

# Operations Plan

4-18 Doncaster Ave  
Kensington NSW

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#### **IMPORTANT NOTICE AND DISCLAIMER**

This Operations Plan contains information that is proprietary and confidential to Atira Pty Ltd (Atira) and its related entities. By receiving and retaining this Plan, Melbourne Council acknowledges the confidential and proprietary nature of the information contained in this Plan (Confidential Information) and agrees to 1) maintain (and to procure that its employees, agents, consultants and advisers maintain) the Confidential Information on a strictly confidential basis

## **Executive Summary**

### **Introduction**

Atira Student Living ('Atira') 259 bed development at 4-18 Doncaster Ave, Kensington is scheduled to open in January 2021. The Property will offer students a range of rooming configurations, contract terms, and price points that will make the property appealing to a wide student audience.

Atira's goal is to provide students with high quality living experiences by forming strong and sustainable partnerships with higher education institutions. Atira aims to develop and operate customised facilities that achieve the objectives of each project whilst helping higher education institutions attract and retain students, enhance the student experience, and provide exciting living and learning environments that support academic success and provide parents with peace of mind.

### **Demonstrated Experience**

The on-site management team at Doncaster Ave will be supported by arguably Australia's most experienced Senior Management Team, with more than 40 years of experience in PBSA operations. The team has successfully achieved "Excellence" awards in three consecutive years by the peak industry body for student accommodation and a range of other marketing and customer experience achievements from industry bodies.

With more than 3,500 beds operational across Australia today, Atira provide a highly inclusive student environment for all nationalities and backgrounds.

### **Pastoral Care and Support**

Providing support to students as they adapt to independent living is an essential part of the Atira promise, as is ensuring the provision of a safe, secure and supportive living environment. Atira properties feature a formula of roles, including Resident Assistants (RAs) that interrelate with student residents to provide deeper levels of awareness within the community. All staff are trained in first aid, mental health awareness, crisis management and dealing with personal issues.

Atira's focus is to ensure that every resident feels connected within the community, is aware of and has access to a support structure that is in place across the multiple staffing levels. Every Atira staff member is committed to the residents' wellbeing and overall positive student experience. A successful and rewarding academic, social, and living experience of the residents contributes to building a vibrant and engaged property.



Our approach to the student experience is centred around five pillars:



### Academic Focus

We believe that the reason students are here is to achieve academic success. We support this with:

- Rooms with desks for private study
- High speed internet
- Study rooms for groups to work together
- Student Support Assistants when student needs advice
- Pastoral care when they go through difficult times
- A range of life skills and specialist programs to support and enhance the academic programs



### Community

We believe in designing facilities that maximise community interaction – places for students to ‘collide’ and collaborate. We have a full time Student Experience Manager who coordinates an engaging Events Calendar, including specific activities centred around:

- Indigenous communities
- Sustainability initiatives
- Buddy system, Student Support Assistants and Atira Staff to support each level.



### Health & Wellbeing

We believe that fitness and health play an important part of life. We support this with:

- Fitness programs that include yoga, Pilates, etc.
- Fun challenges for health, fitness and weight.
- Games and activities
- “Red Frog” counselling



### Recreation & Social

We believe that culture, community and being connected are driven by what we do in our recreation and social interactions.

We support this by:

- Student Experience Manager and program.
- Food, pizza nights, weekly BBQ.
- Organised trips and experiences throughout the cities in which we operate.
- Sport and games
- Pool, table tennis, Trivia nights competitions and ... Fun



### Life Ready

We believe in creating opportunities to engage with real life experiences to help students succeed before, during and after study.

We support this by:

- Presentations on thought leadership by industry leaders
- Creating part time job opportunities like tutoring
- Life skills such as goal setting and leadership
- Connecting into relevant organisations and opportunities

## Section 1 – General Information

The Company's nominated contact person for matters associated with this Operations Plan is as follows;

**Business Name:** Atira Pty Ltd – trading as Atira Student Living

**Business Registration Number:** ABN 61 145 561 084

**Address:** Level 2, 16 Marie Street, Milton QLD 4064

**Authorised Representative:** Shannon O'Connor  
**Position:** Chief Operating Officer

**Address:** As above

**Mobile No.:** 0426 889 022

**Email address:** [shannon.oconnor@atira.com](mailto:shannon.oconnor@atira.com)

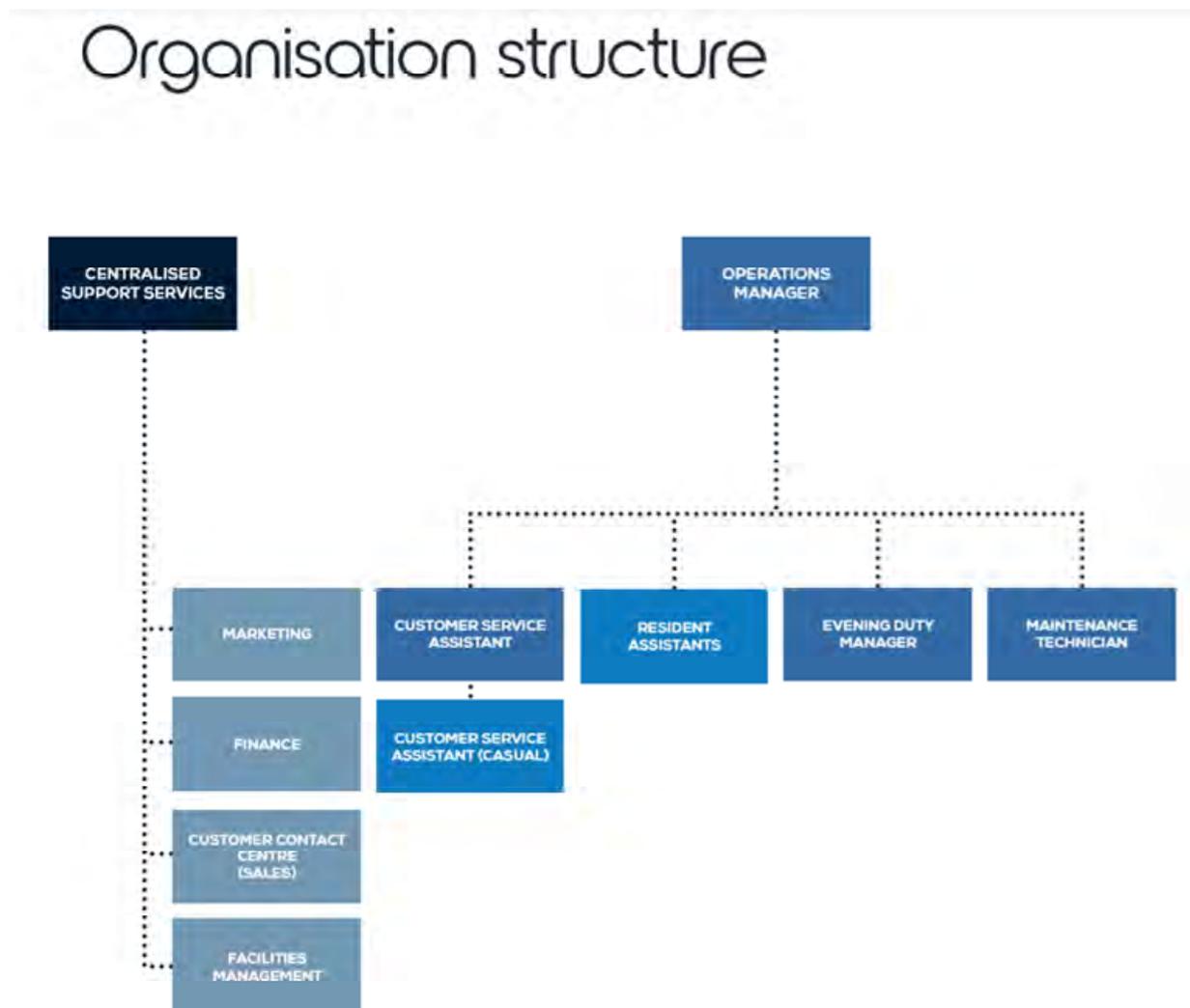


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Signature of Authorised Representative

## Section 2 - Management Structure

The on-site management structure for the Doncaster Ave asset is as follows:



### Summary of Roles within the On-Site Management Structure

The frontline customer service team is accountable for the effective operation of the accommodation with daily leadership provided by a Operations Manager (OM) under the strategic guidance of the Atira Chief Operating Officer (COO). Additional support and functional area resources are provided through a centralised operational platform provided by Atira's Head Office.

The OM is responsible for day-to-day operational performance and management of the Residence ensuring fast and effective local decision making, as well as the ability to respond to the specific needs of the student community. The OM is held accountable for meeting the high standards and requirements that deliver a quality facility, and the operational relationships with higher education institutions.

The Maintenance Technician (MT) is responsible for day-to-day resident maintenance activities, oversee works completed by external contractors and presentation of the Property.

The Resident Assistant (RA) team plays a critical role in the establishment of a positive, inclusive community and providing support to residents; the RA team will reside onsite. RA's will undertake student engagement and on-duty shifts at each facility. When on duty the RA will be responsible for and respond to any emergency/incident, resident disputes/behavioural issues and complaints. When on duty the RA will also respond to any urgent reports of maintenance issues and arrange for repairs as needed.

The Evening Duty Manager (EDM) is an integral part of the onsite management team whose after-hours presence assists with maintaining a respectful and safe community. The role liaises with the RA Team to ensure consistency of support, service, and management at all times.

The Customer Support Assistant (CSA) is the front desk/ concierge support for residents, and looks after the daily administration, including key management, distribution of mail, processing rent payments, logging maintenance requests, conducting facility tours, assisting with retention, contracting, and handling resident general enquiries.

The Customer Contact Centre (CCC) is a centralised sales and pre-arrival support multichannel contact centre that is responsible for the contracting processes. Atira will operate under the Residential Tenancies Act. and has developed standard operating procedures, staff training, and system reporting to ensure compliance.

Atira also has a Centralised Finance function, comprising a team of Portfolio Accountants, General Ledger Accountants, and a Transaction Services team, with oversight by a Senior Finance Manager and strategic direction by the Chief Financial Officer.

### **Key Personnel**

Atira's Senior Management Team represent more than 40 years of experience in managing PBSA operations, predominantly in the on-campus space. With established senior and operational relationships within the higher education institutions, the Atira Senior Management Team will maintain hands-on involvement throughout the mobilisation process, and once the asset becomes operational.

Refer to Appendix 1 for detailed biographies of the Atira Senior Management Team.



**Michael Heffernan**  
CHIEF EXECUTIVE OFFICER

10 years of experience in PBSA

Previously CEO of Campus Living Villages (CLV) (Trans-Tasman)

Michael is responsible for the strategic leadership and overall management of Atira Student Living

Base Office Location: Brisbane  
E michael.heffernan@atira.com  
M +61 466 207 606

**Shannon O'Connor**  
CHIEF OPERATING OFFICER

6 years of experience in PBSA

Previously COO of CLV

Shannon is responsible for all operational management and marketing for Atira Student Living

Shannon will oversee the compliance and performance management of the property

Base Office Location: Brisbane  
E shannon.oconnor@atira.com  
M +61 426 889 022

**Leanne Baggott**  
CHIEF FINANCIAL OFFICER

8 years of experience in the PBSA sector

Previously CFO of CLV

Leanne is responsible for the financial management of Atira Student Living

Leanne will oversee the financial reporting, forecasting and budgeting for the property

Base Office Location: Sydney  
E leanne.baggott@atira.com  
M +61 466 745 039

**Lauren Storey**  
HEAD OF OPERATIONS,  
TRAINING & QUALITY

12 years of experience in PBSA

Previously the General Manager of Operations of CLV

Lauren will oversee the operations of the property including the Residential Life Program, hiring of Key Personnel, and SOPs

Base Office Location: Sydney  
E lauren.storey@atira.com  
M +61 466 655 576

**Rachel Manson**  
HEAD OF SALES & COMMERCIAL

10 years of experience in PBSA

Previously the General Manager for various assets and the Short Stays program at CLV

Rachel will lead the procurement activities for the property and will be involved in the mobilisation of the property

Base Office Location: Brisbane  
E rachel.manson@atira.com  
M +61 402 309 517

**Demonstrated Experience:**

Atira is a specialist student accommodation operator with a current portfolio of more than 3,500 beds across Brisbane and Adelaide, and further beds under construction in Melbourne and Perth. With more than 40 years of PBSA experience in its senior leadership team alone, Atira is one of Australasia’s leading student accommodation businesses.

