency situation (which includes where the University or the Operator has reasonable cause to be concerned for the health, safety or welfare of a Resident or any other person that may be in the Room), to carry out inspections of the Room and to show the Room to prospective residents.
- (b) If the University intends to access the Room, it will endeavour to give the Resident reasonable notice of its intention to do so, however the University is not obliged to give such notice.

11. Condition, repair and maintenance

- (a) The University makes the Room available to the Resident in the condition set out in the Condition Report.
- (b) The Resident must inspect the Room, complete the Resident’s section of the Condition Report and return the Condition Report to the University within 2 business days of the Commencement Date. If the Condition Report is not returned by the Resident, the University will deem all the items referred to in the Condition Report to be in good condition.
- (c) The Resident is directly responsible for the costs associated with repairing or rectifying the Room during the Term including the costs of attendances and services provided by University security and maintenance staff and any non-University tradesperson such as a locksmith, plumber, electrician, glazier, pest control and the fire brigade. The Resident is not permitted to arrange for repairs by their own contractors. The Resident will not be responsible where the attendances and services are the result of reasonable wear and tear to the Room or are the result of circumstances beyond the Resident’s control.

- (d) In relation to all repairs (whether or not they are urgent and whether or not they are outside business hours), the Resident must lodge a maintenance request as required and advised by the University. The Resident must not carry out any repairs themselves, including changing light bulbs.

12. Security, locks and keys

- (a) The Resident is not permitted to change any of the locks in the Room.
- (b) Key cards and keys must not be duplicated or left in the card reader and/or door.
- (c) The Resident must immediately report the loss or damage of any door locks, keys and/or security access cards to the University.
- (d) If the Resident locks him/herself out of the Room, the Resident should contact the person nominated by the University and an Administrative Fee (being a lockout fee) will be charged to the Resident by the University as set out in the Fees Schedule.
- (e) The Resident is responsible and liable to pay for the cost of:
 - (i) repairing any door locks to the Room (excluding repair required due to fair wear and tear);
 - (ii) replacing any issued key or security access cards lost, damaged or misplaced (the cost of which is specified in the Fees Schedule); and
 - (iii) replacing any issued key or security access cards if the Resident fails to return his or her key or security access card personally to the University on or before the Termination Date (or if this Agreement is terminated earlier, on that date).
- (f) The Resident agrees that the Resident is jointly and severally liable under this Agreement with any other residents of the Room to lock all windows and doors in the Room to prevent access from intruders.
- (g) Under no circumstances will the Resident permit doors to be kept unlocked or windows left open to allow casual visitors or intruders to gain access to the Room.
- (h) The University is not responsible for any theft or damage to any of the parts, equipment or contents of the Resident's property.

13. Smoke alarms, fire safety and emergencies

- (a) Under no circumstances will the Resident remove, interfere with, tamper or obstruct any smoke alarm, fire exit sign, fire door, fire extinguisher, evacuation plan or any other fire protection equipment within the Room or any part of the Residence.
- (b) The Resident must not use electric blankets, any heater other than a heater supplied by the University, candles, open flame torches, incense or other open flame devices anywhere inside or around buildings in the Residence, including in Rooms and Common Areas.
- (c) The Resident must not misuse the heaters in any manner that would be a fire hazard. This includes drying clothes on or close to heaters, or heaters being placed close to curtains and soft furnishings.
- (d) The Resident is responsible and liable to pay the Emergency Services callout fee specified in the Fees Schedule for a false alarm call out triggered by the Resident or the Resident's Guest or Visitor.
- (e) In case of an emergency or an emergency drill, the Resident must follow instructions given by the University, the Operator and/or emergency personnel (for example, firemen and policemen).

- (f) If the Resident fails to comply with any of the provisions of this clause 13 then the University may immediately terminate this Agreement and the provisions of clause 15 will apply.

14. Early termination by Resident

- (a) The Resident may terminate this Agreement after the date of this Agreement and before the Commencement Date (provided the Resident has not taken possession of the Room) by giving the University at least 4 weeks written notice. If the Resident gives the University less than 4 weeks written notice, the Resident must pay the University an Administrative Fee (if required by the University in its absolute discretion).
- (b) Subject to clauses 14(c) and 15(e), the Resident may terminate this Agreement after the Commencement Date and prior to the Termination Date by giving the University written notice and paying the amount equivalent to the Balance of the Room Fee plus an Administrative Fee (if required by the University in its absolute discretion).
- (c) The Resident may be released from the obligation to pay an amount equivalent to the Balance of the Room Fee if the University, in its absolute discretion, consents to the Resident being released from paying the Room Fee for the Term. In considering whether to release a Resident under this clause 14(c), the University may ask the Resident to satisfy the University that he/she can no longer reside in the Room for reasons beyond the Resident's control including financial reasons or other justifiable circumstances. If the University agrees to release the Resident from the obligation to pay an amount equivalent to the Balance of the Room Fee under this clause 14(c), the Resident may still be required to pay an Administrative Fee (if required by the University in its absolute discretion).
- (d) Nothing in this clause 14 releases the Resident from any costs and expenses the Resident has incurred under this Agreement including those costs or expenses incurred by the Resident under clauses 6, 11, 12 and 15(a). The University may in its absolute discretion take action under clause 17 until all costs and expenses are paid.
- (e) If the Resident terminates this Agreement under clause 14(b) and clause 14(c) does not apply, the following options are available to the Resident:
 - (i) the Resident may ask the University to select an applicant on the waiting list to become a replacement resident; or
 - (ii) if there are no applicants on the waiting list, the Resident may find a replacement resident to occupy the Room, however that replacement resident must:
 - (A) be a Student;
 - (B) be acceptable to the University, acting in its absolute discretion; and
 - (C) agree to sign an agreement in the form required by the University (which may be on different terms and conditions as this Agreement) for the unexpired period of the Term and pay any relevant fees (which may be different to the Fees under this Agreement),however nothing in this clause 14(e) will oblige the University to seek, select or agree to any replacement resident.
- (f) If a replacement resident is selected under clause 14(e), the Resident will be released from the obligation to pay an amount equivalent to the Balance of the Room Fee on and from the date that the replacement resident starts paying the Room Fee (which may be difference to the Room Fee under this Agreement).

15. Default and early termination by University

- (a) The University may do anything which the Resident should have done under this Agreement if the Resident does not promptly do so or, if in the University's reasonable opinion, the Resident does not do so properly. The Resident must reimburse the University on demand for any costs and expenses incurred by the University under this clause 15(a).
- (b) The University may terminate this Agreement immediately and without notice after the date of this Agreement and before the Commencement Date if the Resident is a Returning Resident and:
 - (i) the Resident breached any of the provisions of the Residential Agreement that preceded this Agreement; and/or
 - (ii) for reasons of student safety or student welfare.
- (c) The University may terminate this Agreement prior to the Termination Date:
 - (i) immediately and without notice if the Resident breaches any of the provisions in this Agreement which provide the University with the right to immediately terminate, being clauses 7(c), 7(d), 13 and 16;
 - (ii) by notice to the Resident effective on the date of the notice if the Resident:
 - (A) breaches any of its obligations, provided the University has given the Resident a notice specifying the breach and a time period within which the breach is to be rectified, and the Resident has failed to remedy the breach to the University's satisfaction within that time period;
 - (B) commits a breach referred to in clause 15(c)(ii)(A) which is not capable of being remedied;
 - (C) fails to pay any of the amounts referred to in clauses 6, 11, 12 or 15(a) within 28 days after the due date for payment;
 - (iii) without limiting clauses 15(c)(i) or 15(c)(ii), by notice to the Resident effective on the date of the notice, if the University considers that the Resident's continued occupation poses a serious threat to the safety, welfare or quiet enjoyment of the other residents in the Residence;
 - (iv) by giving at least 7 days' notice to the Resident, if the Resident ceases to be a Student (or becomes disentitled to be enrolled as a Student);
 - (v) by giving at least 3 weeks written notice to the Resident, if the University determines for any reason (acting reasonably) that it is unable to continue to provide the Room as accommodation.
- (d) If the University terminates this Agreement under clause 16(c)(v):
 - (i) the Resident will not be obliged to pay the Balance of the Room Fee or any Administrative Fee; and
 - (ii) the University may, without any obligation to do so, offer the Resident alternative accommodation. The Resident will not be obliged to accept the University's offer of alternative accommodation.
- (e) If the University terminates this Agreement under clauses 15(b) or 15(c) (except if the University terminates under clause 15(c)(v)), the Resident will remain responsible for the payment of the amount equivalent to the Balance of the Room Fee plus an Administrative Fee provided that, if a replacement resident selected in accordance with clause 14(e) starts paying the Room Fee, the

Resident's obligation to pay the Balance of the Room Fee will cease on and from the day the replacement resident starts paying the Room Fee.

- (f) Nothing in this clause 15 releases the Resident from any costs and expenses the Resident has incurred under this Agreement including those costs or expenses incurred by the Resident under clauses 6, 11, 12 and 15(a). The University may in its absolute discretion take action under clause 17 until all costs and expenses are paid.

16. Discipline and Misconduct

- (a) The Resident will be guilty of misconduct if they have:
 - (i) repeatedly breached a term of this Agreement;
 - (ii) breached any of their responsibilities under clause 7 or clause 8; or
 - (iii) broken any law.
- (b) Without limiting clauses 15 or 17, in the event of misconduct, the University may carry out disciplinary action including:
 - (i) issuing a warning notice notifying the Resident of the misconduct and the steps required by the Resident to ensure their continued occupation of the Room;
 - (ii) imposing additional conditions on the Resident's continued occupation of the Room; or
 - (iii) notifying the relevant authority, including the police;
 - (iv) in the event of serious misconduct, if it cannot be rectified, if it is illegal or which, in the University's opinion, has caused serious distress to other residents or staff, immediately terminating this Agreement and the provisions of clause 15 will apply.
- (c) If the Resident fails to comply with any warning notice or additional conditions referred to in clause 16(b) then the University may elect to immediately terminate this Agreement and the provisions of clause 15 will apply.
- (d) Without limiting any other clause of this Agreement, the University may, in its discretion (acting reasonably) charge the Resident an Administrative Fee if the Resident breaches any provision of this Agreement.

17. Consequence of non-compliance other than or in addition to termination

- (a) If the Resident fails to comply with, or perform all or any of their obligations under this Agreement or does not pay an invoice on or before the date it is due, the University may, at any time (including after the Termination Date or if this Agreement is terminated earlier, after that date) and in its absolute discretion:
 - (i) withhold the Resident's academic results;
 - (ii) block the Resident's access to University resources including online student internet and email services provided by the University and other University services; and/or
 - (iii) if the failure relates to payment of money or any money owed to the Resident, to set-off any amount payable by the Resident,until such time as the relevant obligation has been complied with and taking any such action does not prejudice the University's right to seek other remedies.
- (b) Clauses 17(a)(i) and (a)(ii) do not apply if the Resident is a Short Stay Resident.

18. Moving out procedures and obligations

- (a) On or before the Termination Date (unless an extension to the Term is agreed with the University in writing prior to the expiry of the Term) or if this Agreement is terminated earlier, on or before that earlier date, the Resident must:
 - (i) return the Room in the same condition and repair as the Room was in at the Commencement Date as specified in the Condition Report (fair wear and tear excepted) and in accordance with clause 7(a);
 - (ii) if the Resident occupies an apartment or house, the Resident will be jointly responsible for ensuring the Common Areas are left clean and tidy and in good condition and repair;
 - (iii) remove any property belonging to the Resident from the Room;
 - (iv) return the Room clean and free from rubbish;
 - (v) return to the University all keys, swipe cards and any form of security devices to the Room and the Residence that have been issued to the Resident. If the Resident fails to do so, the Resident must pay the cost of replacing those security devices and the reconfiguration of the lock system as determined by the University.;
 - (vi) pay an Administrative Fee (being the standard cleaning fee); and
 - (vii) vacate the Room and the Residence.
- (b) After the Resident has vacated the Room the University will, within 7 days, inspect the Room (and Common Areas where appropriate) and compare it to the condition and repair specified in the Condition Report (fair wear and tear excepted). If the University determines, acting reasonably, that additional cleaning (including, without limitation, professional cleaning of the floor coverings) will be required and/or repairs are required and/or that any furniture is missing, the Resident will be liable to pay the cost of such additional cleaning or repair or replacement of furniture.
- (c) If the Resident does not vacate the Room as required under clause 18(a) by the Termination Date, then the Resident must pay an Administrative Fee (being the overstay fee) to the University on demand by the University, such Administrative Fee being charged per day from the Termination Date until the day the Resident has fully complied with its obligations under clause 18(a).
- (d) The University takes no responsibility for items left in the Room after the Resident vacates the Room and the Resident acknowledges that the University may dispose of any personal items including food items that are left in the Room.
- (e) If the University is obliged to remove, store or dispose of any abandoned property, the University may recover from the Resident, and the Resident must pay as a debt due on demand, any costs which the University incurs in the removal, storage or disposal of any such abandoned property.
- (f) Failure by the Resident to comply with clause 18(a) may result in immediate eviction by the University's security staff.

19. Liability and indemnity

- (a) The Resident agrees to use the Room, the Common Areas and other parts of the Residence and its services at the Resident's own risk. The University is not responsible for any injury or illness which the Resident suffers or sustains or any loss or damage caused to the Resident's property of any nature.
- (b) The Resident releases the University from, and indemnifies the University against all actions, claims and demands of any kind and from all liability which may arise in respect of any accident or

damage to property or injury to or death of any person in or in the vicinity of the Room or the Residence except to the extent that any accident or damage to property or injury or death is caused by the University's wilful or negligent act or omission.

- (c) The Resident is responsible for contents insurance for personal items in the Room. The Resident acknowledges that the University is not responsible for any losses through theft or robbery.

20. Privacy Statement

- (a) The University is subject to the *Privacy and Personal Information Protection Act 1998* (NSW) and the *Health Records and Information Privacy Act 2002* (NSW). The University has a [Privacy Policy](#) and a [Privacy Management Plan](#) which sets out how it will comply with those Acts. Both documents are available online at: <http://sydney.edu.au/arms/privacy/index.shtml>.
- (b) In order for the University to grant the Resident a licence to reside in a room in the Residence, the Resident will be required to provide the University with personal information.
- (c) By entering into this Agreement the Resident consents to their personal information being:
 - (i) used by the University in order to facilitate and administer this Agreement;
 - (ii) passed on to an Operator, if the University has appointed an Operator;
 - (iii) shared with other areas of the University for reasons of supporting the Resident, including to Counselling and Psychological Services (CAPS);
 - (iv) used to maintain contact and keep you up-to-date with information about the University and the Residence, their services, events and achievements, and to seek feedback through surveys, forums and other activities, both whilst they are residing in a room at the Residence and once they leave the Residence; and
 - (v) passed on to groups affiliated with the Residence and the University, such as alumni associations, foundations (local and overseas), Sydney University Sport and Fitness and the University of Sydney Union.
- (d) The Resident acknowledges that the University or the Operator may wish to contact their nominated next-of-kin or contact person for reasons of health, well-being or personal safety. The Resident will be required to complete a consent as part of the online process to accept an offer from the University to reside in the Residence permitting the University or the Operator to contact their nominated next of kin or emergency contact and release personal information concerning their health, well-being, personal safety, enrolment status at the University and/or that they are still a Resident if required for reasons of health, well-being or personal safety.

21. Photographs, filming and recording devices

- (a) The Resident acknowledges that from time to time the University or the Operator may take photographs or record and reproduce on film or tape or by other means, the Resident participating in the life of the Residence. This could include organised or non-organised activities both in and outside of the Residence (the 'Recording').
- (b) The University may want to use the Recording to produce promotional material for advertising and marketing purposes.
- (c) The Resident will be asked to complete a consent as part of the online process to accept an offer from the University to reside in the Residence as a lodger, permitting the University to use any Recording for promotional materials by any means including publishing the Recording in all forms of media throughout the world for educational promotion, advertising and marketing related to the

University. The Resident may withdraw their consent at any time by notification in writing to the University or, where relevant, the Operator of the Residence.

- (d) Residents and their Guests and Visitors are not permitted to:
 - (i) make or attempt to make an audio or video recording of private, non-public conversations, informal gatherings and/or meetings without the knowledge and consent of all participants the subject of such recordings. This includes, without limitation, making, attempting to make, transmitting, or attempting to transmit audio or video of any person(s) in bathrooms, showers, bedrooms, Common Areas, or other premises where there is a reasonable expectation of privacy; or
 - (ii) film or record in or into any part of a Residence without the University's prior approval.

22. CCTV Cameras

- (a) CCTV cameras may be installed in the Common Areas and will be operated by the University and, where relevant, the Operator of the Residence.
- (b) The Resident acknowledges that their image may be captured by the CCTV cameras in the Common Areas.
- (c) Any personal information collected by the CCTV cameras will be handled in accordance with the University's Privacy Management Plan, a copy of which is available at: http://sydney.edu.au/arms/privacy/privacy_mgmt_plan.shtml.
- (d) The Resident consents to the use of the CCTV cameras in the Common Areas.

23. Minors

If, at the Commencement Date, the Resident is under the age of 18 years then:

- (a) the Resident must provide the details of their parent or legal guardian;
- (b) the University will forward an electronic copy of this Agreement to the Resident's parent or legal guardian; and
- (c) the Resident must ensure that their parent or legal guardian attend the Residence with them on the Commencement Date and sign an Acknowledgement.

24. Bicycle and Car Parking

- (a) The Resident must ensure that bicycles are left secured on the bicycle racks provided within the Residence. Bicycles must not be left in any other location such as in hallways, against street signs, fences or lamp posts. Any bicycles left in any location other than on the bicycle racks will be removed by the University.
- (b) The Resident acknowledges that there is no car parking included or available unless otherwise advised by the University.

25. Summer Letting

- (a) The University may, in its absolute discretion, let rooms within the Residence for casual accommodation over the Summer Period.
- (b) The University or the Operator may notify the Resident that there is demand for the Room, offer to end this Agreement early and propose a new termination date.

- (c) If the Resident agrees to end this Agreement early:
 - (i) the new termination date will become the Termination Date for the purposes of this Agreement;
 - (ii) the Resident will not be required to pay any Administrative Fee as a result of the early termination; and
 - (iii) the provisions of clause 18 will apply.
- (d) The Resident will not be under any obligation to agree to early termination of this Agreement under this clause 25.
- (e) The Resident acknowledges that the University may receive a higher fee than the Room Fee for letting the Room for casual accommodation over the Summer Period and the Resident will have no claim against the University in respect of the higher fee.

26. General

- (a) This Agreement is governed by the law of the state of New South Wales and each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of that state and all courts of appeal from those courts.
- (b) A notice or other communication required or permitted to be given must be in writing and, in the case of a notice or communication to the Resident, sent to the Resident's email address specified in the Residential Agreement Acknowledgement or such other email address as otherwise advised to the University.
- (c) A term or part of a term of this Agreement that is illegal or unenforceable may be severed from this Agreement and the remaining terms or parts of the term of this Agreement continue in force.
- (d) A party does not waive a right, power or remedy if it fails to exercise or delays in exercising the right, power or remedy. A single or partial exercise of a right, power or remedy does not prevent another or further exercise of that or another right, power or remedy. A waiver of a right, power or remedy must be in writing and signed by the party giving the waiver.
- (e) This Agreement constitutes the entire agreement between the parties in connection with its subject matter and supersedes all previous agreements or understandings between the parties in connection with its subject matter.
- (f) Any present or future legislation which operates to vary an obligation or right, power or remedy of a person in connection with this Agreement is excluded except to the extent that its exclusion is prohibited or rendered ineffective by law.
- (g) The University may vary these Residential Agreement Terms and Conditions at any time in its absolute discretion and will provide the Resident with a copy of the revised Residential Agreement Terms and Conditions on each occasion that they are varied.

27. Definitions

In this Agreement:

Acceptance Fee means the acceptance fee specified in the Fees Schedule.

Administrative Fee means an administrative fee specified in the Fees Schedule.

Agreement or Residential Agreement means the agreement between the Resident and the University comprised of the Residential Agreement Acknowledgement, these Residential Terms and Conditions and the Fees Schedule.

Balance of the Room Fee means the Room Fee, calculated on a daily basis, from the day after the date to which the Room Fee is paid, up to and including the Termination Date.

Code of Conduct means the document entitled 'Code of Conduct for Students' as varied by the University from time to time and published on the University's website at <http://sydney.edu.au/policies>.

Commencement Date means the date and time specified as the commencement date in the Residential Agreement Acknowledgement.

Common Areas means those parts of the Residence that the University designates from time to time for shared or common use by all residents of the Residence.

Condition Report means the condition report pertaining to the Room and the Furniture (if any) as at the Commencement Date.

Fees means the Acceptance Fee, the Room Fee, the Balance of the Room Fee and the Other Fees.

Fees Schedule means the schedule setting out the quantum of fees and charges payable under this Agreement, which forms part of the Residential Agreement, as varied by the University from time to time and attached as Schedule 1.

Furniture means any furniture or chattels in the Room supplied by the University.

Guest means a person who stays overnight with a Resident in accordance with this Agreement.

New Resident means a Resident who did not occupy a student accommodation residence owned by the University on the date the University accepted the application.

Operator means the operator appointed by the University to manage and operate the Residence including managing this Agreement on behalf of the University as its agent (if one has been appointed).

Other Fees means an Administrative Fee and/or Service and Replacement Fee and/or any other fee or charge specified in the Fees Schedule.

Other Residence means other student accommodation owned by the University (not including the Residence).

Party Policy means the policy relating to parties and other social gatherings included in the Resident Handbook (if any) or as otherwise notified by the University.

Payment Schedule means the schedule in the Resident Handbook or as otherwise notified by the University setting out the dates for payment of the Room Fee.

Residence means the student accommodation residence specified in the Residential Agreement Acknowledgement as altered, expanded, refurbished or varied from time to time in accordance with this document. The Residence is a hall of residence for the purposes of the *Residential Tenancies Regulation 2010* (NSW).

Resident means the person named as the resident in the Residential Agreement Acknowledgement.

Resident Handbook means any resident handbook applying to the Residence, as notified by the University from time to time.

Residential Agreement Acknowledgement means the form entered into by the Resident, which forms part of the Residential Agreement and contains details of the Term, the Residence, the Room Type, the Room Fee and the Acceptance Fee. A hard copy of the Residential Agreement Acknowledgement will be signed by the Resident on arrival at the Residence.

Returning Resident means a Resident who occupied a student accommodation residence owned by the University on the date the University accepted the application.

Room means the bedroom of the Room Type to be allocated by the University which the Resident is entitled to reside in as a lodger in accordance with this Agreement.

Room Fee means the weekly amount specified as the room fee in the Residential Agreement Acknowledgement.

Room Type means the type of room specified in the Residential Agreement Acknowledgement.

Short Stay Resident means a person who is not a Student permitted by the University to stay in a room under a Residential Agreement.

Student means a student of the University currently enrolled (or entitled to be enrolled) in a course of the University on a full-time basis.

Summer Period means the whole or any part of the period between the end of second semester in an academic year of the University and the commencement of the first semester of the succeeding academic year of the University.

Term the period that starts on the Commencement Date and ends on the Termination Date.

Termination Date means the date and time specified as the termination date in the Residential Agreement Acknowledgement.

Visitor means a person who is visiting a Resident for a short period of time and is not staying overnight (and does not include a Guest).