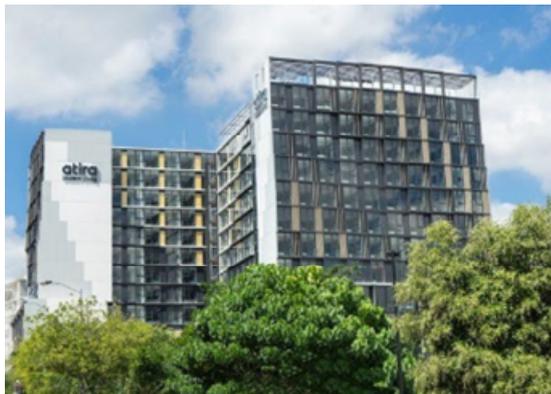
The following list of projects reflects the student accommodation projects that Atira operates within Australia.

**1. Atira – Regent Street**



<b>Location:</b>	Brisbane, QLD
<b>Beds:</b>	309
<b>Product Mix:</b>	Studio, Twin, 2 Bed, 3 Bed
<b>Ownership Status:</b>	Freehold
<b>Opened:</b>	1 July 2016
<b>Builder:</b>	McNab
<b>Architect:</b>	Tonic Architecture
<b>Universities Served:</b>	Queensland University of Technology, University of Queensland, Griffith University

**2. Atira – Merivale Street**



<b>Location:</b>	Brisbane, QLD
<b>Beds:</b>	825
<b>Product Mix:</b>	Studio, Twin, Cluster Flats
<b>Ownership Status:</b>	Freehold
<b>Opened:</b>	1 February 2017
<b>Builder:</b>	Built
<b>Architect:</b>	Bureau Proberts
<b>Universities Served:</b>	Queensland University of Technology, University of Queensland, Griffith University

**3. Atira – Waymouth Street**



**Location:** Adelaide, SA  
**Beds:** 448  
**Product Mix:** Studio, Twin, Cluster Flats  
**Ownership Status:** Freehold  
**Opened:** 1 February 2018  
**Builder:** Hindmarsh  
**Architect:** Hayball  
**Universities Served:** University of Adelaide,  
 University of South Australia,  
 Flinders University

**4. Atira – Glen Road**



**Location:** Brisbane, QLD  
**Beds:** 532  
**Product Mix:** Studio, Twin, Cluster Flats  
**Ownership Status:** Freehold  
**Opened:** 12 February 2018  
**Builder:** McNab  
**Architect:** Hayball  
**Universities Served:** University of Queensland,  
 Queensland University of  
 Technology, Griffith University

**5. Atira - La Trobe St**



**Location:** Melbourne, VIC  
**Beds:** 771  
**Product Mix:** Studio, Twin, Cluster Flats  
**Ownership Status:** Freehold  
**Opening:** 4 January 2018  
**Builder:** Hickory  
**Architect:** Hayball  
**Universities Served:** RMIT University, University of  
 Melbourne, Monash University,  
 Australian Catholic University

**6. Atira - Peel St**



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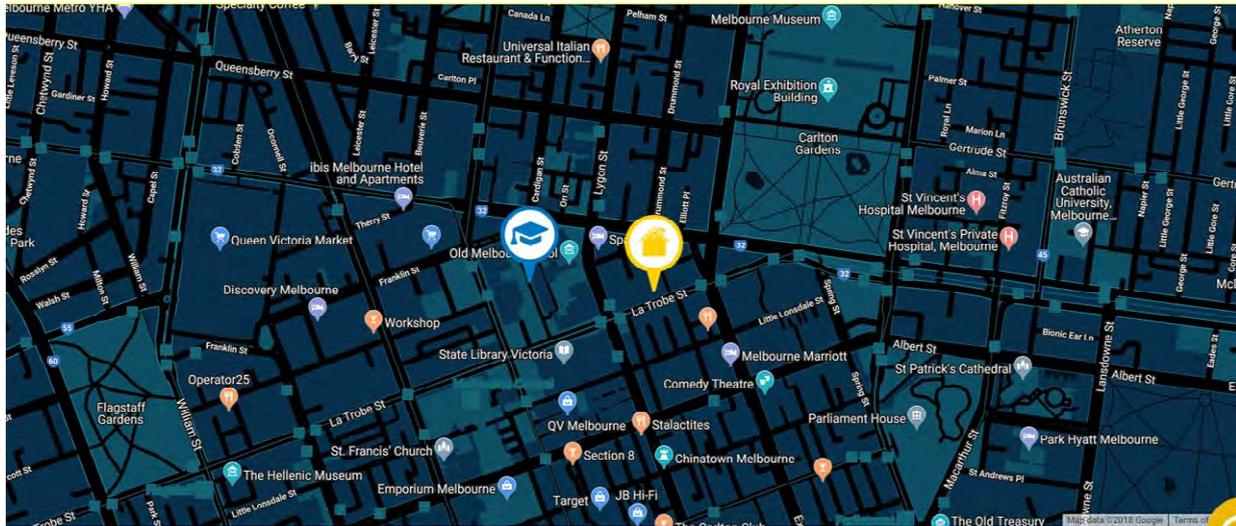
<b>Location:</b>	Melbourne, VIC
<b>Beds:</b>	576
<b>Product Mix:</b>	Studio, Twin, Cluster Flats
<b>Ownership Status:</b>	Freehold
<b>Opened:</b>	4 February 2018
<b>Builder:</b>	Hutchinson Builders
<b>Architect:</b>	Hayball
<b>Universities Served:</b>	RMIT University, University of Melbourne, Monash University, Australian Catholic University

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## Section 3 – Property Details

### Introduction to Doncaster Ave

Opening in January 2021, Atira Doncaster Avenue will set a new standard in student accommodation in the local Kensington and wider Sydney markets. Located at 4-18 Doncaster Ave, Kensington, the 259 bed property is a 250m walk to the amenity of Anzac Parade, and a 10-minute walk to the main UNSW campus, whilst also in close proximity to proposed Sydney Light Rail stations, all of which provides for a conveniently located accommodation option for UNSW students.



The property features a range of bed configurations to appeal to different student requirements and price-points, including studio apartments, various size shared 'cluster' apartments and twin shared rooms. Further product and price differentiation can be achieved with reference to location (i.e. views, aspect) and room size.

### Communal Spaces

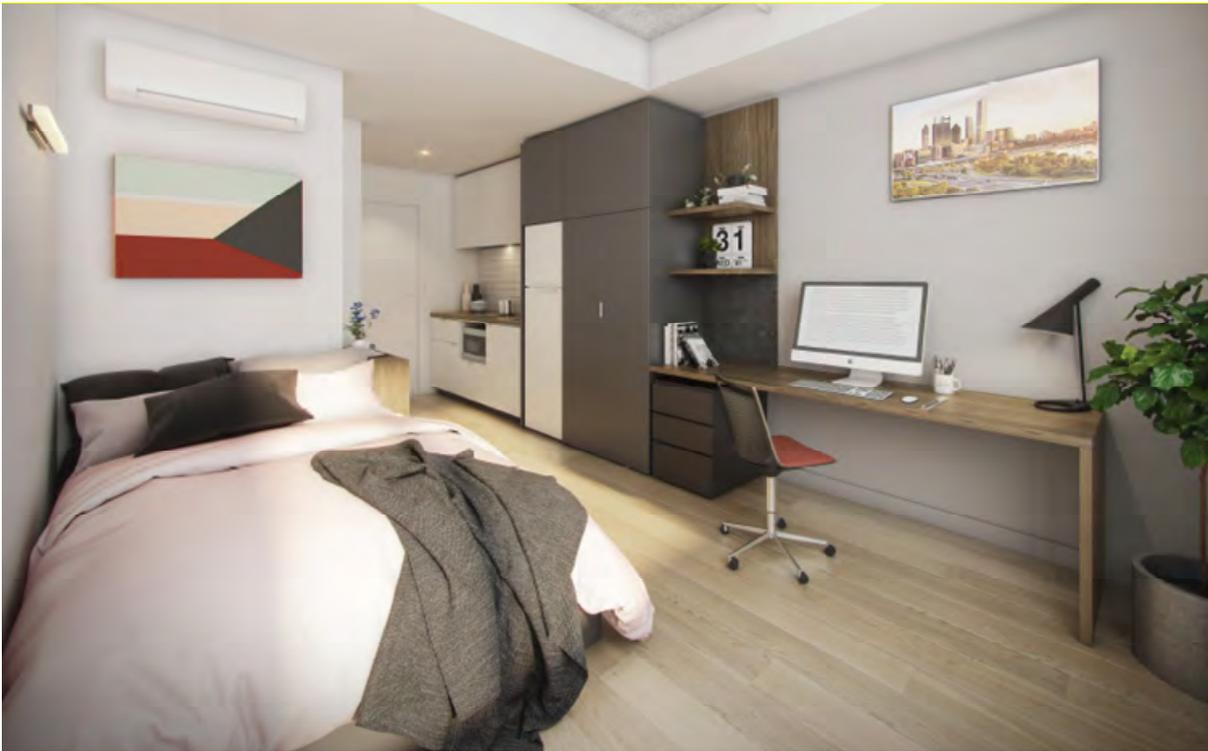
The Property features a wide range of high quality, functional communal spaces, that provide students with a balance of quiet spaces for individual and group study, and more active social spaces that helps create a collegiate living environment. Communal spaces include a gym, communal kitchen and dining, lounge rooms, study and meeting spaces, as well as outdoor courtyards with BBQ facilities.

### Function Unit Living Space

The Property has a diversity of accommodation types including 172 standard and accessible studios for either single occupants or couples (units dedicated for couples are capped at 20% or 34 studios), 40 twin beds, and 47 shared apartment cluster beds in 6 and 7 bed typologies, all of which provide a consistent functional living environment for each student's desired living arrangements. The total maximum occupancy of the building is therefore between 259 to 344 occupants. At a minimum all rooms provide the following:

- > Direct access to light and fresh air with large operable windows;
- > Blockout roller blinds;
- > Independently controlled air conditioning;
- > Integrated robe with shelving, hanging space, overhead storage and a mirror;
- > Under bed storage;
- > Study desk with ergonomic desk chair, task lamp, shelves, pinboard and pedestal drawer;
- > Separate dining space with stools or chairs;

- > Private kitchen within apartment, including full-size fridge, convection microwave, cooktop, rangehood (ovens and dishwashers provided in cluster apartments and communal kitchens); and
- > Bathrooms (either ensuite or shared) with ample storage.



*Typical Studio Apartment*



*Example Cluster Apartment living area*



### Accessible Living Space

The Property has been designed in accordance with the Building Code of Australia and Disability Discrimination Act and provides a range of accessible and ambulant accommodation for students. The development also provides full accessibility throughout all the communal spaces within the building, including the provision of hearing loops, ramps and wheelchair access.

### Security & Safety

Safety and security is paramount at the Property with the design implementing a sophisticated security and access control system to ensure residents enjoy a safe and pleasant experience in their homes. The Property has an extensive CCTV security camera network which covers all entry and exit points, all communal spaces and circulation spaces throughout the building. Footage is streamed to the front desk and office allowing staff to monitor the Property and review past footage.

The building's access control system is a programmable network providing keyless access throughout. Access points are located at all entry points, in the lifts, communal spaces and individual student accommodation rooms, allowing a customizable access solution for each individual student.

The Property is managed in accordance with the Atira Health Safety Environment Management Plan, with the Operations Manager nominated as the Responsible Officer. This includes the active promotion of a safe and secure student community through twice annual resident inductions. Atira residents must attend compulsory induction within 14 days of arrival. Induction sessions are designed to foster a vibrant community, the paramount concern being to ensure the safety, security and well-being of all residents and staff. Topics covered during induction focus on community living, behaviour and expectations, particular focus is given to matters relating to drugs and alcohol, safety, hazing/initiations, harassment and wellbeing, including reporting procedures and key contacts.

Residents who fail to attend a scheduled induction session must attend a one-off session with a member of the management team to ensure they are aware of Atira's community expectations and support services.

Atira's Incident Escalation Framework is a transparent, robust and tested solution that works across both the accommodation and tertiary environments and is designed to ensure clear channels of communication between Atira and its partners.

Refer to Appendix 2 for Atira's Health Safety and Environment Management Plan.