28. Interpretation

In this Agreement, unless otherwise indicated by the context:

- (a) Words importing the singular include the plural and vice versa;
- (b) Headings are for convenience only and do not affect interpretation of this Agreement;
- (c) A reference to a clause, paragraph or schedule is a reference to a clause, paragraph or schedule of this Agreement;
- (d) Where any word or phrase is given a definite meaning in this Agreement, any part of speech or other grammatical form of that word or phrase has a corresponding meaning;
- (e) A reference to a statute, statutory provision or regulation includes all amendments, consolidations or replacements thereof;
- (f) A reference to a party to a document includes that party's legal personal representatives, successors and permitted assigns.
- (g) A reference to a body, whether statutory or not:
 - (i) which ceases to exist; or
 - (ii) whose powers or functions are transferred to another body;is a reference to the body which replaces it or which substantially succeeds to its powers or functions.

Schedule 1

Fees Schedule

FEE TYPE	DESCRIPTION	RANGE
Administrative Fee	Including but not limited to: <ul style="list-style-type: none"> Request to move fee Breach of terms fee Lockout fee (key) Lockout fee (card) Standard cleaning fee Overstay fee Unauthorised guest stay Bank dishonour fee Late payment fee Visa or Mastercard surcharge (where applicable) 	Up to \$200 Up to \$200 Up to \$10 Up to \$30 Up to \$65 Up to \$75 per night Up to \$75 per night At cost \$20 0.8% ¹
Room Fee	Weekly rent amount	As per Residential Agreement Acknowledgement
Acceptance Fee	Non-refundable fee: New Residents: Returning Residents:	\$200 \$100
Service and Replacement Fee	This fee will be as per an invoice. Examples of fees are: <ul style="list-style-type: none"> Emergency Services call out Replacement of inventory Replacement of fire extinguisher Replacement of key or security access card 	\$1,600 ² As per invoice As per invoice As per invoice

¹ As at the date of this Agreement, the Visa/ Mastercard surcharge is 0.8% of the relevant Fee, however this is subject to annual review and may increase or decrease.

² As at 1 December 2016, the fire alarm fine charged by Fire & Rescue NSW is \$1,600.

APPENDIX B – Sample of the Residential Hand Book which will be implemented.

sydney.edu.au/new-accommodation

Resident handbook

Queen Mary
Building



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Welcome to Queen Mary Building

On behalf of everyone involved with Queen Mary Building, I welcome you to life on campus. At Queen Mary Building, our team work hard to maintain a living environment that fosters both academic success and personal development. As a resident you have the opportunity to extend your education beyond the lecture theatre. You can take the concepts and ideas you learn in lecture halls and test them out in a supportive environment. We hope that by doing so, you will learn more about yourself and those around you.

Creating a supportive and diverse community is a key aim of the residential life program at Queen Mary Building. The on-site Resident Assistants will assist you in many ways, from greeting you and making you feel welcome, to planning programs and activities that provide social interaction and facilitate learning.

Throughout your time at the residence you will encounter people whose lifestyles, backgrounds, personalities, and values differ from yours. Sometimes these differences may challenge what you believe, but if you take the time to get to know the people around you, you will find that you have a lot more in common than you initially thought.

The Resident Handbook identifies the services, policies and resources you need to be an informed resident of Queen Mary Building and, outlines some important expectations around behavior to ensure harmonious community living.

I encourage you to take the time to read it and to always keep it handy for reference purposes. If there is more information you need, please contact any of the Residence staff or one of our Resident Assistants. We're all here to help you gain the most from your time at the University of Sydney.

I wish you all the best during the coming academic year and hope you will make your residential experience an integral part of your education. I urge you to get involved in student associations, whether at the residence or in the University itself, to be part of a voluntary project, or play some sport. You certainly have something to contribute to the community of Queen Mary Building!

Sincerely

Sue Fergusson
General Manager
Queen Mary Building

Your Community: The Facility

QMB is a unique development in student accommodation, refurbished and opened in 2015. Housing 800 students, the Facility was originally the Royal Prince Alfred nursing quarters.

The Facility offers a mix of single and share dwellings with communal bathrooms on each floor. Queen Mary Building centres on several common areas such as the communal kitchen, outdoor BBQ areas, the theatre, study rooms, music rooms, gym, the rooftop terrace, sky lounges and multiple communal breakout spaces. These facilities are the center of many activities at Queen Mary Building (QMB). Residents also enjoy the convenience of a laundry and gym on site. The Facility offers residents a high degree of independence with convenient facilities and the security of a supportive community.



Facilities and Services

Reception

t. +61 2 8024 9200

e. accommodation.qm@sydney.edu.au

After hours assistance

Evening Duty Manager – 0466 559 737

Security (non-emergencies) – 9351 3487

Security (emergencies) – 9351 3333

Reception operating hours

Monday to Friday:

9.00am – 6.00pm

Saturday, Sunday and public holidays

10.00am – 3.00pm

Reception should be your first point of contact for any residential enquiries including adding money to your accounts, borrowing a vacuum cleaner, lodging a maintenance request (if you have not done it on the resident portal), lockouts and all check-in and check-out.

The staff at Reception can also help you with any general questions you may have about the Facility or the local area.

Hire items at Reception

Irons, vacuum cleaners, BBQ utensils, Xbox, karaoke machine, musical instruments and accessories are available for hire at Reception. Hiring these items are free of charge, simply sign these items out during Reception operating hours.

Resident portal/Facebook

The resident portal (<https://usyd.starrezhousing.com/StarRezPortal>) is the best place to lodge online maintenance requests, check and make payments to your account and renew your contract at the end of the year. The QMB Facebook site is the best place to find out what activities are on and other applicable updates.

The communal kitchen

The communal kitchen features a fully operational kitchen with several cooking stations equipped with gas stoves and ovens, microwaves, wash up areas, refrigerators, lockers for dry goods and vending machines. All this surrounded by communal seating areas where residents can mingle with friends and fellow residents.

Music rooms

QMB has four music rooms located on the lower ground floor, allowing Residents to practice without disturbing others.

Laundry

The main laundry is located on the lower ground floor and there is a small laundry located on the roof terrace. It has a number of washing machines, dryers and hand basins. The machines are linked to the University micropayment system so enable payment with your University student card. The laundry is open 24/7 for use by Residents.

If you prefer the full service model you can also use any of the laundromats located on King Street.

Gym

The gym is located on the lower ground floor and has a variety of gym equipment; the gym is open 24/7 for use by Residents. There are also gym lockers available for hire and a shower across the hall. If you are not familiar with the use of the equipment see the equipment usage guides or see Reception staff for advice. All Residents must adhere to the gym terms of use that are located in the gym.

Roof terrace/Sky lounges

The roof terrace offers 360 degree panoramic views of Sydney. There are 2 BBQs, outdoor seating, kitchen, laundry and bathrooms.

The twin sky lounges located on level 11 offer a generous indoor lounge area and an outdoor terrace equipped with a BBQ with spectacular south-western views.

For safety reasons, the roof terrace and sky lounge terraces will not be accessible from 10pm to 7am.

Theatre

The theatre comes equipped with a complete audiovisual system that includes a data projector for large screen enjoyment; it has Foxtel, a blu-ray player and a HDMI port. Beanbags are supplied for a relaxing and informal seating environment.

E-library and study room

The Facility has an e-library providing the perfect place for individual or group study. The e-library is open 24/7 and is accessible to Residents of QMB. The e-library offers 12 computers and printing facilities on the University of Sydney network. There are two private study rooms that can be booked through the Resident portal.

Amenities

Kitchenettes, lounges, toilets and showers are located on every residential floor for your convenience and are cleaned daily.

Your Residence

What is provided?

All rooms are furnished with a:

- Desk
- Desk chair
- Wardrobe
- Bed frame/mattress
- Mattress protector
- Full length mirror
- Pin board
- Shelve
- WIFI connectivity
- Bar fridge
- Ceiling fan
- Heater
- Television

What do I need to bring/buy?

- Crockery, cutlery and cooking utensils
- Bed linen and quilts
- Towels and bathmats
- Coat hangers
- Cleaning supplies

What you can buy from the Facility?

For your convenience (particularly for those who are getting straight off a plane), the Facility has sourced bedding packages that may be purchased from Reception upon arrival or purchased online through the Resident Portal.

King single standard package \$130

- 1 x cotton covered 750gm pillow & pillow case
- 2 x king single percale flat sheet
- 1 x queen quilt cover
- 1 x queen quilt
- 1 x bath towel

King single premium package \$150

- 1 x cotton covered 750gm pillow & pillow case
- 2 x king single percale flat sheet
- 1 x queen quilt cover
- 1 x queen quilt
- 1 x bath towel

Kitchen pack \$75

- 1 x frypan
- 1 x small saucepan
- 1 x medium saucepan
- 1 x large saucepan
- 1 x wooden spoon
- 1 x egg flip
- 1 x stainless steel mixing bowl
- 1 x dinner plate
- 1 x bowl
- 1 x mug
- 1 x drinking glass
- 1 x peeler
- 1 x can opener
- 1 x tongs
- 3 x sharp knives
- 1 x chopping board
- 1 x knife
- 1 x fork
- 1 x soup spoon
- 1 x tea spoon
- 1 x reusable carry bag

Padlocks \$12

- 2 x 30mm brass padlock

Internet

BigAir provides WIFI internet access to all Residents throughout QMB. Included in your room fee is 10GB of data per month, additional data can be purchased at a cost. Further details on how to connect to the internet/WiFi and how to purchase additional data will be provided on check-in.

Television and cable television access

Each bedroom is fitted with a television with free to air channels; there is Foxtel cable TV access in the common areas.

Cleaning

You are required to keep your bedroom in a clean and tidy condition at all times. All common areas including bathrooms, the communal kitchen and lounges will be cleaned daily by cleaning staff. Please assist the cleaning crew by cleaning up common areas after use.

Electrical equipment

To prevent the overloading of (or the risk of) electrical circuits and to conserve energy Residents must limit electrical equipment in Rooms to such items as computers, study lamps, clocks, stereos, personal vanity items and other small electrical appliances. These items must be in good operating condition. The use of hot plates, rice cookers, toasters, kettles, electric heaters (other than those supplied), electric blankets and any other appliances with open heating elements are prohibited in Rooms.

Garbage

Please remove garbage from your Room on a regular basis. There are designated recycling and general waste chutes located on each floor.

Reporting maintenance issues

How to lodge a maintenance request

Report all maintenance issues on the Resident portal. We will log your maintenance request and the facilities team will attend to your request as soon as is practicable. The portal can be accessed from

<https://usyd.starrezhousing.com/StarRezPortal>.

Instructions on how to lodge a maintenance request can be accessed from

http://sydney.edu.au/current_students/accommodation/Lodging_an_online_maintenance_request.pdf.

Urgent maintenance

Urgent maintenance, such as broken doors, gas leaks and electricity shortages should be reported immediately to Reception. Facilities staff will see that the matter is attended to as a priority.

If urgent problems occur after hours, they need to be reported to the Evening Duty Manager by dialing 0466 559 737. They will assess the situation and provide necessary assistance.

Service standards

QMB Management is committed to providing a responsive and timely service to Residents. Matters such as replacement of light bulbs should take one to two working days. Repairs to more complex issues will take longer to complete. Urgent repairs will be given priority.

Breakages

You are responsible for any breakages that occur as a result of you or your guests. Please report any breakages as they occur, so that replacement items can be provided as soon as possible.

Locked out of your apartment?

During office hours, an access card can be collected from Reception. Residents MUST return their spare access card within 1 hour or a lock change will be carried out at the Resident's expense. After office hours, lockouts are attended to by the Evening Duty Manager. Remember that other more pressing matters may prohibit staff from attending to your lockout straight away, so please be patient.

There will be a \$10 lockout fee for all lockouts attended by the Evening Duty Manager; funds collected will be donated to QMB charity of choice.

Administratively Speaking

Mail

Throughout your time at QMB, communication is very important; we will be using email to communicate with you prior to your arrival, while you're staying with us and after you have checked out. Email is used as the primary communication tool, and it is compulsory that you have a valid email address. When you are a resident in the Facility we will ask you to provide us with your university email address which will be the primary email address used for all correspondence.

For any snail mail (items delivered by postal service) correspondence, please provide your address as per the below format:

Your Name*

Queen Mary Building

Your room number*/112A Church St

CAMPERDOWN NSW 2050

Australia

Receiving mail

All mail received via ordinary Australia Post is distributed to your postbox (same as your room number) which is located opposite the gym and laundry on the lower ground level.

QMB understands how busy life can get, so we can make life a little easier for you by signing for parcels by couriers on your behalf. If you would like this to occur, kindly complete the Parcel Authority Form at Reception and we will notify you when your parcels arrive. All Australia Post parcels that leave a call card in your post box will need to be collected from the nearest Australia Post Office.

QMB Management accepts no liability for any parcels collected. Any mail not collected within one month of receipt will be returned to sender.

Sending mail

The nearest post box is located on Carillon Avenue. The nearest Australia Post Office is on Missenden Road, opposite RPA Hospital's main entrance.

How rooms are allocated

Rooms are allocated by the Student Accommodation Services at the University of Sydney and wherever possible will always endeavor to fulfill specific requests that you have made.

Current residents can expect to be contacted around September in regard to the reapplication processes for the following year.

Checking in

It's fantastic - you made it!

When you first reach QMB please make your way to Reception to check-in and collect your welcome pack. Reception is located on the Ground Floor and is open from 9am – 5.30pm Mondays to Fridays and 9am to 1pm on the weekends. Please be advised that if you are arriving outside of these hours you will need to call the

Evening Duty Manager by pressing the intercom located at the front entrance, the Evening Duty Manager will check you in.

Once you have settled in you will need to complete a Room Condition report, letting us know of the condition of your room upon arrival. This report is available through the Resident Portal (<https://usyd.starrezhousing.com/StarRezPortal>) and must be completed within 48 hours of check-in. It is imperative that these are completed in detail as they are a record of the condition of the room when you arrived at the Facility.

Checking out

1. Fix a date

You will receive a departure email a few months before year end. If you know your check-out date in advance, please do inform us as it will make the process smoother.

2. Where to go

Checking out of QMB can only be done at Reception. Allow ample time, as a number of people may also be checking out at the same time. On your day of departure you must fully vacate your room by 10 am. If your actual departure time is before Reception opens in the morning, please sign the check-out register at Reception, seal it and drop it in the black check-out box located on the right hand side of the reception desk.

3. Upon checking out

Ensure your room is clean and that you have removed all your possessions. The room must be left in such a state that a new resident could move in the same day. You must also remove any padlocks you have installed on your mail box and dry food locker in the communal kitchen.

Your room will be checked within 7 days of your departure, and if it is not in a satisfactory condition, cleaning will be arranged and the cost deducted from your deposit. You can arrange for a pre-departure inspection of your room by contacting Reception – a pre-departure inspection will give you an idea as to what is expected in a check-out inspection.

4. Furniture and fittings

Make sure all items that should be in your room are present. Any item that is missing will be replaced and the cost will be on-charged to you. When you have checked and cleaned everything, lock the bedroom door.

5. Settle account

You will be required to settle all account charges prior to check-out. Please note, if there are payments outstanding at the time of check-out, your academic results will be suppressed until payment is received.

6. Refund of deposit

QMB management will conduct an inspection of your room/apartment after you have checked out. You will be charged for any damages, replacements or cleaning that is required; this amount will be deducted from your deposit. Your deposit, less any such costs, will be forwarded to you within 60 days. It is imperative that you leave a forwarding address and email when you check-out and maintain your bank or credit card accounts.

Summary of costs

Room fee

The Room Fee is the fee for occupying a room at QMB and enjoying the facilities of the Building. The Room Fee is payable in advance on a fortnightly basis. Utility charges are included in your Room Fee; there is also a 10GB allowance included each month. Room Fee is to be paid through the accommodation portal.

Security deposit

You are required to pay a security deposit of \$500 to the Facility upon the acceptance of your contract. The deposit may be applied by the Facility to meet charges which you incur throughout the year but do not pay by the due date, such as the cost of any damage which you cause to Facility property and any fines imposed throughout the year for any breaches. Your deposit will be refunded after you check-out, if the final inspection following departure is satisfactory and all apartment and room furniture and fittings have been left in satisfactory condition, taking account of general wear and tear.

Parking

There is no parking available at QMB and Residents are not eligible for local parking permits. Temporary visitor parking can be arranged through RPA car park station.

Damage charges

Recipients of a bill for damage have 28 days after the date of the billing in which to pay or request a review of the claim. Any bill not challenged within 7 days after issue is no longer subject to review.

Costs of damages are generally dependent on the actual damage caused. Cost of damages will only be available after assessment and will be invoiced to the Resident as per the cost charged to QMB by the contractor; there will also be an administration fee charged which will not exceed \$200.

Room access card

Your Student ID Card ("Card") will serve as your access card to the building and your room. You can add credit to your Card through the University micropayment system to pay for printing, photocopying, laundry, vending and faxing.

Where your Card can be used

Your Card credits can be used in the e-library for printing and photocopying as well as the laundry and vending machines.

Security of Your Card

It is in your interest to keep your Card safe. Remember it is a debit card and the key to your apartment in one. Don't leave it lying around and don't lend it to friends.

Lost Cards

Report lost Cards to University Security immediately. The longer you leave it, the longer the security of your room and the credit on your Card is in jeopardy. Security will issue you with a new card.

QMB Reception can issue you a temporary card to access your room.

Your personal details

It is really important that you keep the Facility up to date with all your personal details including emergency contact details.

These details are kept in the strictest confidence in accordance with the University Privacy Policy (Appendix E in this Handbook). To change any personal details, please come to Reception and leave your new details with a receptionist, who will change them in our system.

Alternatively you can log in to the accommodation portal and update your personal details.

Your community: Residential life

It won't take you long to realise that there's never a boring moment at QMB, life is very informal - after all it is your home. Lots of socialising takes place around the kitchens and common areas, and it's not uncommon to find half a dozen people in the lounge watching TV.

There is a huge range of organised activities offered inside and outside QMB over the course of a year. Activities held in the Facility tend to focus around the communal kitchen, the theatre and common areas. Activities cover a broad range of social, cultural arts, volunteering and sporting events.

It's more fun to be involved in organising events rather than just turning up when they are on. Being involved in the organisation and running of events is a social activity in itself and allows you to meet fellow residents and members of the community - some of the best fun you'll have is in the organising! You'll also pick up some great skills from project management to communication which are transferable to your studies and are attractive to future employers. Any resident can become involved in organising activities; all you have to do is speak to one of our friendly RAs.

You don't have to have any experience to participate in organising activities- just turn up and join in the fun. The activities are run by the Residential Life staff and YOU! You can choose to organise an activity by applying for a grant (details below) and by seeking assistance from any of the Residential Life staff at QMB.

The Grant **Process** gives Queen Mary Building residents the opportunity to fund and organise their very own events as part of the residential life program.

Is there an event that you would love to see at Queen Mary? Would you like to design, plan and run an awesome speaker series, thank you dinner, sporting carnival (or more) and contribute to building your student community? The Live Learn Grow Grant could give you the funding to make this possible.

The process for applications:

1. Submit a grant application for review by the grant committee.
2. Receive confirmation of your approved grant.
3. Promote your event via signage at QMB and social media channels(Paired with Resident Assistant to conduct event/purchase items).
4. Submit a grant report within seven days of the completion of the grant activity(Complete event, and submit summary of event success).

Note: Please apply for your grant at least four weeks prior to your proposed event to allow for an assessment of your application and to provide sufficient time for promotion. Retrospective grant applications are not allowed.

Tips for a successful application

Suitable applications are those that contribute to the social, academic, cultural or personal development of the residents involved. Follow these tips to give your application the best chance of success.

- Apply early. Submit your proposal at least four weeks before your proposed event date to give the grant committee enough time to assess the application, and to give you and your team enough time to promote and organise the event. Remember to also allow sufficient time for you to put your application together. Applications with a clear budget, timeline and risk plan are more likely to be successful.
- Make your event accessible to the wider QMB community. QMB houses a diverse group of residents from all over the world. To ensure that your event is as inclusive as possible, remember to cater to a range of cultural backgrounds and personal preferences.
- Have a clear, sensible budget. Show that you have considered all expenditure in your budget, including possible variations in cost. This is especially true for events where participation affects cost. For significant purchases (such as equipment over \$200), ensure you obtain at least three different quotes and fill in the Large Grant Supplement form. A contingency of 10 percent of the total budget can be included to cover unforeseen expenses. Please note, all goods purchased through the Live Learn Grow Grant scheme belongs to QMB.
- Do your research. It's possible that someone may have run a similar event in the past or that the equipment you require for your event has already been purchased. We encourage you to contact us before you submit your application to request information, reports, handover documents and advice that you can incorporate into your plan.
- Make sure any food that is provided caters for a variety of preferences. If your event is food related or involves catering, remember to offer options suitable for a range of cultural and personal preferences. We recommend that vegetarian, gluten-free, dairy free and halal options are provided. Please note, grant funds cannot be used to purchase alcohol.

Assessment criteria

Grants should contribute to the social, academic, cultural or personal development of the residents involved. All grant submissions are assessed using the CARPETS framework. Your application should support one or more of the following factors:

- Career: Develop relevant, useful career skills as well as knowledge of a range of industries and professions.
- Access: Attract future high calibre students to the Queen Mary community.
- Retention: Support the retention of students who are at risk of leaving university (where the outcome is avoidable).
- Performance: Assist residents in attaining the highest possible academic performance. These may include writing groups, academic awards and supplemental instruction.
- Engagement: Foster a deeper interest or involvement in university life; expanding cultural awareness, integration with University programmes, social interaction and developing life skills.
- Transition: Help students adjust to university and residential life.
- Security: Conditions to ensure wellbeing is present and stable.

Sporting activities

Sport and physical activity are very important and great ways to get outside, meet people or even just take a break from the books. Residents can get involved in all types of sport, ranging from lunch time social games run by the University to QMB residents who play sport. See your RA to join a QMB sports team.

Community services

Our aim is to provide a complete lifestyle that allows residents to explore their interests and talents while meeting greater needs of the community. Keep an eye out in the coming year for our community service programs for the opportunity to make a significant contribution in the life of others!

Party Applications

Our aim is to allow residents to use the space and common areas to socialize and build community. If you wish to hold a party a form must be completed and approved prior to a social gathering being held in the Queen Mary Building. This form is available at Reception. The application must be submitted 72 hours prior to the party, if the event involves over 20 people and 48hrs prior if the event involves less than 20 people. If this form is not filled out correctly, your party will not be approved.

It is the responsibility of the applicant to collect a copy of the approved application prior to the party and have it accessible the night of the party. If you do not have an approved party application form your party will be immediately shut down. Please remember the noise clauses in your Residential Agreement Terms and Condition still applies.

Behind the scenes of Facility life

Residential Life Team

Resident Assistants (RAs) are a key component of the management and leadership of QMB.

Being an RA offers residents a rare opportunity to gain valuable leadership experience before entering the job market. RAs undertake a variety of training programs to provide the knowledge and skills to competently perform in their role. Training provides the RA team with skills ranging from project management to dealing with difficult situations or assisting in an emergency. RAs take part in a structured leadership program over the course of the year.

Much of the work of an RA goes on behind the scenes. The entire RA team gathers once a month for a formal meeting and RAs also attend meetings of the QMB Resident Committees. RAs play a significant role in developing policy and procedures for QMB, as well as providing leadership of the social, sporting and volunteering activities of the Facility. They also work closely with the Facility Manager.