### Innovation & Flexibility

The design and systems in place at the Property provide the fabric for an interactive and fulfilling student experience which allows for the building to adapt to the requirements of the community and the individual's needs. Living spaces both within the accommodation and throughout each communal space provide a flexible and cohesive response to modern student living. These spaces are designed to provide students with access to a

diverse range of private, shared and community level engagement, as well as promoting a sense of place and belonging for each student.

Technology is also an important aspect in the functionality of the building and allows students to enjoy independence and convenience throughout the property. This includes provision of the following:

- > fully integrated Wi-Fi network extending over the entire property, with each resident allocated 100GB per month.
- > smart laundry service which messages students when their washing is complete;
- > interactive screens to share community information and events; and
- > ability to stream media to devices such as TVs, gym audio and the theatre system.

## Section 4 – Student Experience

### **Delivery of a Superior Student Experience Supported by tested an Operational Framework**

Atira is a full service PBSA operating business and delivers its services through the successful delivery of its operational framework. Atira's focus is to ensure that every resident feels connected within the community, is aware of and has access to a support structure that is in place across the multiple staffing levels. Every Atira staff member is committed to the residents' wellbeing and overall positive student experience. A successful and rewarding academic, social, and living experience of the residents contributes to building a vibrant and engaged property.

### **Pastoral Care Officers & Residential Life Programs**

Providing support to students as they adapt to independent living is an essential part of the Atira promise, as is ensuring the provision of a safe, secure and supportive living environment. Typical Atira properties feature a formula of roles, including RAs that interrelate with student residents to provide deeper levels of awareness within the community. All staff are trained in first aid, mental health awareness, crisis management and dealing with personal issues, as well as agreed communication plans when it comes to working with Student Services.

Atira's focus is to ensure that every resident feels connected within the community, is aware of and has access to a support structure that is in place across the multiple staffing levels. Every Atira staff member is committed to the residents' wellbeing and overall positive student experience. A successful and rewarding academic, social, and living experience of the residents contributes to building a vibrant and engaged property.

During office hours, pastoral care is led by the Operations Manager. Throughout the evening and early hours of the morning the Evening Duty Manager or RA are the primary pastoral carers. RA's are allocated to a group of residents prior to the residents' arrival at the property. Early interaction by the RA's is key to connecting new students to the community. RA's are charged with making contact with each of the residents in their group constantly throughout the year. Various events and activities are scheduled throughout the year, promoted as Residential Life Events, but are rostered in a way to allow Management and the RA's to have closer interaction with the residents to check on their welfare.

Our approach to the student experience is centred around five pillars:



### Academic Focus

We believe that the reason students are here is to achieve academic success. We support this with:

- Rooms with desks for private study
- High speed internet
- Study rooms for groups to work together
- Student Support Assistants when student needs advice
- Pastoral care when they go through difficult times
- A range of life skills and specialist programs to support and enhance the academic programs



### Community

We believe in designing facilities that maximise community interaction – places for students to ‘collide’ and collaborate. We have a full time Student Experience Manager who coordinates an engaging Events Calendar, including specific activities centred around:

- Indigenous communities
- Sustainability initiatives
- Buddy system, Student Support Assistants and Atira Staff to support each level.



### Health & Wellbeing

We believe that fitness and health play an important part of life. We support this with:

- Fitness programs that include yoga, Pilates, etc.
- Fun challenges for health, fitness and weight.
- Games and activities
- “Red Frog” counselling



### Recreation & Social

We believe that culture, community and being connected are driven by what we do in our recreation and social interactions.

We support this by:

- Student Experience Manager and program.
- Food, pizza nights, weekly BBQ.
- Organised trips and experiences throughout the cities in which we operate.
- Sport and games
- Pool, table tennis, Trivia nights competitions and ... Fun



### Life Ready

We believe in creating opportunities to engage with real life experiences to help students succeed before, during and after study.

We support this by:

- Presentations on thought leadership by industry leaders
- Creating part time job opportunities like tutoring
- Life skills such as goal setting and leadership
- Connecting into relevant organisations and opportunities

With a diverse student demographic comprising of different ages, cultures, interests and academic pursuits, achieving community connectedness is important to the harmonious operation of student accommodation. Atira’s Residential Life Program is tailored to ensure that all students are included. We recruit RA’s that are reflective of the resident population, ensuring engagement and representation from all demographics. Our Residential Life Programme also encourages connections with the higher education institutions and the wider community.

Refer to Appendix 3 for Atira’s Pastoral Care Plan & House Rules.

Atira’s philosophy is simple – we are committed to providing a world class student living experience where lifelong connections are forged, and memories created. Atira believes that academic success is enhanced when we create a meaningful sense of comfort, connection and belonging which culminates in a superior experience for our students.

## Social Equity & Diversity Framework

Diversity is one of the core values that supports our philosophy. We live our core values and they span across our approach to one another, our customers and our stakeholders.

Atira is committed to the promotion of equity and recognition of diversity across its portfolio. Atira’s focus is to provide a safe and secure environment that fosters fairness, equity, and respect for social and cultural diversity, and that is free from discrimination, bullying and harassment.

In support of this commitment, Atira will:

- > foster a culture which values and responds to the rich diversity of its community;
- > take reasonable steps to provide an environment free of harassment, discrimination and bullying;
- > ensure that residents are aware of their responsibilities as member of the Atira and Melbourne community;
- > encourage a safe environment that promotes a culture to report or seek support;
- > develop engagement plans and programs to promote diversity and inclusion;
- > provide training and education for residents and staff in relation to appropriate complaint procedures, support and resolution process; and
- > Encouraging residents and staff involvement in celebrating diversity through activities including Harmony Day, NAIDOC Week, Anti-Bullying Week and International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT).

Refer to Appendix 4 for Atira’s Social Equity & Diversity Framework

### **Complaints and Dispute Resolution Process**

Atira has procedures in place to help manage resident and external grievances. All residents will receive a Resident Handbook prior to arrival as an introduction to the accommodation. The Resident Handbook provides an explanation about how to deal with living in a shared community, resolving difficulties amongst peers, and details Atira's complaint process. In addition, residents are required to attend Induction and will be introduced to members of the on-site team and are advised of the grievance process.

If grievances between residents are not resolved by the parties themselves, the on-site management team will follow a staged process of mediation. The Evening Duty Manager is often the instigator of this process and will consult with the Operations Manager throughout the grievance process. Atira will keep a register of grievances requiring mediation and these will be reported to the University.

Refer to Appendix 5 for Atira's Resident Complaint Process and External Complaint Process.

## **Section 5 - Application and Contract Management**

Atira has a sophisticated Property Management System (PMS) that provides a seamless student experience from the moment the student applies to the day they leave. The PMS is integrated with Atira's website ensuring essential data is collected and reviewed prior to confirming a booking.

The following information must be submitted by every applicant:

- > Personal Details - Name, email address, contact number, address, gender, date of birth, nationality, special needs, medical needs, disability conditions;
- > Emergency Contact - Next of kin, relationship, contact number, email address;
- > Enrolment details - Institutions, faculty, year of study, enrolment status (part-time/full-time), student number; and
- > Application request - room preference, length of stay, living preferences.

The Customer Contact Centre (CCC) is responsible for reviewing applications and takes into consideration special requests (e.g. medical/disability), demographic data (i.e. gender, age and nationality) and enrolment data ensuring a balanced community.

Students are required to sign a Residential Agreement, this Agreement is executed by Atira once the Student has signed and agreed to the conditions including House Rules, paid a deposit and provided confirmation of enrolment.

To be eligible to live at the Facility during the academic year, the resident must be enrolled and remain enrolled as a tertiary student (part-time or full-time). Occupancy of the room/apartment shall be only by the approved resident and by no other person(s). Any planned changes in occupancy must be reported to management. Failure to report changes in occupancy may be grounds for termination of the agreement.

If the resident terminates their enrolment or if they are suspended from the tertiary institution at any time after having taken up residence, the resident must file a Termination of Occupancy request and vacate the residence within 48 hours after approval of such termination or suspension.

### **The House Rules**

The House Rules form the basis of the relationship between Atira and the residential community. The House Rules supplements the Residential Agreement which the resident signs when they take up residence. The rules provide guidance and information about the standards and procedures which residents are expected to meet and comply with during their stay. The rules seek to deal with obligations such as keeping property secure, aesthetic appearance of rooms and living environment, alcohol consumption and personal issues, bikes, property damage, cleaning and so on.

The Atira website will display the House Rules and policies so that they are available for potential residents and the general public to review. In addition to the above, residents also receive a Resident Handbook containing the

House Rules.

Refer to Appendix 6 for Sample Resident Handbook.

### **Reporting**

Atira has an adaptable reporting platform that is integrated with the PMS to track Operational Performance of the property. Subject to Atira's Privacy Policy, and management approval, reports can be produced to demonstrate the property's occupancy and resident demographic data.

## **Section 6 – Asset Management**

### **Maintenance Quality and Timelines**

Maintaining a superior product offering and exceptional customer service is a key focus for Atira. This requires excellent asset management protocols and timely facilities management responses.

Atira manages breakdown and corrective maintenance through its own on-site Facilities Manager. Our Facilities Manager is customer service trained, and respond quickly to "Fix It" requests logged through our property management system. Maintenance jobs are reviewed daily by the Operations Manager to ensure that residents are communicated with and their expectations around the resolution of maintenance requests are met.

There are three Priority Categories (Emergency / Urgent / Routine) used to distinguish the level of urgency required to rectify "Fix It" requests:

- > Emergency - defined as potential to cause an injury to person or physical asset and must be mitigated within 1 hour;
- > Urgent - defined as significantly impacting the living or working environment and must be corrected within 4 hours; and
- > Routine (first in - first out) - are routine work orders that are addressed based on their receipt date and time.

Atira's property management system allows for accurate recording of all maintenance activities, including submission date, completion date and correspondence with residents regarding the status of their "Fix It" request. Atira has developed exception reports to alert the management team of any outstanding maintenance activities that could lead to a breach of RTA requirements or Atira priority category timeframes.

For scheduled and planned maintenance, Atira has engaged Jones Lang LaSalle (JLL) as its Hard Facilities Management partner. JLL prepare and implement an Annual Maintenance Plan for all Atira properties and ensure that plant and services are maintained to the appropriate standard. JLL also manage the life-cycle costing plans for the properties, ensuring that the asset condition remains high at all times.

Hard services managed by JLL include:

- > Fire System
- > Electrical
- > Plumbing/Mechanical
- > HVAC
- > Lifts
- > Pest Control
- > Waste Services, including sanitary
- > Landscaping

### **Waste Management**

A Waste Management Plan has been created to detailing Atira's responsibilities for managing the waste system at the property. The Waste Management Plan will also cover the storage of waste within the property, sorting of recyclables and the collection and disposal of all waste from the property.

Refer to Appendix 7 for Atira's Waste Management Plan.

### **Property Upkeep**

Atira realise the importance of presenting a clean and well maintained property to residents and guests. Atira has an all-inclusive scheduled cleaning service to maintain the large number of common areas throughout the Property.

Residents are required to maintain their apartments. Atira management will schedule two room inspections per year in accordance with RTA legislation. A cleaning service is available to residents for an additional fee and can arranged at reception.

The on-site team will complete a minimum of two site inspection per day of common areas to ensure any property upkeep issues are addressed as quickly as possible.

### **Signage**

Atira is committed to providing transparent information to residents, visitors and contractors. The following signage will be displayed at the front entrance of the Property:

- > Registration of Business Name
- > Property Manager's Name and Contact information
- > Afterhours Assistance Numbers
- > Annual Fire Safety Statement

Atira will also display signage in each room and/or communal living areas informing maximum numbers of occupants per room, house rules, emergency contact numbers for essential services, annual fire safety statement and current fire safety schedule and emergency egress routes and evacuation plan, instructional signage to help reduce the instances of unwanted fire alarms, and common area and room identification signage throughout the Property. House Rules will be available upon request at reception.

The Property has 24/7 onsite staff, there is no need to display contact details for essential services as the onsite staff member will manage any service outages and contact the appropriate service provider or contractor to address the issue.

Refer to Appendix 8 for Sample Signage.

# Appendix 1

BIOGRAPHIES OF KEY PERSONNEL



# Michael Heffernan

## CHIEF EXECUTIVE OFFICER

Michael joined Atira Student Living in January 2018 as Chief Executive Officer. Michael has a strong network across the higher education sector in Australia and New Zealand, and is recognised as an industry leader in the Purpose Built Student Accommodation (PBSA) sector. In his capacity as Chief Executive Officer, Michael is responsible for the operational leadership, strategy, and relationship management across Australia and New Zealand.

Prior to joining Atira, Michael spent nine years as Chief Executive Officer of Campus Living Villages – the largest on-campus owner and operator of student accommodation in Australia and New Zealand. Michael led the Australian (2009 – 2017) and the New Zealand businesses (2015 – 2017) and was a key member of the Global Executive Team. Under Michael’s leadership, Campus Living Villages received “Excellence” awards in three consecutive years by the peak industry body for student accommodation.

Throughout his time with Campus Living Villages Michael played a pivotal role in numerous development projects, including:

- ◆ the multi-campus acquisition of the Western Sydney University student accommodation portfolio,
- ◆ a National Rental Affordability Scheme (NRAS) development with Edith Cowan University,
- ◆ a flagship on-campus student accommodation development at the University of Melbourne, and
- ◆ a 1,000 bed management contract with the University of Sydney.

Michael is known to the senior management of the University of Melbourne given his past involvement in the student accommodation project at Student Village Melbourne during his tenure at Campus Living Villages.

A Chartered Accountant by background, Michael has previously worked in senior roles managing large teams in the transport and infrastructure sectors, both in Australia and in the United Kingdom. Michael is also a Chartered Company Secretary with a solid grounding in governance and risk management.

## Student Accommodation Work History

◆ 2018 – current  
**CHIEF EXECUTIVE OFFICER**  
Atira Student Living

◆ 2009 – 2017  
**CHIEF EXECUTIVE OFFICER, AUSTRALIA & NEW ZEALAND**  
Campus Living Villages



## Shannon O'Connor

### CHIEF OPERATING OFFICER

Shannon is responsible for the overall leadership and management of the Atira portfolio. Shannon also leads and coordinates the Head Office support departments including Operations, Marketing, Sales, Facilities Management, Risk & Safety, and new project mobilisations.

Prior to moving into his current role as Chief Operating Officer, Shannon successfully led Campus Living Villages (CLV) Australian portfolio. Key projects completed included the design and implementation of CLV's Student Experience, redesign the B2C/ B2B websites and conversion to Mobile First User-Experience. In addition, Shannon created and implemented the CLV Sales Academy and CLV Customer Service Academy.

Throughout his time within the student accommodation sector, Shannon has also consulted on the bid and transition of many other projects such as:

- ◆ Western Sydney University (Bankstown, Campbelltown, Hawkesbury, Penrith, Nirimba) – transition of existing accommodation from University managed to CLV managed;
- ◆ Edith Cowan University Village (Joondalup) – a stage 2, 127 bed National Rental Affordability Scheme (NRAS) greenfields development and mobilisation;
- ◆ Queen Mary Building (The University of Sydney) – the mobilisation of a fully refurbished 800 bed dormitory student accommodation facility;
- ◆ Abercrombie Student Accommodation (The University of Sydney) – a 200 bed greenfields development and mobilisation;
- ◆ Student Village Melbourne (The University of Melbourne) – a 648 bed greenfields development and mobilisation;
- ◆ Glen Road, Brisbane (Atira) – a 532 bed greenfields development, marketing, sales and mobilisation; and,
- ◆ Waymouth Street, Adelaide (Atira) – a 448 bed greenfields development, marketing, sales and mobilisation.

Prior to working in student accommodation, Shannon was responsible for a number of brand and identity projects in the government and tourism spaces within Australia. During his international career, Shannon has also consulted and led the transition and development of a number of hotel projects in Cyprus, including:

- ◆ Opening of newly constructed Athena Royal Beach Hotel;
- ◆ Development and transition of All Inclusive product at Athena Beach Hotel;
- ◆ Development and transition of Couples Only product at Pioneer Beach Hotel; and,
- ◆ Commercial negotiation, contract management (acting for Thomas Cook) of Kouzalis Beach Hotel and Pafian Sun Holiday Village.

### Student Accommodation Work History



**2017 – Present**  
**CHIEF OPERATING OFFICER**  
Atira Student Living



**2012 – 2017**  
**DIRECTOR OF OPERATIONS & GLOBAL HEAD OF MARKETING**  
CLV Australia



## Leanne Baggott

### CHIEF FINANCIAL OFFICER

With 8 years' experience within the student accommodation sector, Leanne is a Chartered Accountant highly focused on integrating finance within the operational structure delivering information to assist in decision making and stakeholder satisfaction. Leanne has worked on numerous projects during her time with Campus Living Villages demonstrating her ability to understand a number of different operating models.

Leanne has spent 7 years in a variety of finance roles culminating in the Director of Finance for the Australian region and member of the Regional Executive Team. Throughout this time she has been involved in the refinancing, compliance and management of debt, financing during the construction phase of build projects, finance support of the mobilisation of new properties and management agreements, compliance, budget management, sales and strategy, implementation of a purchase order system, and overhaul of the budget and forecasting process.

Leanne has recently been appointed the Chief Financial Officer and is directly responsible for the finance and payroll function with an immediate focus of setting up a stable platform to enable and support the rapid rate of growth Atira is targeting whilst satisfying stakeholders.

Throughout her time with CLV, Lauren has also consulted on many other projects such as:

- ◆ Supporting the CLV UK finance during the acquisition of the Opal student accommodation portfolio (over 4,500 beds)
- ◆ Global overhaul of the budget and forecasting process
- ◆ The negotiation of the sale of Edith Cowan University Village to the University and conversion to a management agreement

### Student Accommodation Work History

◆ **2018 – current**  
**CHIEF FINANCIAL OFFICER**  
Atira Student Living

◆ **2013 – 2018**  
**DIRECTOR OF FINANCE**  
CLV Australia

◆ **2011 – 2013**  
**COMMERCIAL MANAGER**  
CLV Australia and New Zealand

◆ **2010 – 2011**  
**FINANCE MANAGER**  
CLV Australia



## Lauren Storey

### HEAD OF OPERATIONS, TRAINING & QUALITY

With 12 years' experience within the student accommodation industry, Lauren is highly focused on delivering a consistent and efficient operational platform across the Atira Student Living Portfolio. Lauren has worked on numerous projects for Campus Living Villages and also worked as an Accommodation Project Coordinator for the Sydney Olympic Committee, further demonstrating her capabilities in managing complex projects with multiple stakeholders.

Lauren spent 12 years at Campus Living Villages in variety of management roles. Throughout this time she transitioned the development of 517 new rooms at Macquarie University Village, mobilised the 1,021 bed UNSW Village, and oversaw the efficient operations of all departments, including policies and procedures, marketing, budgets, residential life programming, customer service, risk and safety management at Sydney University Village.

Lauren was appointed Student First, Project Manager in 2015, overseeing the delivery of a change management project across a number of key operational areas, including sales, marketing, system, residential life and facilities. Lauren was appointed the General Manager, Operations and Business Systems in 2016 and was directly responsible for sales, business improvement, operational training and project management functions.

Throughout her time with CLV, Lauren has also consulted on many other projects such as:

- ◆ Queen Mary Building transition from contractual close to operations
- ◆ SCU Village pre-opening activities
- ◆ Facilitating the transition of business processes, culture and systems for CLV UK during the acquisition of the Opal student accommodation portfolio (4,500+ beds)
- ◆ Implemented a PCI compliant system and procedures

### Student Accommodation Work History

- ◆ **2018 – current**  
**HEAD OF OPERATIONS, QUALITY AND TRAINING**  
Atira Student Living
- ◆ **2016 – 2018**  
**GENERAL MANAGER OF OPERATIONS AND BUSINESS SYSTEMS**  
Campus Living Villages
- ◆ **2015 – 2016**  
**PROJECT MANAGER – STUDENT FIRST**  
Campus Living Villages
- ◆ **2011 – 2015**  
**VILLAGE MANAGER, SYDNEY UNIVERSITY VILLAGE**  
Campus Living Villages
- ◆ **2009 – 2011**  
**OPERATIONS MANAGER, UNSW VILLAGE**  
Campus Living Villages
- ◆ **2006 – 2009**  
**ASSISTANT MANAGER, MACQUARIE UNIVERSITY VILLAGE**  
Campus Living Villages



## Rachel Manson

### HEAD OF SALES & COMMERCIAL

With 22 years' experience in hospitality management, Rachel boasts a proven track record of successfully facilitating organisational improvement and results by driving exponential improvement across all areas of operations, customer service and resident experiences.

She provides innovative thinking to ensure customers' needs and wants are met whilst delivering on corporate strategic goals and objectives. Her dedication to realising high levels of resident satisfaction and engagement has consistently delivered impressive retention and occupancy rates regardless of the markets she operates in. Rachel also excels at establishing and nurturing collaborative partnerships with education institutions.

Prior to joining Atira as the Head of Sales & commercial, Rachel spent 7 years in General Manager roles at Campus Living Villages in Sydney and Canberra. During her tenure, Rachel was responsible for the oversight of local resident engagement, operations, sales and marketing, residential life programming, risk and safety and asset management.

### Student Accommodation Work History

-  **2018 – current**  
**HEAD OF SALES & COMMERCIAL**  
Atira Student Living
-  **2015 – 2017**  
**GENERAL MANAGER, UNIVERSITY OF CANBERRA VILLAGE**  
**NATIONAL SHORT STAYS MANAGER**  
Campus Living Villages
-  **2012 – 2015**  
**GENERAL MANAGER, MACQUARIE UNIVERSITY VILLAGE**  
Campus Living Villages
-  **2011 – 2012**  
**GENERAL MANAGER, UNIVERSITY OF WESTERN SYDNEY VILLAGE**  
Campus Living Villages

# Appendix 2

HEALTH, SAFETY AND ENVIRONMENT PLAN

# Health, Safety and Environmental Management Plan (HSEMP)

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## **1 FOREWORD**

This Health, Safety and Environmental Management Plan (“HSEMP”) has been prepared by Atira Student Living (“Atira”) for the operations of Atira’s purpose built student accommodation properties within Australia (“Operations”). The HSEMP outlines Atira’s workplace health, safety and environmental requirements and responsibilities to be followed for the Operations.

The HSEMP outlines the safety activities that must occur in respect of all work activities related to the Operations, as directed by regulations, procedures and safe work practices designed to minimize hazards and safeguard the health, safety and welfare of all personnel, all users of the assets that form part of the Operations, and minimise harm to the environment.

### **1.1 Nature of our Business and Impact on how Atira meets its HSE Obligations**

Atira operates properties in a number of states across the country. Atira controls that work and how it is performed, and expects all personnel to comply with all Atira HSE requirements at all times.

Atira engages the services of specialist contractors with particular skill to perform works at our properties. Typical services that are covered:

- Waste removal;
- Cleaning;
- Plumbing / Backflow Prevention; and
- Fire System Maintenance Services.

In all such circumstances, Atira expects Property Management to check that contractors (and their personnel) have HSE processes in place and that they are following those processes in practice.

### **1.2 Background**

The HSEMP and associated contracts, legislation, codes of practice, guidelines, standards, procedures and references identify and encompass the working behaviours and safe work practices expected of all Atira employees, subcontractors and other contracted personnel engaged to perform services at an Atira property or office pursuant to a contract or otherwise (**Contract**).

The HSEMP has been designed to provide an overall view of the health, safety and environmental management requirements for each Atira property or office and to provide direction in respect to specific Procedures, Acts, Regulations, Codes of Practice, Australian Standards, National Standards and Guidance Notes for maintenance services.

The HSEMP shall be adopted and fully implemented by all Atira personnel, including employees and contractors as a minimum. The HSEMP contains referenced documents (procedures, instructions and forms) that are tools and aids to complete the daily tasks required to be undertaken. Implementation of the HSEMP and associated documentation shall be verified by Atira through continuous monitoring of workplace conditions. Atira will establish a framework for the discovery, determination and correction of unsafe conditions using periodic audits performed by safety specialists.

All employees and other personnel engaged at a property (supervisors and employee / contractor work groups) will be informed of Atira’s expectations of how they should – and must – meet and manage their responsibilities and accountabilities that contribute to the prevention of injury and the reduction of potential hazards and incidents within the workplace.