As part of the leadership program, RAs are actively involved in building and maintaining networks on campus and in the wider community. RAs do everything from organising social events to helping residents through more difficult times. Being an RA means making a difference, and there is nothing more rewarding than making a difference in someone's life.

If vacancies for RA positions occur during the year they will be advertised in QMB. If you would like to discuss becoming an RA then please speak with the Residential Life Manager or a current RA for some inside knowledge.

Community living

Community and diversity are key components of QMB life. We encourage all residents to be involved in activities if only in a small way.

You will encounter people whose lifestyles, backgrounds, personalities and values are different to your own. Take the time to get to know people around you, and never be afraid to ask questions, seek advice or guidance.

The Residential Life Team

The Residential Life Team exists to provide residents with a positive and harmonious environment in which to live.

There are a number of ways a Resident Assistant can help you including:

- Providing assistance with information on the local area.
- Providing referrals if you are having trouble coping with University or experiencing emotional problems or stress.
- Being a friendly face that you can seek advice and support from.
- Assisting you to make QMB your home, make friends and become involved in activities.

What's on?

How to find out

There is always lots happening in and out of QMB. To stay in touch with what is going on you should read your emails regularly, check notice boards and social media pages (such as our Facebook, WeChat, Twitter and Instagram).

Living in share accommodation: A survival guide

Living with a new group of people can be somewhat confronting - you don't know their funny quirks and aren't familiar with their pet peeves. The important thing is that it doesn't need to be daunting! Indeed if you follow a few simple rules you can ensure that you will get along with your new housemates.

- Get to know each other. As new residents move in, take the opportunity to show them the communal areas and have a drink together or grab a meal. If you are going to be living with these people for the next 12 months, the sooner you get to know them the better.

- Take turns cooking dinner for your group of friends.
- Be considerate with your use of shared facilities and equipment.
- Be aware of the noise you and your guests produce. This is a common courtesy which should extend to all residents.
- Don't hog the shared bathrooms.
- If you are going to be messy, restrict it to your room and do not allow it to spread to communal areas.
- Don't leave dirty dishes overnight in common areas.

Resolving difficulties

Living with other people involves patience and knowing when to raise issues that are affecting your personal wellbeing. If you have an issue with a fellow resident, try first to talk about that issue with the person concerned. Try to talk about it before you are at bursting point.

Talk about how the actions of the other person are affecting your happiness in the house. Don't get into accusations. Think of solutions that can accommodate the interests of all involved.

If you feel that you are unable to come up with suitable compromises you can call a Resident Assistant or any other Residential Life staff to discuss strategies with them.

Your safety, security and personal wellbeing

QMB is designed with your safety in mind. While Sydney is a friendly place and is consistently voted as one of the most livable cities in the world, it is dynamic and like any city it is sensible to be security conscious - both at home and when you are out and about.

Personal security

QMB is located in the inner city of Sydney. Like in any big city, when traveling to and from the Facility, especially at night, you should take simple security precautions. Stick to busy, well lit streets and try not to walk alone. Do not walk alone in the areas of Redfern Station, Queen Victoria Park (between the University and Broadway) or dark, back streets in general. In other areas, such as Darling Harbour, use common sense, stay away from isolated areas and always travel with someone else. When going to King Street at night, consider using Missenden Road as it has more lighting and traffic than the alternatives. If you need to cross campus at night and are concerned about your safety call **Campus Security** on 9351 3487 and arrange for an escort.

There are also free campus bus services which will shuttle you from the University to QMB.

If your personal security is threatened in the Facility or on campus you should contact **Campus Security** or the Police, depending on the severity of the threat or danger. If the matter is of a critical nature, call the Police on 000. Please note, call 000 only in times of emergency.

Campus Security:

t. 9351 3487 or 1800 063 487 (Freecall)

In emergencies ring: 9351 3333

Newtown Police Station (222-223 Australia Street, Newtown)

t. 9550 8199

Throughout the Facility there are duress alarms equipped with a break glass in case of emergency. The duress alarms are monitored 24/7 by the University of Sydney Security and QMB management.

Outside of reception hours the Evening Duty Manager is available onsite. The Evening Duty Manager can be contacted by mobile or by calling the office. All residents will be provided with the mobile phone number for the Evening Duty Manager.

Bikes

Bikes must be stowed at one of the designated bike racks in the lower ground floor. If you have a bicycle then you need to use a heavy-duty lock that is very hard to cut such as a "U-Bolt". If your bike has flip lock wheels then you should consider securing these and taking the flip lock seats with you.

Doors and windows

Always remember to lock all doors behind you. It is important that residents take responsibility for the security of their own rooms. Never lend your Student ID card to anyone.

Suspicious persons

If you see anyone acting suspiciously, alert QMB administration or if after hours, alert the Evening Duty Manager.

Further information on personal safety and the University is available at

http://sydney.edu.au/current_students/student_services/safety.shtml#tips

Drugs – legal & illegal

We have placed information about drugs under this section because our primary concern is your safety. Alcohol is perhaps the most widely used "drug" in society and its use can have a very negative impact. The negative health effects of alcohol are widely known and include heart and liver diseases. The regular and excessive use of alcohol can have a major impact on your personal relationships, work and study. There is also a strong link between alcohol and violence, including sexual assault.

QMB does NOT support the use of any illegal drugs. The most common drugs that you come in contact with are alcohol and tobacco. The possession and use of marijuana or any other illicit drug is illegal in Australia. There's a whole range of other illegal drugs that can cause major problems, ranging from arrest by the police (and if you're an international student, deportation) to death.

A few things to note about drugs in QMB:

- The use of marijuana and other illicit drugs is prohibited.
- If you are caught *dealing* (selling, supplying) marijuana or any other illicit drug in QMB the police will be called and the matter will be handed over to them. You will also be required to immediately move out of the Facility.
- If you are caught in *possession* of marijuana or any other illicit drug in QMB the police will be called and the matter will be handed over to them. You will also be required to immediately move out of the Facility.
- Smoking anywhere inside the Facility buildings may lead to your exclusion from QMB and will incur a \$50 fine - TBC
- If you think you have an alcohol or drug problem and don't know who to see for assistance then you can talk with the Facility Manager. We will do all we can to assist you by referring you to the appropriate bodies – such conversations are without repercussions.
- Your welfare is our primary concern. In the evenings, you can always contact the Evening Duty Manager if you need help.

Personal Issues

Personal issues, such as academic stress, alcohol abuse, depression and eating disorders may strain relationships. It is both a student's right and a student's responsibility to seek help when such issues become disruptive.

Studies on alcohol abuse within universities show that there are significant secondary effects for fellow residents and friends of those who drink excessively. A resident's concern about protecting a friend's privacy, where excessive drinking is involved or otherwise, should not keep him or her from getting support for that other person.

If a resident is worried about a friend or if the behavior of another resident affects living habits of others, he or she has the right and responsibility to seek help both personally and for that other person. You may seek assistance from the Facility Manager or any of the Residential Life staff.

Further information and help

If you need help or want to talk to someone about excessive alcohol use, quitting smoking or problems you may have with illicit drugs, then think about dropping into the University Health Service or make an appointment on 9351 3484 to see a doctor.

If you are looking for more information than a good start is the NSW Government youth website: <http://www.youth.nsw.gov.au/Home>

If you would like to talk with someone over the phone for further information, advice or treatment for drug and alcohol problems then try the NSW Drug and Alcohol phone line for central Sydney on 1800 422 599.

Safe sex

For information about safe sex visit one of the Union contact desks on campus to pick up some info and/or a free condom or dental dam.

Sexual decision making

No-one should feel pressured into being sexually active. Despite greater sexual freedom in recent times, and more openness in discussing sexual attitudes and behaviour, don't feel forced into behaviours you aren't yet ready for. You need to feel comfortable with the decisions you make in this regard. Everyone has their own set of values and attitudes and people are ready to engage in different sexual behaviours at different times. Go with what feels right for you.

Your values provide a framework or structure within which decision-making takes place. As adults, it is crucial to make responsible decisions in relationships. These decisions should involve each partner equally, with the realisation that your partner has a valid point of view, and valid feelings, that need to be understood and considered. If you can both do this, you will have a satisfying and successful partnership. After all, our relationships with each other are of great importance in our lives – perhaps the greatest source of pleasure, and sometimes unhappiness. It makes sense to pay attention to forming and maintaining relationships.

If you and your partner decide to be sexually active, both of you should take some responsibility for health care within the relationship. You have to decide how much physical contact to have, and you have to make decisions about contraception.

Partners should share these responsibilities and should respect each other's wishes. It is vital to consider the consequences of sexual involvement. These could include: unwanted pregnancy, dealing with the issue of abortion, early marriage, sexually transmitted diseases and so on. These issues need to be discussed with your partner before you start a sexual relationship. If you need some guidance, Family Planning NSW can provide information and referral; they also have an excellent website: www.fpnsw.org.au with many facts under the "sex matters" link. Your General Practitioner is also a good source of help in discussing the options in contraceptive control.

There are times when you are vulnerable to being swept away in strong feelings, for example in the party context with free flowing alcohol, when spur of the moment impulses may lead you into unwise behaviour. Don't forget, you can always see a medical practitioner at the University Health Service following such a time.

If you want to talk about relationships issues at any time, and feel uneasy talking with a RA or other Residential Life staff, make an appointment to see a Counsellor at the University, which is free and confidential. Counselling and Psychological Services are contactable on 8627 8433 or 8627 8437.

Harassment

Harassment has no place within QMB. Such behavior may take the following forms (but is not limited to): offensive jokes, expressing stereotypes (assumptions about an individual's behavior, values or culture based on a group they belong to), derogatory or offensive material sent through the mail or email, unwanted physical contact, intimidation or abuse.

Behavior is considered harassment when it is unwelcome or offensive to the recipient and is repeated or of such a significant nature that it has a detrimental effect on the recipient's ability to study or engage in his or her normal activity.

Harassment complaints procedure

In the first instance, assistance may be provided by the Residential Life staff; if inappropriate, then residents can seek advice or assistance from the General Manager. The resident can always bypass these options and seek assistance with the University directly; contact Student Accommodation Services on 9351 3322.

University Support Services are listed in "where to go for help" section.

Personal property

Ensure your property is stored safely & securely at all times. As per the Residential Agreement Terms and Conditions, the resident is responsible for content insurance for personal items.

Your community: Sydney University

Campus Life: What's on offer?

Whilst living at QMB, students are encouraged to acquaint themselves with all that the University of Sydney has to offer. Some of the major student organisations on campus are the University of Sydney Union, the Student Representative Council and Sydney University Postgraduate Representative Association. Each offers unique services and facilities to students. Check them out!

Pick up a Bull

Bull magazine is the University of Sydney Union's campus magazine full of student feature articles, regular columns, reviews, puzzles, photos, competitions, opinion pieces, an events guide, bar gig guide, USU information and more. Pick it up from USU buildings on campus, Fisher Library or download a copy at www.usu.edu.au.

Join a club or society

Are you a singer, dancer, socialiser? Do you love gaming, sports, anime, or fashion? Rest assured, no matter what it is that gets you going, there is a club for you at the Union. Clubs and Societies are the lifeblood of the Union and is the best way to get involved with campus life, meet like-minded people and just have a great time.

The best time to join clubs is at the stalls during O-Week in February and re-orientation day in August. But don't worry if you've missed these dates, pick up a 'Beige Pages', the directory of all Clubs and Societies from any contact desk in the Union Buildings, and contact the Club yourself. Don't be shy, get involved!

Grab a bite to eat

There are three Union food outlets located at Holme Building, Manning and Wentworth Building. They offer a wide range of meals from the healthy to pies and pizza. There are discounts if you have an ACCESS card and specials of the day.