The HSEMP has been prepared in accordance with the following requirements:

- AS/NZS ISO 9001: 2008 Quality Management Systems
- AS/NZS ISO14001: 20015 Environmental Management Systems

- ISO 18001: 2007 Occupational Health and Safety Management Systems
- AS/NZS ISO 31000: 2009 Risk Management
- Occupational Health and Safety Act 1991 (Commonwealth)
- Workplace Health and Safety Act 2011 (Queensland)
- Workplace Health and Safety Act 2012 (South Australia)
- Occupational Health and Safety Act 2004 (Victoria)
- Occupational Safety and Health Act 1984 (Western Australia)
- Work Health and Safety Act 2011 (Commonwealth)

The HSEMP will be made available as part of the specification and any tender documents distributed to any subcontractors performing or proposing to perform services for Atira and should form part of any applicable contract. All contractors (including subcontractors) and other contracted personnel should, by reference in a Contract, be subject to the conditions of the HSEMP and associated documentation.

### **1.3 Purpose and scope**

The purpose of this Plan is to establish and maintain an effective health, safety and environmental management system. Atira is committed to implementing a structured approach to workplace health and safety in order to achieve a consistently high standard of safety performance.

This Plan will assist Atira in meeting its obligations in accordance with work health, safety and environmental legislation. This Plan applies to all Atira officers and workers and to other persons at risk from work carried out at all locations throughout Australia. Failure to comply with the requirements of this Plan may lead to disciplinary action.

## 1.4 Definitions

Term	Meaning
Hazard identification	Identifying slips, trips and falls and other potential activities that could injure a person or the environment
HSR	Health & Safety Representative - a worker elected by members of their work group to represent them in health and safety matters.
HSE Hazard Register	List of all Identified Hazards at a particular location
HSEMP	Health, Safety and Environment Management Plan
Internal Incident Notification Process	Incident notification within the Atira organisation
Isolations	Removing the power supply or source of energy
Job start meetings	Meeting held prior to the commencement of work
JSEA	Job Safety and Environment Analysis - a Step by Step process of each work activity, broken down into the steps that are required to be performed and any analysis of the risks inherent in each step
Objectives & Actions Register	A list of goals set by the property to achieve safety improvements
Officer	It is an officer's duty to exercise due diligence to ensure that the PCBU complies with its health and safety obligations under the WHS Act. <ul style="list-style-type: none"> <li>&gt; the Members of the Board for will usually be Officers under the WHS Act.</li> <li>&gt; the Responsible Officer may be an Officer under the WHS Act</li> </ul> A person is an Officer under the WHS Act only if they "make, or participate in making, decisions that affect the whole, or a substantial part, of the business of the corporation; or who has the capacity to affect significantly the corporation's financial standing".
Other persons	Includes any visitors and residents of the accommodation facilities
PCBU	Person Conducting a Business or Undertaking. A PCBU has the primary duty of care to ensure, so far as is reasonably practicable: <ul style="list-style-type: none"> <li>&gt; the health and safety of its workers while they are at work, and</li> <li>&gt; that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the PCBU.</li> </ul> Atira is a PCBU.
PPE	Personnel Protective Equipment
Register of competencies	List of training requirements for a particular task or role
Responsible Officer	Property General Manager
SWMS	Safe Work Method Statement - detailed instruction to perform an activity
Safety Investigation	Investigation in relation to safety breach
Tool box meetings	Communication meeting typically focused towards Safety, with a focus on two-way sharing of information based on active contributions by all team members (whether an Atira employee or a contractor, subcontractor or visitor to site)
Walk and Talk	Informal safety review whilst walking through the property
Worker	Previously known as 'employee'. The term worker includes employees, contractors and sub-contractors and their employees, labour hire employees, outworkers, apprentices and trainees, work experience students and volunteers.

## 1.5 Policy Statements

Atira is committed to providing a workplace that enables all work activities to be carried out safely. We will take all reasonably practicable measures to eliminate or minimise risks to the health, safety and welfare of workers, contractors, visitors, and anyone else who may be affected by our operations.

We are committed to ensuring we comply with any relevant legislation, applicable Codes of Practice and Australian Standards as far as possible.

**This HSEMP and Atira's WHS Policies and Procedures set out the safety arrangements and principles which are to be observed by Atira and its workers to ensure compliance with the WHS Act and to provide appropriate mechanisms for continuing consultation and management of WHS matters.**

## 1.6 Management Commitment

Atira is committed to ensuring, so far as is reasonably practicable, the health and safety of its workers (employees, contractors, labour hire workers, outworkers, apprentices, students or volunteers) while they are at work, and that the health and safety of other persons (e.g. visitors) is not put at risk from our operations. This will be achieved by:

- providing and maintaining a healthy and safe work environment through the implementation of safe work practices, safe systems of work and the provision of safe plant and equipment;
- ensuring that workplaces under the control of Atira are safe, without risk to health, and have safe means of access and egress;
- routinely consulting in order to maintain effective and co-operative relationships between Atira and its workers, and with other duty holders, on health and safety matters in the workplace; and
- reviewing, through appropriate mechanisms, the effectiveness of the safety measures taken.

Atira's commitment to providing safe and healthy working environments for its workers includes:

- providing relevant, up-to-date WHS information to all workers on matters such as workplace safety and their responsibilities;
- providing expert assistance in WHS matters where necessary;
- providing instruction and/or training in work processes where appropriate;
- developing and implementing strategies which include workplace assessment, hazard identification, and appropriate remedial action to eliminate or control hazards; and
- implementing and maintaining appropriate information, reporting and statistical systems.

Atira's visible commitment to the workforce is providing a safe and healthy working environment. Achieving safety objectives requires the commitment of ALL personnel (all levels of supervision and employees / contractors). Managers and employees at all levels must demonstrate their commitment and concern by:

- ensuring that decisions and practices are consistent with the stated vision, policy and objectives;
- making adequate resources available;
- hazard identification/ risk assessment of all work activities;
- participating in hazard identification workshops and other safety reviews;
- discussing safety with supervisors / employees (proactive safety leadership) – toolbox talks, workplace audits / inspections, safety induction training for supervisors, employees, subcontractors, etc., in a way that:

- seeks out problems and concerns that the person might not be managing as well as you would like (especially concerns that they might not want to volunteer) and that might affect the safety of those who perform the work; and
- helps them manage the concern for themselves;
- visiting all work areas to conduct safety observations, HSE inspections and SWMS audits, and provide immediate feedback;
- commending safe work practices;
- coaching employees where needs are recognised;
- monitoring and requiring corrections in the behaviours of contractors and subcontractors, and following up to make sure that changes have been put into effect;
- appropriate work instructions and safety procedures are implemented to meet OHS legislative requirements – work clearances/ permits to work, isolations;
- encouraging employee participation in the formulation of safe work procedures, instructions and safety rules;
- ensuring that safety is not compromised to meet schedule or budget;
- being part of incident investigation teams – ensuring all incidents are reported and investigated, follow up action items; and
- regular communications through induction, pre-starts, toolboxes, etc. to focus on safety – Safety is an agenda item and setting appropriate follow up reporting actions if no information or reports are volunteered.

Specifically, Atira intends to implement and manage appropriate safety management systems to ensure:

- a culture of continuous improvement occurs for recordable injuries (ideally no lost time injuries, no medical treatment injuries, no disabling injuries and no restricted work cases);
- all first aid injuries and close calls are reported and investigated and appropriate preventative steps taken to prevent recurrence;
- minimising the impact from environmental incidents (spills, leaks, near misses, lucky escapes, etc.);
- feedback on safety concerns raised by employees to occur within the same day whenever possible and a resolution as soon as possible;
- safety investigations of minor incidents are to be closed off within 2 working days whenever possible; and
- JSEAs to be undertaken for all high risk work activities, incorporating all identified hazards detailed within the HSE hazard register

**There is no job so urgent that you cannot take the time to do it safely and with care for the environment and community – do it safely or not at all.**

**If in doubt find out – ask the question and follow up to make sure you know the answer before you do the work.**

## 1.7 Workplace Code of Conduct

An acceptable level of behaviour is required to be maintained at the workplace at all times, and co-workers are to be treated with respect. Behavioural expectations of all Atira personnel (direct labour, supervision, management and contractors) are:

- arrive fit for work each day;
- adhere to all work clearance and permit directives, and when visiting any part of a property where a contractor is performing any work, comply with all directions given by the contractor;
- adhere to all HSE policies, procedures and directions;
- take responsibility for HSE in your workplace and speak up and follow up when you have any concern for the safety of any person;
- use the correct tools for the task;
- always wear the correct PPE;
- ensure proper housekeeping of work areas – remove all unwanted items / tools / equipment and rubbish; and
- report all hazards, close calls and injuries to your direct report / supervisor.

All employees must be physically fit to commence work. This is necessary to ensure that they are capable to perform their work in a safe and correct manner.

Personnel that are suspected, or identified as being, in a condition that will restrict them from completing work without the risk of injury to themselves or others, will be asked to leave the site and return when fit for duty.

Some prohibited behaviours within the workplace are listed below, but are not limited to:

- commencing work tasks without a permit or induction;
- using inappropriate tools for the job;
- willful disregard of JSEAs, procedures and practices;
- allowing others to work without being satisfied that they are working safely or to Atira's safety requirements;
- not passing on information that may have an impact on safety;
- being under the influence or in the possession of or the consumption of alcohol or illegal drugs and or substances; and
- not wearing the required PPE.

The Responsible Officer of a property must walk the entire site with at least one other staff member at least once a week, noting any visible hazards, and agreeing rectification plans in line with those set out in the Atira Hazards Register.

## 1.8 HSE Responsibilities

Atira believes that acceptable occupational health and safety performance is everyone's responsibility, with accountability across all levels. At each level, responsibility rests with those who direct the way in which work is performed.

The values supporting this belief are:

- all injuries and incidents are preventable;

- management encourages involvement and ownership by leading by example;
- adopting safe work practices, and acting on unsafe practices, are conditions of employment;
- employee involvement and consultation is essential;
- all levels of management are accountable for managing safety and health issues;
- all hazards and risks can be identified, assessed and controlled, and if they can they should also be eliminated; and
- training employees to work safely is essential.

However, as duty holder's, Atira, being the PCBU, must:

- ensure the health and safety of its workers and others in our workplace;
- ensure the health and safety of other persons is not put at risk from work carried out as part of its operations;
- provide and maintain a work environment that is without risks to health and safety;
- provide and maintain safe plant and structures;
- provide and maintain safe systems of work;
- ensure the safe use, handling and storage of plant, structures and substances;
- provide adequate facilities for the welfare of workers;
- provide information, training, instruction and supervision; and
- monitor the health of workers and the conditions of our workplaces.

Specific duties as a PCBU also include:

- record and notify Government Agencies of any notifiable incidents arising out of the conduct of the business or undertaking;
- ensure authorisations are in place for any high risk work or plant;
- consult so far as reasonably practicable with other PCBUs or persons who have a duty in regard to a work health and safety matter; and
- consult so far as reasonably practicable with workers, their representatives and Health and Safety Representatives on work health and safety matters.

### **1.9 Senior Leadership Team**

The Senior Leadership Team, as officers, are responsible for ensuring that Atira complies with any duty or obligation under the WHS Act. This is achieved by these officers exercising due diligence, which means they:

- acquire and keep an up to date knowledge of work health and safety matters;
- gain an understanding of Atira's operations and the hazards and risks involved;
- ensure that appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimized;

- ensure that information regarding incidents, hazards and risks is received, considered and responded to in a timely way;
- verify the provision and use of the resources and processes listed above; and
- ensure that Atira has, and implements, processes for complying with its WHS duties and obligations. This may include:
  - having work health and safety as a standing agenda item for each Senior Leadership Team meeting;
  - integrating WHS laws into everyday business through consultation with Managers and all workers;
  - developing a work health and safety management system framework, which will be reviewed on a regular basis by the CEO; and
  - ensuring that WHS risk management is incorporated into all business activities and that hazard identification, risk assessment and control is an on-going process, including:
    - development and maintenance of a WHS Risk Register;
    - development and maintenance of WHS policies and procedures;
    - ensuring an effective injury/incident reporting procedure;
    - ensuring appropriate processes are in place for WHS issues relating to contractor management;
    - ensuring that the procurement of any equipment takes into account WHS matters;
    - ensuring that regular hazard inspections of the workplaces occur;
    - ensuring that WHS is a standing agenda item at all staff meetings;
    - incorporating WHS updates and information into regular reporting provided to the Board by Station Managers;
    - ensuring that WHS issues are part of all training provided for staff, including induction;
    - ensuring that contractors and visitors to Atira are provided with appropriate and reasonable WHS information at site entry; and
    - ensuring that the work environment is a safe environment.