- **Camperdown Campus;** the main food court which is in Manning House on Manning Road
- **Darlington Campus;** the main food court is in the Wentworth Building, adjacent to Jane Foss Russell Building.

There are more food and retail options at **The Conservatorium of Music, Cumberland Campus, Mallet St Campus** and **Rozelle Campus**.

Sip a coffee

Let's face it, coffee is the grease that makes the Uni wheels turn. Acquaint yourself with one of the many fine coffee establishments the campus has to offer:

- Chill out in the trendy and recently refurbished Manning building first floor coffee lounge, Cafe Tra Baci.
- Enjoy the sunny Sydney skies and sit outside in the Holme building courtyard
- For a bit of spectacular coffee, visit Ralph's café on The Square and check out the lunchtime sports.
- Check out Taste Café located at the Law Building for amazing campos coffees and baguettes
- For coffee connoisseurs experience the Newtown chic/down to earth goodness that is Campos Coffee, located on Missenden near the Marlborough Hotel and do check out Brewtown roasters a community focused operation located down the lane on O'Connell Street

Read the latest Honi Soit

Honi Soit is produced by the Student Representative Council. Read monthly political polemics, social satires, cutting witticisms, poems and campus rumour and innuendo. This publication addresses the issues facing all Uni students.

Change the world

Contact the Student Representative Council and find out how to get involved in representing and promoting the interests of students. The SRC operates through collectives based around the major issues of concern for students - education, sexuality, environment and more. The SRC also provides advice to students on Youth Allowance and can provide free legal advice.

Work out at the gym

QMB has its own gym! But if you feel like you need to go elsewhere, there are two main gyms on campus –the Arena Gym and the Sports and Aquatic Centre. The Sports and Aquatic Centre is the newer and the more expensive option. The facilities include a cardio and weights room, squash, tennis and indoor soccer courts, an indoor pool and regular fitness classes. For more information check out www.susf.com.au, or visit them at the corner of Codrington Street and Darlington Road.

The Arena gym, located by The Square, is less expensive and located closer to QMB. Facilities include weights and cardio rooms, regular fitness classes and an indoor rock climbing center, The Ledge. For more information check out www.susf.com.au, or visit them on Western Avenue.

Join a team sport

For details on how to get involved in Sydney University Sport, check out www.susf.com.au. QMB also arranges social sporting activities such as indoor soccer and netball, social touch football, yoga, basketball and dragon boating. If you are interested in getting involved, getting more information or starting up a sport contact an RA!

Where to go for help

The Residential Life Team

No matter how big or small you think your problem is, you can always approach one of the Residential Life Team to ask for help. The team is your first port of call for any difficulty that you may encounter whilst living at QMB; they can provide you with advice, support and where appropriate refer you on to other organisations within the University for help.

If you are having trouble with uni, experiencing emotional problems or stress, are ill or just in need of a chat, please feel free to contact a Resident Assistant or any of the Residential Life staff. Alternatively, you can arrange a time to meet with the General Manager to discuss your problem.

The Student Center

If you have any problems with your enrolment, we suggest the first place that you should try is the Student Center on 8627 8200 or if you are an international student, the International Student Services Unit on 8627 8300.

The Student Centre is located on Level 3, Jane Foss Russell Building and is open from 9am to 5pm from Monday to Friday. They can help with enrolment problems, HECS and FEE-HELP payments, provide you with a copy of your academic transcript, advise students on the payment of fees and assist with any timetabling problems.

Student services

The University of Sydney provides a wide range of personal, welfare and academic support services to help you achieve your educational goals and facilitate your success at University.

Services include the Accommodation Service, Careers Centre, Child Care Information Service, Counselling and Psychological Service, Disability Services, Scholarships and Financial Support Service, International Student Services Unit, Koori Centre, Learning Centre, Mathematics Learning Centre and the University Health Service.

Visit the Student Services web site for more information and links to other services provided by on-campus organisations www.sydney.edu.au/current_students/student_services/

University health service

Wentworth Building

t. (02)9351 3484

Holme Building

t. (02) 9351 4095

Sick? In need of contraception? Vaccinations for travel? Located in the Wentworth and Holme Buildings, you can either drop in or book an appointment. The Health Service offers bulk billing for Medicare members and students covered under the Overseas Student Health Cover Scheme.

University Counselling and Psychological Service

t. (02) 8627 8433

If you are experiencing any sort of emotional difficulties such as feeling the pressure of University, troubles living away from home, lack of motivation, poor time management or more serious emotional distress, you can call to

make an appointment. A daily drop in service is available in emergencies between 11am to 3pm (brief sessions of about 25 minutes). Workshops are available in both semesters and may be booked over the phone or on-line.

LGBTQI support from the SRC

t. (02) 9660 5222

If you identify as LGBTQI and feel isolated or discriminated against, you can speak to an SRC Sexuality Officer for information on the support services provided by Sydney University and the different Queer social groups on campus.

University Staff and Student Equal Opportunities unit

Check out the website on www.sydney.edu.au/eeo to find out more about the University's Equal Opportunities Policies. The Equal Opportunities Unit can provide advice and guidance if you feel you may be being discriminated against in the University environment.

Campus Security Service

t. 9351 3487 or 18000 63487 (Freecall)

t. 9351 3333 (Emergencies only)

Call any time night or day if you feel your personal security is threatened on campus. They also offer a drop off service on campus which is available at night.

Scholarships and Financial Support Service

t. (02) 8627 8112

Loans available to students who can demonstrate they are experiencing financial hardship. For more details see http://www.sydney.edu.au/stuserv/financial_assistance_office/. They also offer scholarships; check out www.sydney.edu.au/scholarships for more information.

Youth allowance assistance from the SRC

t. (02) 96605222

The SRC runs a drop in service for students seeking advice on matters relating to Austudy/Youth Allowance. Contact the SRC to find out more www.src.usyd.edu.au

Careers centre

t. (02) 8627 8403

The Careers Centre provides counselling, advice, workshops and assistance with graduate recruitment. Go to www.sydney.edu.au/careers/ for more information.

Disability services

t. (02) 8627 8422

The Disability Services Office is the port of call for all students with disabilities. The Disability Services Office also often look for student note takers to take notes in lectures for other students. This work is remunerated and demands a high level of responsibility. Check out www.sydney.edu.au/disability for more details.

Learning Center

t. (02) 9351 3853

The Learning Centre runs free workshops on time management, essay writing, preparing for oral presentations and many others. Check out www.sydney.edu.au/lc for the complete list of available workshops and information on how to enrol.

In case of emergencies

A copy of the Emergency Response Procedure and Fire evacuation is located on Appendix E .We will also cover all fire, emergency and evacuation plans during your compulsory welcome and orientation session.

Hospitals	Telephone Number
Royal Prince Alfred Hospital Missenden Road, Camperdown	02 9515 6111
Doctors	Telephone Number
University Health Service Level 3, Wentworth Building	02 9351 3484
University Health Service Outside Foyer, Holme Building	02 9351 4095
Dentists	Telephone Number
Wentworth Dental Surgery Level 3, Wentworth Building	02 9692 8900
Dental on King 57 King Street, Newtown	02 9557 9299
Pharmacies	Telephone Number
Chemist on King 205 King Street, Newtown	02 9557 2646
Union Pharmacy Level 3 Wentworth Building	02 9660 3338
Varsity Pharmacy Foyer, Holme Building	02 9660 0327
Mental Health Services	Telephone Number
Sydney South Mental Health Access Line	1800 636 825
University Security Service	Telephone Number
General Enquires	02 9351 3487
Emergency	02 9351 3333
Community help	
Additional services are contained in the white pages phone directory www.whitepages.com.au	

Your community: Sydney City

Sydney is a fantastic city to live in – it is diverse, beautiful and always full of action.

Getting around Sydney

Sydney has a large and efficient public transport system which includes suburban, intercity and countrylink trains, bus system, light rail system and the world famous Sydney ferries.

For route maps and timetables log onto www.131500.com.au or visit www.cityrail.com.au where you can plan trip. Alternatively you can call the Transport Information Line on 131500 to get the latest information.

Ferries

Ferries and Jetcat fast ferries are a great way to see Sydney at its finest; the ferries will get you to Manly Beach, Taronga Park Zoo or Doyles on the Beach at Watsons Bay. The ferry rides may be pricey but well worth every cent. Ferries depart every half hour or so from Circular Quay depending on the time of day and your destination.

Taxis

The most convenient option, but convenience comes at a cost! Taxis are an advisable form of transport at night, particularly if you are traveling alone. To book a taxi call one of the numbers listed at the back of the handbook or alternatively head down Missenden Road past the Royal Prince Alfred Hospital to the taxi rank nearest the Facility. All taxis in Sydney are metered.

Food shopping

Shopping for food in Sydney can be expensive, so here are a couple of low cost Facility favourites to get you started.

Supermarkets

The closest supermarket is the IGA on King Street. IGA is by far the most convenient to QMB, but they are also smaller and generally more expensive than supermarkets in the bigger shopping centers. Our closest big shopping center is at Broadway. It is the home of not one but two supermarkets Aldi (for cheap and bulk fresh goods) and Coles (for huge variety).

Fresh fruit and vegetables

The best place for fresh fruit and vegetables at reasonable prices is the Harris Farm Fruit Markets, which are located in the car park of Broadway Shopping Centre. They also stock a wide range of pasta, yoghurts, Italian bread, herbs and cheeses!

Meat and poultry

These are easily purchased from any large supermarket, including Coles or Aldi at Broadway. However, if you want to buy smaller quantities or purchase specialty pre-prepared meals, the butcher at Broadway Shopping Centre is also excellent.

Fresh bread and bakery treats

Fresh bread may be purchased from Coles, Harris Farms or Newtown Bakery. Bakery treats such as cakes, biscuits and mousses can be purchased from Sonoma Bakery on Glebe Point Road in Glebe. This place is a hidden treasure and the service is nothing short of exceptional.

Eating out

If you don't want to cook there are plenty of places in Newtown and Glebe for cheap and good takeaway.

Newtown is a great place to eat out, particularly if you love Thai. Everyone has a favourite Thai restaurant, but don't be afraid to experiment. Malaysian, Chinese, Turkish, Russian, Italian, Indian and Greek restaurants are all in walking distance and don't forget the good old Aussie Pub food.

Glebe also offers a number of great restaurants with food as varied as Indian, Italian, Nepalese and Modern Australian. Café Otto's offers huge sized serves from a popular menu, whilst Le Petit Tarte has a small choice of reasonably priced sweet and savory snacks.

Most local restaurants have takeaway menus and will deliver free of charge to the Facility providing you meet a minimum spend requirement.

Most also do budget lunch specials averaging around \$7.

Markets

There are many markets in Sydney, the closest of which are the Glebe Markets, held every Saturday morning at Glebe Primary School. These markets sell bric-a-brac, local crafts, organic vegetables, clothing, books and various types of food including a great Indian food stall.

Other fantastic markets to try include the Good Living Food Markets held from 7am - 11am on the first Saturday morning of the month in the park opposite Star City. This is an expensive way of shopping but for luxury items such as Robertson potatoes, gammon ham straight from the farm, homemade goat's cheese and apples from an orchard where you can meet the growers, you simply can't beat it. Other markets include the trendy Paddington markets held in the Paddington Primary School on Oxford Street every Saturday, the touristy Rocks Market and the cheap, cheerful Paddy's Market underneath Market City in Chinatown.

Other shopping

Sydney is a fabulous place to go shopping and we are lucky that close to the Facility we have some of the best shopping districts in Sydney.

King Street, Newtown

King Street is home to designer clothes, trendy shoe shops, home wares and even a shop that only sells different types of tea!

Broadway Shopping Centre

Broadway is our closest shopping mall and contains Kmart and Target, a wide variety of clothing chain stores as well as electronics shops, food stores and a cinema.

Pitt Street mall

The clothes shopping area in Sydney! If you can't find anything here, you aren't looking hard enough. From designer clothing on the surrounding blocks think Gucci, Armani, to the Department stores such as David Jones (which also has a great food hall) and Myer, to chains such as Just Jeans and Timberland.

Queen Victoria Building (QVB)

A classy establishment with quality brands and prices to match. QVB is the home of Kookai, Oroton, Bally and Camper as well as an antique print room and has a large old-fashioned tea room on the top level.

Oxford Street

The home of up and coming designers and all manner of trendy goods. Well worth a stroll. Our recommendation is that you look for the 384 bus at Museum Train Station and get off opposite the Paddington Primary School, then walk back down the street. This area is extremely gay and lesbian friendly, with a great number of trendy clubs and bars.

Discount Factory Outlet (DFO)

DFO is located in Homebush and is accessible by bus from Strathfield Train Station. This is the only way most of us will ever be able to afford designer quality items whilst still at Uni.

Cinemas

The closest cinema is Hoyts at Broadway. This cinema offers student tickets for the full range of latest release movies, but for cheaper prices you can buy pre-paid tickets from the Union member services desk in the Holme building. For a complete listing of all movie screenings and to book tickets online go to www.hoyts.com.au.

For arthouse and smaller release films check out the Dendy cinema in Newtown (down past the IGA on King Street) www.dendy.com.au.

Places of worship

Contact the University Chaplains at www.sydney.edu.au/chaplains/ to see what services are on offer at the University for your religion/denomination.

Alternatively go to the City of Sydney local government website at www.cityofsydney.nsw.gov.au for information on what facilities are available.

Appendix A - Handy numbers

Emergency Services	Telephone Number
Police/Ambulance/Fire	000
University Security – Emergency Only	02 9351 3333
University Security – General	02 9351 3487
Facility Extensions	Telephone Number
Evening Duty Manager	0466 559 737
Reception	02 8024 9200
Internet Services	Telephone Number
ICT Helpdesk (between 08:00 – 21:00 AEST Mon to Fri)	02 9351 6000
Big Air Community Broadband	02 4336 2090
University Services	Telephone Number
The Student Center	02 8627 8200
International Student Services	02 8627 8300
Security (non emergency)	02 9351 3847
Health Service	02 9351 3484
Counselling and Psychological Service	02 8627 8433
Scholarships and Financial Support Service	02 9351 2416
Disability Services	02 8627 8422
Student Accommodation Services	02 9351 3322
Medical Services	Telephone Number
University Health Service	02 9351 3484
RPA Hospital*	02 9515 6111
Church St Medical Practice (Bulk Bill)*	02 9516 2944
Nearest Chemist (RPAH Medical Centre Pharmacy)*	02 9519 4247
Mental Health Services*	1800 636 825
Beyond Blue*	1300 22 46 36
Life Line	13 11 14
Other Services	Telephone Number
Taxis - Combined*	131 008
Taxis - Maxi Taxi (take up to 11 passengers)*	02 9614 5777
Rail and Bus timetables and info*	131 500

* These services are not related to Queen Mary Building Student Accommodation or Sydney University.

Appendix B – Alcohol Provision

1. SCOPE

1.1 This procedure applies to all residents living at Queen Mary Building.

2. PROHIBITIONS

2.1 Residents must not possess or consume alcohol if they are under the age of 18 years.

2.2 Residents over the age of 18 years must not supply alcohol to any person under the age of 18 years.

2.3 The following are not permitted in any facility, room and/or common space:

- i. Kegs
- ii. Alcohol apparatuses that enables a person to consume large quantities of alcohol quickly
- iii. Alcohol that are not specifically manufactured for human consumption
- iv. Drinking games

2.4 Alcohol must not be sold or distributed in the Facility.

2.5 Promotional activities in cooperation with alcohol suppliers are not allowed in the Facility.¹

3. CONSUMPTION OF ALCOHOL

3.1 The University respects the rights of residents to consume alcohol in a responsible and legal manner.

3.2 The consumption of alcohol in a Facility will be allowed on the basis that it will not have a detrimental effect on the individual and/or the community.²

3.3 Residents who bring into the Facility or who possess alcohol in the Facility are responsible for its legal use.

3.4 Binge drinking increase the risk of alcohol-related injuries; on average, the National Health and Medical Research Council advises that 'drinking no more than four standard drinks on a single occasion reduces the risk of alcohol-related injury arising from that occasion'.³

4. EVENTS AND CONSUMPTION OF ALCOHOL

4.1 All events where alcohol is served must be approved by the General Manager of the Facility. Refer to **Party Policy** in the Residential Agreement Terms and Conditions.

4.2 The amount of alcohol available at any event should directly correlate to the number of people attending the event, that is, there must not be excessive alcohol (free-flows, open bars and the like) available at events.

4.3 If alcohol is to be provided at an event, the consumption of alcohol is to be complementary to the event, that is, the primary purpose of the event must *not* be the consumption of alcohol.

4.4 At all events where alcohol is provided, there must also be alternate non-alcoholic beverages provided.⁴

4.5 Tickets sold to events that have alcohol served must not be used as a mechanism to subsidise consumption of alcohol, that is, as a penalty to non-alcohol drinkers.⁵

4.6 Funds sourced through the Local Grants Scheme must not be used to purchase alcohol.

4.7 Event managers or individuals responsible for the event must at all times abstain from consuming any alcohol immediately prior to and during the event.

5. VIOLATIONS

5.1 Residents found to be in violation of this policy may be subject to sanctions including immediate termination of the Residential Agreement Terms and Conditions.

¹ University of Sydney Alcohol: Policy and Guidelines on Consumption

² Australian guidelines to reduce health risks from drinking alcohol – NHMRC

³ Australian guidelines to reduce health risks from drinking alcohol – Guideline 2

⁴ University of Sydney Alcohol: Policy and Guidelines on Consumption

⁵ University of Sydney Alcohol: Policy and Guidelines on Consumption

Appendix C – Complaints and Grievance Procedure

1. SCOPE

- 1.1 This procedure applies to all residents living at Queen Mary Building. Complaints of unlawful discrimination, sexual harassment and bullying by staff or students are addressed by the *Harassment and Discrimination Prevention Policy and Resolution Procedure*.
- 1.2 Complaints or grievance may include, but are not limited to:
 - a. Decisions made by administrative staff
 - b. Administration of policies, procedures and rules
 - c. Standard of service
 - d. Access to resources or facilities

2. COMPLAINTS

- 2.1 Residents are strongly encouraged to raise complaints or concerns in writing; if the complaint or concern is not in writing, the staff member receiving the complaint or concern will proceed on the basis of his/her understanding of the complaint or concern.
 - 2.2 Residents can lodge complaints with the Residential Life Manager in the first instance; if the complaint is about the Residential Life Manager, Resident can lodge the complaint with the Facility Manager.
 - 2.3 Staff members who are contacted by residents for the purposes of complaints will, within five working days:
 - a. Acknowledge receipt of the complaint
 - b. Arrange for a preliminary meeting with the resident
 - c. Advise the resident of a proposed process for resolving the complaint
- Where applicable, available and appropriate staff will also:
- d. Attempt to clarify the relevant policies, procedures and processes underpinning the action to which the complaint relates
 - e. Attempt to clarify with relevant identified parties what is agreed and where opinions differ.
- 2.4 Residents who are not satisfied with the outcome of the process must, within five working days of receiving advice of the outcome escalate the matter to the Facility Manager or General Manager of the Facility.
 - 2.5 If the Facility Manager or General Manager has already been involved in the initial complaint process, the resident can escalate the matter to the Student Experience Manager at Student Accommodation Services.
 - 2.6 The escalated matter will be reviewed and point 2.3(a) – 2.3(e) will apply.
 - 2.7 The Resident may at any time bypass the above steps and lodge a complaint directly with the Student Experience Manager at Student Accommodation Services. The matter will be reviewed by Student Accommodation Services in accordance to clause 2.3.

Appendix D – Incident Policy and Procedure

1. Scope

This procedure applies to all residents living at Queen Mary Building. All incidents that occur are categorised and assigned a certain level dependent upon the severity of the incident. All incidents will be escalated to the Manager on Duty and certain levels of incidents are escalated through to the University depending on the severity of the incident.

2. Definition

- 2.1. Incident; An unplanned event resulting in actual or potential injury to an employee, contractor, subcontractor, visitor, resident or guest and,
- 2.2. An unplanned event resulting in actual or potential damage to equipment, property or the environment

3. Categories of Incidents

- 3.1. Assault
- 3.2. Residential Dispute
- 3.3. Mental Health
- 3.4. Noise & Behaviour
- 3.5. Safe Work Practices
- 3.6. Drugs/Alcohol
- 3.7. Personal Injury/Illness
- 3.8. Environmental
- 3.9. Property Damage
- 3.10 False Fire Alarm

4. Level

- 4.1 Low: Referencing incidents with low risk to self or others, minimal damage to property and are more likely occurrences.
- 4.2 Moderate: Referencing incidents which have a limited risk to self or others, moderate damage to property and are considered infrequent occurrences.
- 4.3 High: Referencing incidents which have a high risk to self or others, significant damage to property regardless of likelihood of occurrence.

5. Escalation

All incidents reported are escalated by the QMB staff who has managed the incident according to our incident escalation protocol.

6. Reporting

All incidents are formally reported through completion of an Incident Report form and logged in the Incident Register.

Appendix E - Event Risk Management Policy and Procedure

1. Scope

- 1.1. This Procedure applies to all Residential life events held at QMB or offsite.

2. Event

- 2.1. A pre-approved organized gathering of Residents through either QMB res life team or grant scheme submission.

3. Risk Assessment

- 3.1. All approved events go through a risk assessment process known as "Job Safety Environmental Analysis" (JSEA). This process allows us to identify hazards for each step of the event and agree on control measures to minimize the risk.

4. Policies that apply to all events:

- 4.1. QMB Party Policy
- 4.2. UoS Alcohol Provision
- 4.3. Residential agreement clause 9. Guest, Visitors, gatherings and noise restrictions.
- 4.4. Student code of conduct

5. Controls

- 5.1. At the event:
 - i. Responsible person facilitating the event
 - ii. RA/RLC/RLM present for large events
 - iii. Event sign up and registration
- 5.2. In the Building:
 - i. Manager on Duty
 - ii. Emergency response procedure
 - iii. Roof top terrace capacity
 - iv. Party application form
 - v. Supply food and non-alcoholic beverages
- 5.3. On Campus:
 - i. UoS Security
- 5.4. Off Campus:
 - i. Emergency Services
 - ii. Venue Security

6. Unauthorised events

- 6.1. All unauthorised events will be closed down immediately and any non-residents will be ask to leave the property.