### **1.10 Responsible Officer's**

The Responsible Officer, (if an officer), is responsible for ensuring that Atira's Work Health, Safety and Environmental Management policies and procedures are implemented in the workplace and/or systems of work under their control. As an integral part of their normal duties, the Responsible Officer will:

- consult with their workers on measures to protect their health and safety;
- actively follow agreed safety practices and model positive attitudes towards health and safety matters;
- arrange for their workers to be instructed in healthy and safe systems of work and procedures and supervise the practice of safe working procedures;
- notify the CEO and/or other members of the Senior Leadership Team of all incidents, hazardous situations, dangerous occurrences or immediate risks to health and safety of any workers;

- ensure that all workers are informed of this policy;
- undertake consultation with all managers and workers on change that may affect their health and safety;
- ensure that WHS is a standing agenda item at all staff meetings; and
- communicate WHS matters to the CEO.

### **1.11 Managers and Leaders**

Managers and leaders are responsible for providing a workplace that is, as far as reasonably practicable, safe and healthy workplace for workers and visitors, in particular in the areas of their control. This includes modelling health and safety leadership, and demonstrating a commitment to good health and safety performance, by:

- talking about safety at regular meetings;
- ensuring safe work procedures are followed;
- reporting incidents, hazards and safety concerns promptly;
- assessing task risk and not allowing an activity to continue until it can be controlled adequately;
- fostering a strong work health and safety culture where worker input is valued;
- promoting and implementing the Atira Work Health, Safety and Environmental Management System;
- actively support the identification of hazards and risks and the management of these;
- understand and monitor safety performance objectives; and
- proactively manage other duty holders (e.g. contractors), when required.

### **1.12 Workers**

Workers must take reasonable care for their own health and safety while they are at work, and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons. They must comply, so far as they are reasonably able, with any reasonable instruction given by the Management, as well as co-operating with any reasonable policy or procedure which relates to workplace health and safety. On a day to day basis, this includes:

- to the extent of the worker's control or influence over working conditions and methods, take reasonable care to work safely;
- making sure that the work area safe when leaving it;
- make proper use of all appropriate safeguards, safety devices and personal protective equipment;
- follow agreed safe working practices and rules; and
- report all known hazards, accidents and incidents as soon as possible.

It is acknowledged that, in accordance with the Act, a worker may cease, or refuse to carry out work if they have a reasonable concern the work would expose the worker to a serious risk to their health or safety. The Act requires workers who cease work to notify the relevant manager that they have ceased unsafe work as soon as practicable after doing so. It also requires workers to remain available to carry out 'suitable alternative work'. This would not however require workers to remain at any place that poses a serious risk to their health or safety.

## 1.13 Contractors

Contractors, sub-contractors and self-employed persons are defined as “workers” under the WHS Act if they carry out work in any capacity for Atira. They are required to:

- comply with the requirements of the WHS legislation;
- have in place any work health and safety policies and programs required under State safety legislation;
- consult with Atira about safety matters and comply with Atira policies; and
- work safely and to include the safety Atira of staff and visitors in their safety plans.

If any staff member believes that a contractor may be engaging in an unsafe work practice, they are required to report this issue to their manager.

## 1.14 Visitors

Visitors and other persons also have responsibilities to abide by our workplace safety rules and procedures. These responsibilities include to:

- take reasonable care for their own health and safety and for the health and safety of other persons;
- comply with, so far as they are reasonably able, all reasonable safety directions provided by Atira staff;
- report all safety related incidents to Atira staff;
- ensure the adequate supervision of any accompanying children;
- not enter any restricted area without authorisation or escort;
- not bring or consume alcohol or illegal drugs at workplaces; and
- not willfully or recklessly interfere with Atira property.

**All personnel are accountable for the provision of and maintaining a safe place of work.**

OHS legislation imposes a duty on any business or undertaking to ensure or to take reasonably practicable steps to ensure the health and safety of all employees of the employer or persons affected by the work. OHS legislation also compels the employee to take reasonable care for the health and safety of people who are at the employee’s place of work and who may be affected by the employee’s acts or omissions at work.

**It is in the best interests of everyone to work safely. This will help to:**

- 1. Create a sense of security in doing your work;**
- 2. Keep the property running smoothly without incident;**
- 3. Comply with the legislation;**
- 4. Raise the safety standards within the industry;**
- 5. Keep a good safety record; and**
- 6. Keep everybody safe, and send all personnel home safely every day.**

## 1.15 Organisational Chart

Inter-relationships amongst Atira are shown by way of the organisation chart. Please see Property specific Organisational Chart.

## 1.16 HSE requirements

All Atira OHS requirements are documented in this HSEMP.

In planning how the requirements for the Operations will be met, the following activities will be considered:

- the selection of competent personnel to perform all work activities;
- the preparation and delivery of specific inductions and competencies;
- the preparation of specific procedures, work instructions and safety plans to ensure adequate job task definition and the meeting of all safety requirements;
- the identification and communication of work hazards through the use of job safety and environmental analysis, job start (including reviews), supervisor instruction, and toolbox meetings;
- the active participation of all personnel shall be sought through management meetings and the use of “Walk & Talk” strategies to capture and rectify risky behaviours;
- the identification and correction of unsafe conditions, unsafe equipment and unsafe facilities shall be delivered through the use of scheduled workplace inspections and audits;
- the identification and acquisition of appropriate equipment, resources and skills that may be needed to achieve the required OHS capabilities; and
- the identification and preparation of occupational health and safety records.

## 1.17 Working on a part of a property under the control of another entity

From time to time Aitra staff may be required to enter into an area controlled by another entity. Whenever our personnel work in such an area, and without affecting anything else in this HSEMP, Atira expects such personnel to observe the following requirements:

- comply with instructions given by the manager of the work;
- if you have any concerns about the contractor or other entity or how effectively they are monitoring safety, tell the Responsible Officer at the property;
- keep to only the permitted areas as directed by the manager of the work;
- take corrective action to eliminate hazards at the site, and report those hazards which cannot be immediately corrected, to the manager of the work;
- seek appropriate first aid or treatment for injuries and illnesses and report on the appropriate form, to the manager of the work;
- use any PPE provided by the manager of the work;
- be familiar with emergency and evacuation procedures;
- do not willfully or recklessly interfere with or misuse any health and safety equipment;
- do not willfully place at risk the health and safety of anyone at or involved with the site; and
- do not injure yourself willfully.

## **2 HEALTH SAFETY AND ENVIRONMENTAL MANAGEMENT SYSTEM**

Atira will endeavour to protect people, minimise the impact to the environment and the community. To work towards this goal, Atira will implement a HSE management system that is underpinned by the rigorous hazard identification and risk assessment process contained within the Atira HSE management system.

The individual elements of the Atira HSE management system revolve around the five steps of Planning, Assessing, Control, Implementation and Review.

### **2.1 Document Control**

Document control will be managed through Atira's Internal Information Technology system. Any printed document will be treated as an uncontrolled version. All employees will have access to the system either directly or through their manager.

#### **2.1.1 Planning**

Prior to undertaking any work or event, a JSEA will be conducted to identify risks associated with safety and environmental hazards, regulatory requirements and emergency planning, etc.

The Atira representative (see Section 1.10) of this HSEMP will consult with the contractor (and in rare cases, subcontractor) to understand the nature and extent of the contractor's planning for the job including hazard identification, risk assessment, elimination or control measures, implementation and consider, in an ongoing sense, for so long as the contractor is involved in the property in question, the effective monitoring and review of how those processes are operating in practice.

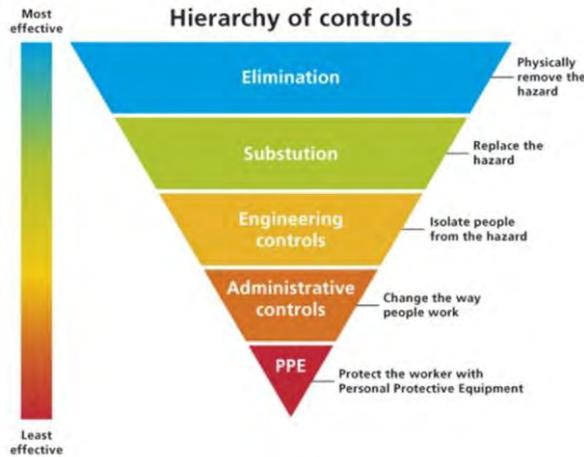
#### **2.1.2 Assessing the Risks**

The purpose of any WHS risk assessment is to ensure that, for any identified hazards, appropriate control measures are implemented in order to protect workers, contractors and visitors from risks to their health, safety and welfare.

Control measures for WHS hazards should be implemented as required using the following hierarchy of control, in order of preference these measures relate to:

- elimination (removal of the hazard);
- substitution (substitute the hazard for something which is less hazardous e.g. replace a hazardous chemical with one which is not hazardous);
- isolation (isolate the hazard from people e.g. place a noisy piece of equipment in another location);
- engineering (e.g. guarding on machinery);
- administrative (e.g. provision of training, policies and procedures, signage); and
- PPE (e.g. use of hearing, eye protection, high visibility vests).

Outcomes of risk assessments will be documented and the control measures reviewed at least annually or earlier should a task or activity be the subject of a WHS incident or a change of process or requirement. Current risk assessments will ensure that Atira achieves the goal of eliminating or minimising the risk workers may be exposed to.



**2.1.3 Decide on Control Measures**

Decide on the control measures that best suit the requirements of controlling the associated risks.

**2.1.4 Implementation of Controls**

Ensure all control measures have been implemented and reviewed.

**2.1.5 Monitor and Review**

Learnings from the Review process are collated and interpreted to develop objectives and actions to ensure that the HSE management system is continually improving. Learning from these activities is seen as critical in shaping the organisational culture.

The following diagram illustrates the philosophy that Atira will follow in controlling the risks associated with the business.



### **3 PLANNING ELEMENT**

Effective planning of all aspects of the HSE management process will be incorporated into the planning process for all work performed.

#### **3.1 Responsibilities and Accountabilities**

Specific health and safety responsibilities as required by legislation are detailed in this document. The wider responsibilities and accountabilities for all personnel in Atira are recorded in your letter of employment. Each person involved in the property has equal responsibility to strive to achieve a safe and healthy workplace.

All employees relevant to the work activity will have the ability to have input into the development and review of safety policies and procedures as part of the HSEMP.

#### **3.2 HSE Hazards**

Specific health and safety risks are identified and managed according to the HSEMP.

Atira will identify maintenance and minor works health and safety risks at three different levels. These are:

- property wide health and safety risk assessments based on general maintenance and minor works activities;
- identified high risk maintenance and minor works activities and the development of JSEA; and
- site and task specific assessments appropriate to day-to-day maintenance and minor works activities using the Safe Job Start processes.

Atira shall implement an operational risk management process that systematically identifies HSE hazards. All identified hazards associated with the tasks conducted at a site shall be recorded in the HSE Hazard Register. All identified hazards shall be assessed to determine the applicable systematic controls (e.g. procedures, work instructions training requirements, etc.) and to determine the appropriate point of contact risk assessment tool.

##### **3.2.1 High Risk Maintenance Activities**

High risk maintenance and minor works activities that are identified will require a Detailed Hazard Analysis. This will include, but not be limited to:

- working on or adjacent to road(s) and/or carpark(s);
- the movement of powered mobile plant at the workplace;
- using a hazardous substance;
- conducting an activity where a person could fall a minimum of 1.8 metres;
- working near pressurised gas distribution mains;
- working near an exposed energised electrical installation;
- trenching or excavating activities;
- entering any confined spaces;
- chainsaw / hedge trimmers; and
- using compressed air tools.

The high risk activities applicable to any Atira scope of works will be detailed within the HSE Hazards Register, and require site and task specific reviews and modifications using the Job Start process. JSEAs shall be developed for all identified high risk activities. No high risk activity shall be permitted to commence until a JSEA has been prepared specifically for that activity and the JSEA has been reviewed and approved by the Responsible Officer.

The JSEA must include the following as a minimum:

- a description of the high risk activity;
- the specific control measures proposed for working safely;
- the way the activity is to be performed, including how the control measures are to be used;
- how the effectiveness of the control measures will be monitored and reviewed; and
- if the activity being performed is a prescribed occupation as defined by legislation and what the prescribed occupation is.

The general nature and content of the Hazard Register shall be communicated to new personnel at induction. Refresher information on the general nature and content of the Hazard Register shall be communicated via toolbox meetings, noticeboards or other appropriate forums.

### 3.3 Legal Requirements

Atira shall review, identify and provide access to all legal, contractual and other requirements for the various industries and regions where they have a presence.

Atira works closely with the legal team at one of its owners, Blue Sky Private Real Estate, to ensure that it receives industry updates on legislative changes that may occur from time to time.

### 3.4 Induction

Atira is committed to providing appropriate training to ensure workers have the skills and knowledge necessary to fulfil their WHS obligations. WHS training is a fundamental requirement for Atira to achieve a safe workplace.

The WHS training needs for all staff will be determined in consultation with managers and workers, as well as through review of the WHS Risk Register, however it can be generally categorised into three kinds:

Type	Focus	Who
Generic WHS Training – Property / Location Specific	> skills and knowledge which is commonly required, e.g. induction training, WHS risk management training, evacuation procedures.	All employees
Resident Orientation	> training for residents to be familiar with emergency evacuation procedures, village rules and regulations.	Residents
Risk Specific WHS Training	> training required for those persons conducting activities with a specific risk to health and safety or a verification activity, e.g. first aid training, hazardous substances training, manual handling training, confined spaces training, working from heights.	Employees, Subcontractors and Contractors as applicable.
Task Specific WHS Training	> skills and licensing which are required depending on the specific hazards and risk, e.g. any farm equipment operation, high risk work licenses such as for driving forklifts, cranes.	Employees, Subcontractors and Contractors as applicable.

### 3.5 Compliance with Work Health and Safety Laws

Atira will comply with - or exceed - its obligations under work health and safety laws at each of the properties, and expects all contractors and subcontractors to do the same.

Work health and safety laws across the country require Atira to take reasonably practicable steps to safeguard the safety of all persons affected by its work. The measures and practices set out in this HSEMP are designed to help Atira meet that duty and keep all persons safe. Atira expects all employees, contractors and visitors to cooperate with all efforts by Atira to meet this duty.

### **3.6 Subcontractor Management**

Atira will endeavor, through its induction program and contracts entered into with contractors, ensure that all contractors and subcontractors understand as a minimum, the requirements of the HSE Management Process and the need to work and communicate, proactively with all others on site before work begins.

Contractors (including subcontractors) are responsible for developing their own health, safety and environmental management plan (HSEMP) that is required to be consistent with the Atira HSEMP. Additionally, subcontractors shall be responsible for the appointment of a competent person and ensuring the safety, health and welfare of all personnel under the subcontractors' control. The HSEMP must detail the occupational, health and safety (OHS) systems and procedures that will apply for all relevant aspects of the work required, including subcontract work.

Contractors (including subcontractors) must consider the hazards to health, safety and environment in relation to the whole 'life cycle' of any works (i.e. construction, operation, maintenance and eventual decommissioning / disposal / demolition) so as to eliminate or reduce such hazards as far as reasonably practicable during the execution of works.

The HSEMP will form the basis by which the subcontractor's OHS performance will be monitored and audited by Atira. Atira expects all contractors to provide subcontractors with copies of the Atira HSEMP, and to require preparation and audit of the appropriate use of JSEA / SWSM and review methodologies. Contractors (including subcontractors) must ensure that all their employees, subcontractors and consultants are inducted into and follow the requirements of the HSEMP.

To this end Atira will require contractors to verify that their personnel are complying with the contractor's HSE requirements, and, as appropriate, reviewing their performance against the requirements of the 'contractor review and supervision checklist'. Atira will ensure, through the application of audits, workplace inspections, toolbox meetings, management meetings, etc., that all contractual, legislative and site-specific safety management requirements are met.

#### **3.6.1 Evaluation & Selection of Subcontractors / Suppliers**

Atira has engaged the services of Jones Lang LaSalle (JLL) to engage, supervise and manage all Hard FM Services on behalf of Atira. Under this contractor JLL are required to ensure that as a minimum any subcontractors engaged to perform work are to meet the requirements of the HSEMP.

Atira will conduct period audits of the JLL contract to ensure that these requirements are being met. Subcontractors and/or suppliers shall be evaluated and selected based on criteria specified in the set procedure for the provision of services and products respectively except where managerial evaluation identifies site-specific requirements.

Records shall be maintained of acceptable subcontractors / suppliers based on meeting one or more of these criteria:

- demonstrable past history of acceptable performance;
- ISO 9000 Certification;
- suitable inspection and record systems in place;
- customer nominated; and
- ability to meet insurance requirements.

Additionally, subcontractors who have an impact on the safety and environmental responsibility of Atira, industrial relations and customer service shall be evaluated in regard to their systems in these areas. If the subcontractor systems are deficient, then the subcontractor may be asked to modify the systems or be requested to work in accordance with the Atira systems.

In reviewing the contractor's ongoing performance, Atira will take appropriate disciplinary action for violations of safety rules which may include, in the case of contractors and subcontractors:

- coaching, closer supervision or more regular review;

- suspension / removal from site; and/or
- termination of engagement;

Subcontractors are required to provide evidence of their compliance with the criteria specified above on an annual basis, and notify the contractor and Atira immediately if, for any reason, they become unable to meet any of those criteria.

### **3.7 Pre-Placement Medical and Health Assessment**

To assist its efforts to eliminate and/or manage HSE risks arising from the nature of the work, Atira will require pre-employment medicals be conducted on all “high risk staff”, and may require contractors to have conducted such assessments on their own staff. An assessment will be conducted based on the outcome of the pre-employment medical ensuring a workforce suitable for the work activities to be undertaken at the property.

### **3.8 Workplace Environment/ Employee Wellbeing**

Atira will promote a safe and harmonious work environment is provided for all personnel through compliance with relevant HR processes outline in the HR Induction Program.

### **3.9 Competence, Awareness & Training**

The COO (or delegated person at the Property) will conduct a training needs analysis and arrange for appropriate WHS training to be undertaken by workers as required.

Where required, workers are to demonstrate their competencies to perform required tasks safely. In tasks with a high potential for injury, a separate documented assessment of a person’s competency may be undertaken.

As a guide, competency assessments should be signed and dated by the assessor/assesse and contain the following elements:

- task or equipment description;
- information on licenses held (or other relevant qualifications);
- a checklist containing the essential competencies that were demonstrated; and
- comments or confirmation that the competency was met.

Atira is committed to developing a suite of competencies to deal with all safety sensitive work tasks.

## **4 IMPLEMENTATION ELEMENT**

Effective communication and consultation is required to identify systems and processes are implemented to safeguard all employees and other personnel who perform work activities at a Atira property or office. Communication and consultation is a critical process for the implementation of HSE Management System.

Training is one of the primary methods for communicating the requirements of the HSE Management System to the workforce.

The HSE Hazards Register assists in the development of induction programs and the identification of training needs (confined space, permit to work, working at heights, etc).

Other communication methods on Atira include monthly toolbox sessions, management meetings etc. that maintain awareness of HSE procedures and issues as well as provide the forum for workforce feedback and suggestions.

Atira will consult, cooperate and coordinate with affected contractors (and subcontractors) to ensure they understand this HSEMP, and Atira’s expectation that they will meet the requirements of this policy, and ensure that their subcontractors, in turn, do the same.

## 4.1 Operational Controls

Operational controls are based on the effective application of system requirements, along with task related risk control mechanisms such as the JSEA / Job Start process. The operational controls listed below include Job Start and JSEA, which form part of the control measures for most hazards, along with the key controls for all of the other hazards identified in the HSE Hazards Register.

## 4.2 Safe Work Method Statements / START Right

While procedures control inherent risks associated with specific tasks, they do not address the hazards associated with the changes in the work environment at the time and place the work is performed. To control the hazards associated with the work environment, Atira will implement JSEA / Job Start processes that are to be used before commencement of a task and whenever there is a significant change in the task or work environment, during the conduct of that task.

The risk assessment program to be utilised is the Atira's Job Start / Job Analysis / START Right Process (**START Right – STOP, THINK, ASSESS, REVIEW, TALK**).

Atira will carry out a risk assessment on all jobs referred to in the scope of work for the purposes of identifying hazards and assessing the risks relating to those hazards of injury and/or property damage during the work. **All non-scope work (variations or repairs) will be subject to the same risk assessment process.**

The results are to be recorded on the HSE Hazards Register for the particular property.

## 4.3 START Right

Atira will START Right prior to any work being carried out. This will be executed by the employee(s) or other personnel conducting the work. Over and above the JSEA, the START Right Process is to be used to review the SWMS, scope of work and the site:

- when work first commences on site;
- at the start of each subsequent day on site; and
- whenever the works change from the plan, such as additional scope (i.e. new works).

### 4.3.1 Job Safety and Environmental Analysis (JSEA)

All high risk work activities at the property shall be controlled through the completion of a JSEA prior to the commencement of any works on-site. The JSEA is a single document that integrates task planning and risk management process as well as site-specific risk assessment and control. A JSEA shall be prepared for all tasks conducted at a Atira property or office.

Experienced personnel that have sighted the task prior to the start of the works will develop the JSEA to achieve an acceptable level of risk, ensuring that all foreseeable hazards and risks have been mitigated, if not eliminated. A third party prior to the start of the activity will review the documentation if required – the advice of a fellow supervisor may be sought when reviewing documentation.

The JSEA document must be completed prior to task commencement, however, when work commences, all personnel carrying out the tasks are required to review the JSEA as a team to form an agreement. All personnel involved in a work activity are to sign the sheet as evidence that they have been involved in the risk assessment process. Each supervisor will ensure that these are carried out for the length of the project and will rectify and/or accommodate any serious hazards, environment change (i.e. rain / wind / etc) or new employees or contractors start at the worksite.

### 4.3.2 Unacceptable Risk

Whenever unacceptable risk arises in a work area or site the work crew is to be removed from the work area to a safe area. No person is to re-enter the work area unless they are rectifying the unacceptable risk or inspecting the area or the risk has been reduced to an acceptable level of risk.

**No person is to re-enter the area until an acceptable level of risk is achieved. Atira considers a risk score of moderate as acceptable but low is desirable.**

The COO may provide assistance in the development of the JSEA. Should the JSEA require modification, all team members are to make the recommended changes and sign the JSEA as evidence they have reviewed, understand and agree to follow the step by step process, and they have received the specific safety training.

**Contractors and their Subcontractors working on a property for Atira shall also be expected to utilise the Atira JSEA and Job Start process to ensure consistency across the Operations. Atira will accept alternative forms, if the Contractor or Subcontractor have been trained.**

Standard JSEAs may be developed for any task that has been identified as being an unacceptable risk of having an incident or accident. JSEAs are used as a safety tool when unacceptable levels of risk of injury or damage exist, and require hazard control strategies as identified within the HSE Hazards Register.

The development of standard work procedures / instructions for specific risks that exist on Atira have:

- involved a cross section of the workforce; and
- been identified by a risk assessment involving the hazard.

All signed documents will be retained and stored in the property office. Risk assessment records shall be kept until the hazard is superseded or the hazard no longer exists at the site and shall be kept for a minimum of seven years.

#### **4.3.3 Permit to Work**

A Permit to Work system is applicable to the high risk works identified below. This is addressed through the Hazard Register, JSEA and START Right process. The START Right form includes an overall Permit to Commence Works, checking off the permit requirements listed below.

- Confined Space Entry;
- Work near above ground or underground power lines;
- Trenching;
- Excavation;
- Hot Works;
- Working at Heights;
- Working with Asbestos; and
- Isolation of energy source (ie water, electricity, fire system, etc...).

#### **4.4 Electrical Safety**

Failure to maintain electrical equipment in a safe condition, or to use equipment in accordance with manufacturer's instructions may result in injury or death to workers or other parties.

All electrical equipment must be protected from damage, used safely and checked regularly. In addition, there are other requirements that must also be implemented for 'specified electrical equipment'. These requirements include combinations of testing and recording and connection to safety switches.

Regular inspection and testing of in-service electrical equipment by a competent person is a way to ensure this safety duty is met. The WHS legislation requires that electrical equipment is inspected and tested in accordance with Australian Standard 3760: 2010 In-Service Safety Inspection and Testing of Electrical Equipment.