7. Discipline and misconduct

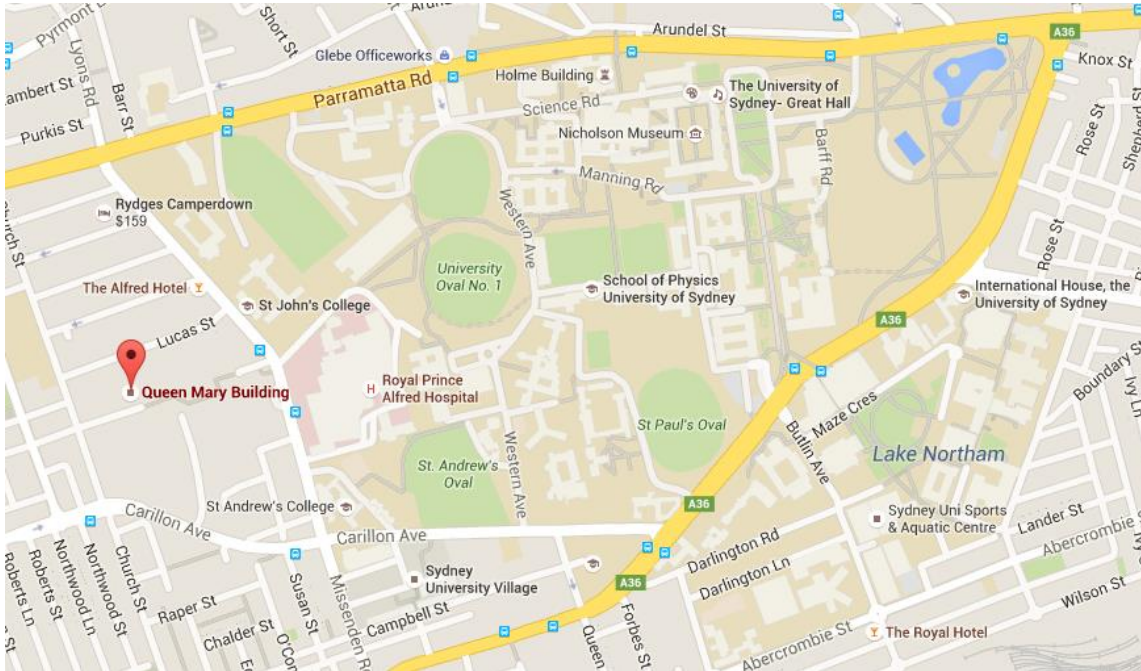
- 7.1. Any breach of the policies during an event will lead to disciplinary measures that may include the termination of your residential agreement.

Appendix F –Payment Schedule

QMB 2016 Weekly Rent Schedule			
Rent Day		Period Cover	
		From	To
Tuesday	29/12/2016	01/01/2016	07/01/2016
Tuesday	05/01/2016	08/01/2016	14/01/2016
Tuesday	12/01/2016	15/01/2016	21/01/2016
Tuesday	19/01/2016	22/01/2016	28/01/2016
Tuesday	26/01/2016	29/01/2016	04/02/2016
Tuesday	02/02/2016	05/02/2016	11/02/2016
Tuesday	09/02/2016	12/02/2016	18/02/2016
Tuesday	16/02/2016	19/02/2016	25/02/2016
Tuesday	23/02/2016	26/02/2016	03/03/2016
Tuesday	01/03/2016	04/03/2016	10/03/2016
Tuesday	8/03/2016	11/03/2016	17/03/2016
Tuesday	15/03/2016	18/03/2016	24/03/2016
Tuesday	22/03/2016	25/03/2016	31/03/2016
Tuesday	29/03/2016	01/04/2016	7/04/2016
Tuesday	05/04/2016	8/04/2016	14/04/2016
Tuesday	12/04/2016	15/04/2016	21/04/2016
Tuesday	19/04/2016	22/04/2016	28/04/2016
Tuesday	26/04/2016	29/04/2016	05/05/2016
Tuesday	03/05/2016	6/05/2016	12/05/2016
Tuesday	10/05/2016	13/05/2016	19/05/2016
Tuesday	17/05/2016	20/05/2016	26/05/2016
Tuesday	24/05/2016	27/05/2016	02/06/2016
Tuesday	31/05/2016	3/06/2016	9/06/2016
Tuesday	07/06/2016	10/06/2016	16/06/2016

Tuesday	14/06/2016	17/06/2016	23/06/2016
Tuesday	21/06/2016	24/06/2016	30/06/2016
Tuesday	28/06/2016	01/07/2016	7/07/2016
Tuesday	05/07/2016	8/07/2016	14/07/2016
Tuesday	12/07/2016	15/07/2016	21/07/2016
Tuesday	19/07/2016	22/07/2016	28/07/2016
Tuesday	26/07/2016	29/07/2016	04/08/2016
Tuesday	02/08/2016	5/08/2016	11/08/2016
Tuesday	09/08/2016	12/08/2016	18/08/2016
Tuesday	16/08/2016	19/08/2016	25/08/2016
Tuesday	23/08/2016	26/08/2016	01/09/2016
Tuesday	30/08/2016	2/09/2016	8/09/2016
Tuesday	06/09/2016	9/09/2016	15/09/2016
Tuesday	13/09/2016	16/09/2016	22/09/2016
Tuesday	20/09/2016	23/09/2016	29/09/2016
Tuesday	27/09/2016	30/09/2016	6/10/2016
Tuesday	04/10/2016	7/10/2016	13/10/2016
Tuesday	11/10/2016	14/10/2016	20/10/2016
Tuesday	18/10/2016	21/10/2016	27/10/2016
Tuesday	25/10/2016	28/10/2016	3/11/2016
Tuesday	01/11/2016	4/11/2016	10/11/2016
Tuesday	08/11/2016	11/11/2016	17/11/2016
Tuesday	15/11/2016	18/11/2016	24/11/2016
Tuesday	22/11/2016	25/11/2016	1/12/2016
Tuesday	29/11/2016	2/12/2016	8/12/2016
Tuesday	06/12/2016	9/12/2016	15/12/2016
Tuesday	13/12/2016	16/12/2016	22/12/2016
Tuesday	20/12/2016	23/12/2016	31/12/2016

Appendix G - Facility Maps



APPENDIX C – Waste Management Plan

9.1 WASTE MANAGEMENT PLAN

This plan seeks to ensure the appropriate handling, storage and disposal of waste generated during operations at this site.

This plan has been written to meet the requirements of condition 90(a) – (f). For the purpose of this report recyclable materials are also noted as waste.

The Waste Management Plan outlines measures to ensure the appropriate handling, storage and disposal of wastes generated during operations at the site. The plan shall include, but not necessarily be limited to:

- identification of the types and quantities of waste that would be generated during operations, and the areas in which waste will be stored prior to removal;
- standards and performance measures for dealing with this waste;
- a description of how this waste would be collected including building details;
- a description of what procedures will be followed to ensure compliance

9.2 WASTE TYPES

Waste generated by the site can be divided into 3 waste or recycling streams; general waste, paper and cardboard recycling, commingle recycling.

9.2.1 General Wastes

General wastes are generated on a daily basis and include predominantly food waste, non-recyclable packaging and bathroom general waste such as hand towels and toilet rolls.

9.2.2 Cardboard Recycling

Cardboard recycling materials are generated on a daily basis with the majority at the start of the calendar year when residents occupy the site.

9.2.3 Commingle Recycling

Commingle recycling materials are generated on a daily basis and include, both glass and plastic containers and bottles; and tin and aluminium cans.

9.3 WASTE QUANTITIES AND STORAGE

Calculations based on established sites of the same capacity indicate the following weekly collection quantities of the above waste streams.

Waste Stream	Bin Size	Quantity	Collection Days	No. of collections per week
General Waste	660L	10	Monday - Friday	3
Paper and Cardboard Recycling	660L	7	Monday - Thursday	3

All waste streams are stored in a general refuse area located on the lower ground floor of the site. The waste is deposited in this designated area either by site cleaners or through the waste chute system located on each floor in the eastern wing of the building. The 660L bins will be supplied by a commercial waste contractor and are emptied on site into waste transport vehicles as per above schedule. General waste is taken to a licensed landfill while all recyclable waste is processed at a recycling plant and 100% reused. The amount of bins collected may vary dependent on physical occupancy of the site. No waste will be stored outside of the designated bin storage areas.

Waste collection bins are pressure washed and cleaned as per the sites cleaning scope but not less than fortnightly or as required.

9.4 STANDARDS AND PERFORMANCE MEASURES

In order to achieve its internal waste and minimisation objectives the University encourages its employees and predominantly residents (clients) to follow the below hierarchy of waste management principles:

- Reduce / Avoid;
- Re-use; and
- Recycle

The University through its Residential Life Program and general awareness campaigns actively promotes waste minimization and greater recycling through internal competitions where waste and recycling is recorded and prizes awarded for lowest general waste generated. The aim of the program is to increase general awareness amongst the properties residents as in a lot of cases this is the first time many individuals have lived outside of the family environment.

Recycling of paper and cardboard is a prime example of our commitment to avoiding and minimising waste. Waste management principles have been applied to this area of waste in the following way;

1. Avoid printing of unnecessary documents/emails
2. Re-use the reverse side of paper
3. Separate paper/cardboard waste for recycling
4. Specific bulky waste rooms for cardboard and large waste items in close proximity to the garbage rooms

Recycling of commingled waste such as bottles and containers is promoted through clearly marked garbage chutes to all residents. Onsite cleaners are put through onsite inductions ensuring correct waste collection and deposit procedure is adhered to.

Clearly marked general waste and recycling bins are located on all common areas of the site, in particular the communal kitchen area located on the ground level.

9.5 WASTE COLLECTION

Site waste collection can be categorised into the following and collected by 3 main methods:

1. Waste Chutes – each floor of the site has access to two garbage chutes. One is for the collection of general waste and the second for commingled recycling. Both chutes are clearly marked identifying what is to be placed in either chute.
2. Cardboard Recycling – cardboard deposit areas will be located in a bulky waste room. Residents will have the ability to place cardboard or paper products in this room. The sites cleaners will then transfer the cardboard the designated waste collection area in the garbage room.
3. Common Area Waste Bins – the site will have numerous general waste and recycling bins located in strategic areas. These bins will be emptied as per the general cleaning scope and deposited in the waste collection area by either use of the waste chutes or manual transfer.

A mechanical bin carousel will be installed in the garbage room for the collection of waste from the relevant shutes. The bins will be collected and emptied by commercial waste company vehicles between the hours of 6am and 6pm. The waste contractor and the onsite cleaning contractor will manage the collection of the waste bins on collection days to ensure that the Regiment bins do not obstruct the surrounding footpaths.

9.6 COMPLIANCE

An important aspect of waste management is compliance; it is the responsibility of the General Manager to ensure correct disposal methods are used by all employees. It is condition of employment at the University that employees abide by procedures; those that relate to waste management are mentioned in this plan. Contractors involved with the collection of waste are also thoroughly trained at induction ensuring process is followed, maximizing all recycling and minimising contaminated bins.

The second aspect to this compliance is of the residents themselves. Waste minimization and adherence to recycling is conveyed through awareness programs run by the University and the Resident Life Team that aim at reducing general waste.

APPENDIX D – EMERGENCY CONTACT LIST

REGIMENT MIXED USE DEVELOPMENT

Darlington Road
Darlington NSW 2006

Key Emergency Contacts

The following details the list of Key Emergency Contacts.

Key Emergency Contacts

EMERGENCY INCIDENT		Note: Before dialling '000' from your landline you may need an external line. If using a mobile phone, always dial '000' in the first instance. If you are out of range from your service provider, dialling '112' may connect you to the Emergency Services Operator.
Fire & Rescue Service	000	
Ambulance	000	
Police	000	
State Emergency Services	132 500	
EMERGENCY SERVICES NON-URGENT		
Police non – urgent		9550 8199
Fire non – urgent		9557 5260
Ambulance non – urgent		13 12 33
24 Hour Management Contacts		
TBC – Acting Deputy Head of Hall (Site Manager / 24 hour contact)		
TBC – Acting Facilities and Services Manager		
EMERGENCY CONTROL ORGANIZATION		
TBC – Acting Deputy Head of Hall (Site Manager)		
TBC – Acting Facilities and Services Manager		
MEDICAL SERVICES		
Medical Centre (RPA)		9550 4225
Hospital with comprehensive emergency facilities (RPA)		9515 8912
Poisons Information Line		131 126
Trauma Counselling – Sydney University Counselling Service		8627 8433
Mental Health Crisis Line (24hrs)		9767 5000
SPECIAL SERVICES		
University Security		9351 3487
University Security– EMERGENCY ONLY		9351 3333

The key contact telephone numbers will also be stored in the Residents duty mobile telephone (as appropriate) at the time of inputting the data to this section and maintain an up to date list of all Contacts.