**Only authorised electrical personnel are to perform installation, inspection, testing and labelling activities.**

##### **4.4.1 Testing Frequency**

The general frequency of inspections that are outlined in Section 2 of the Standard, AS/NZS 3760:2010 have been used, however frequencies can be varied (both less and more) by completing a risk assessment. The Australian standard includes a table that sets out testing and inspection intervals for various types of equipment from 3 months (for equipment that is high use, high risk, or hire equipment) to up to 5 years (for equipment that is not open to abuse, flexing of cords, etc). In addition to the regular testing and inspection, the standard specifies that electrical equipment is to be inspected and tested:

- before return to service after a repair or servicing, which could have affected the electrical safety of the equipment, and
- before return to service from a second-hand sale, to ensure equipment is safe.

Generally, the following should be followed:

- tools and leads: every 12 months (low use)
- safety switches: monthly
- offices: every 3 to 5 years

#### 4.4.2 Residual Current Devices

The fitting of Residual Current Devices (RCD) on certain equipment can considerably reduce the risk of electrocution. An RCD (also known as a safety switch) works by detecting a current leakage. When RCD detects this current leakage, it turns the power off almost immediately. Whilst an electric shock may still be received, the duration will be shortened reducing the risk of serious injury.

#### 4.4.3 Unsafe Equipment

Equipment that may be unsafe should be withdrawn immediately from service and have a label attached warning against further use. Arrangements should be made, as soon as possible, for such equipment to be disposed, destroyed, or repaired by an authorised repair agent or competent person.

### 4.5 Environmental Hazards

**Environmental hazard** means "any adverse effect on the environment (of whatever degree or duration) and includes an environmental nuisance" (the latter is defined as 'the emission of a pollutant that unreasonably interferes with, or is likely to interfere with, a person's enjoyment of the environment').

Atira manages environmental issues through the same Plan, Do, Check, Act philosophy as outlined earlier and these impacts are managed through a series of controls. These controls are based on the effective application of HSE system requirements along with task related risk control mechanisms such as the JSEA and Job Start process. The operational controls listed form part of the control measures for most hazards, along with the key controls for all of the other hazards identified in the HSE Hazards Register.

For example: Waste generated from work within a property for Atira should be managed in accordance with the following order of preference (hierarchy of control) —

- avoidance;
- re-use;
- re-cycling;
- recovery of energy;
- treatment;
- containment;

These processes are defined within the HSE Hazards Register as key controls when considering the environmental impact of project activities.

#### 4.6 First Aid

Atira has in place the following first aid procedures, as required by First Aid in the Workplace Code of Practice:

- the appointment and training of First Aid Officers (FAO);
- the provision of first aid kits within the workplace;
- clear signage with the name of the FAO and the location of the first aid kits; and
- the provision of a suitable first aid kit in all vehicles (as applicable).

It is the FAO's responsibility to ensure that the contents of all first aid kits are maintained. The minimum level of training for a FAO is the Senior First Aid Certificate (or equivalent). Refresher training should be undertaken every three years.

First Aid Officer Responsibilities:

- approved to render first aid assistance in the workplace;
- should ensure that they do not administer first aid services beyond their level of training;
- a record of any first aid treatment given should be kept by the FAO and reported to the Responsible Officer on a regular basis to assist with reviewing first aid arrangements; and
- contact details for FAOs are displayed on all noticeboards.

#### 4.7 Personal Protective Equipment

All persons on site shall wear and maintain the supplied personal protective equipment as directed by Atira.

- **Long-Long High Visible Protective Clothing (Natural Fibre (AS 190634 & 4602:1999))** – shall be worn where specified, as required under a task specific JSEA or where directed by the Responsible Officer. Shirts will be long sleeved and cotton. When working alongside roadways or within carparks, as well as during night time maintenance activities, vests with high visible reflective taping will be provided. Pants will be long drill pants or jeans. Broad brimmed hats are to be worn at all times when individuals are exposed to solar rays, including brims attached to safety helmets.
- **Eye Protection (AS 1336 & 1337)** – eye protection with side shields shall be worn at all times as directed by Atira except where exempted by the Responsible Officer (lunch rooms, offices, vehicle cabs) or where the JSEA identifies that (standard) eye protection provides an unacceptable risk, and in such a case more extensive measures are required. Personnel working in areas or performing tasks that present a likelihood of eye injury (identified by JSEA) shall wear specialised eye protection (welding, grinding, abrasive blasting). Double eye protection to be worn for specific tasks where the JSEA dictates– e.g. grinding.
- **Safety Footwear (AS 2210)** – steel capped boots shall be worn where specified, as required under a task specific JSEA or where directed by the Responsible Officer. All other times footwear must be enclosed.

In addition, the following PPE will be supplied where the JSEA identifies the requirements:

- **Respiratory Protection (AS 1715 & 1716)** – shall be worn where airborne fumes or particles are likely to be encountered and are likely to be injurious to health or produce unsafe working conditions.
- **Safety Helmets (AS 1801)** - shall be worn where specified as required under JSEA or where directed by the Responsible Officer (lunch rooms, offices, vehicle cabs) and are to be fitted with broad brims.

- **Hearing Protection (AS 1270)** - shall be worn by all persons who are exposed to an excessive Daily Noise Dose or noise levels in excess of 85 dBA.
- **Hand Protection (AS 2161)** - gloves and other hand protection shall be worn by all persons required to handle materials, tools, equipment or substances that are likely to cause injury to the hands. Gloves, however, shall not be worn where there is a likelihood of the gloves becoming caught in machinery or a task where the hands may suffer from a loss of sensation.
- **Safety Harnesses (AS 2626)** - personnel required to work outside protective guard rails designed to prevent a fall and personnel working from dogboxes/boom lifts shall be provided with and wear safety harnesses. Personnel working at a height shall also be provided with and wear safety harnesses where it will be able to safely protect a worker from a fall. Personnel shall only wear a safety harness if they have nationally recognised training.

Atira will provide all employees with access to any safety devices and equipment as is necessary to prevent accidents, injuries, fires and property damage. Such equipment may include flashing lights, warning signs, traffic controls, and machinery guards, and any equipment required by the contractor (if any) in control of the workplace area.

Any safety systems or equipment provided by Atira will comply with relevant standards. The Property General Manager will confirm with the contractor the suitability of the equipment and directions for its use before using it under the supervision of any contractor.

Contractors (including subcontractors) are responsible for the supply, replacement and maintenance of all PPE for their own personnel, visitors and the personnel of subcontractors procured by them.

All visitors to site shall comply with the above PPE requirements.

PPE is to be considered as the last method of hazard control and only to be used after all other risk control measures have been investigated.

#### **4.8 Transport and Traffic**

Persons shall only drive vehicles or other machinery for which they are confirmed competent and hold a valid licence (listing the vehicle/s or categories on their licence).

Atira values safe and courteous driving.

#### **4.9 Dangerous Goods / Hazardous Substances (Storage & Handling)**

The characteristics/condition of materials, items or equipment under Atira's control shall be preserved through identification, storage and handling processes to ensure suitability for use is maintained through implementation of the Handling, Storage, Packaging, Preservation and Delivery procedure.

The health & safety of employees including potential environmental impacts with respect to storage and handling activities shall be assessed and control measures implemented to ensure identified hazards/risks are eliminated or mitigated. Material Safety Data Sheets (MSDS) are available through the ChemAlert website (or equivalent) referenced below.

Risk assessments will be carried out on chemicals that are intended for use on Atira works. Alternative chemicals are to be considered if the risk of use is unacceptable. A list of chemicals with attached MSDS shall be forwarded to the Responsible Officer for approval prior to bringing them to site.

The Responsible Officer shall first approve all hazardous substances brought onto the site and a file of the MSDS maintained at the property office. If a chemical other than those presently approved and recorded is required for use, the MSDS from the manufacturer must be submitted to the Property General Manager for approval prior to bringing the chemical to site.

All hazardous substances will be stored in accordance with MSDS recommendation and site requirements. Handling and PPE requirements will be adhered to as per MSDS.

#### **4.10 Emergency Preparedness**

Emergency plans shall be developed to ensure that a state of readiness is maintained to effectively deal with foreseeable emergencies and to minimise the impact on health, safety and environment.

An emergency evacuation plan has been developed and this plan, together with a list of emergency contacts, is displayed in the following locations:

- office/reception;
- common areas;
- workshops;
- sheds;
- male toilets; and
- female toilets.

The Emergency Summary Contacts List is to be completed at each location as per the Emergency Summary Sheet.

All fire emergency equipment, such as horns, sirens and fire extinguishers, will be tested by an approved provider every 12 months.

Emergency plans will be displayed prominently and communicated to all personnel.

#### **4.11 Workplace Facilities**

Each property shall be responsible to provide adequate facilities in accordance with the relevant legislation, Code of Practice, Standards, etc.

Facilities shall be maintained in a clean and hygienic state. It is the requirement of the user to clean up after themselves and leave the facilities in a clean and tidy state.

#### **4.12 HSE Communication**

The Chief Operating Officer has been appointed as the management representative to oversee the safety and environmental management system as documented in the HSEMP. The Chief Operating Officer reports directly to the Chief Executive Officer and is a member of the Senior Leadership Team.

The Responsible Officer has the primary focus on communicating with contractors and subcontractors at our properties, and following up with them from time to time, to understand how effectively they find that their own, internal, HSE risk management processes are working in practice, and to raise any further and additional matters that might help them to identify risks and manage them, to the extent they cannot be eliminated immediately, before the work starts.

This expectation is in addition to and separate from Atira's expectations of its personnel to manage its own operational roles in the same way, by communicating with employees and affected contractors from time to time, to understand how effectively they find that Atira's HSE risk management processes are working in practice, and to raise any further and additional matters that might help Atira to identify risks and manage them, to the extent they cannot be eliminated immediately, before the work starts.

### 4.12.1 HSE Management System Representatives

Atira acknowledges that open communication between workers and managers is important to ensuring a safe workplace. Therefore, workers are encouraged to:

- ask questions relating to WHS;
- bring up safety concerns;
- make recommendations regarding WHS;
- give regular feedback;
- become involved in evaluation of safety issues; and
- participate in any WHS related problem solving process.

It is important that workers help shape decisions about WHS particularly when:

- identifying hazards and assessing risks;
- making decisions about ways to eliminate or minimise those hazards or risks;
- proposing business changes that may affect the health and safety of workers;
- purchasing of new equipment or substances; and
- developing or changing job tasks or safety procedures.

All workers belong to a work group and are encouraged to raise any work health and safety concerns they may have with their manager and/or Health and Safety Representative. If the issue identified remains unresolved, it should be raised directly with the COO.

All toolbox meetings shall be recorded, including names and signatures of all participants. They shall list the following as a minimum:

- Workforce;
- Supervisors;
- Meeting Chaired By;
- Issues/Actions; and
- General Business.

### 4.13 HSE Committee

The Atira Health and Safety Committee provides a forum for the constructive discussion of measures to assure health and safety in the workplace. The Health and Safety Committee will meet quarterly and:

- facilitate co-operation between the PCBU and workers in the instigation, development and implementation of WHS policies and procedures;
- assist in developing standards, rules and procedures relating to health, safety and environment;
- consult with workers regarding their WHS concerns;
- consult with management regarding worker WHS concerns including change that may influence WHS more

- ensure the conduct of regular workplace inspections.

Minutes of the latest Health and Safety Committee meeting will be made available for all workers to review.

#### **4.14 Safety Alerts and Notifications**

Safety Alerts will be the official notification to site personnel for reporting incidents or accidents and on site activities that have the potential to affect the health and safety of employees on the site.

Safety Alerts shall be displayed on all safety notice boards and distributed electronically or in hard copy as required.

Safety Notifications will be used to distribute general safety information which may affect parts of the property or the entire Atira business. Safety Notifications will be presented at Tool Box Meeting for discussion.

## **5 REVIEW ELEMENT**

Review of all aspects of the HSE management process is required to maintain the effectiveness of the planning and implementation process.

Atira's operational functions on site at any property do not limit its capacity to review the effectiveness of HSE management processes of its contractors or its employees. All personnel are encouraged and required to speak up and to engage actively with audits, observations, and follow up on all matters of concern, including all matters no matter how small or large the potential outcome may be.

### **5.1 Audits**

An annual Audit of compliance against the HSEMP requirements will be completed.

Atira shall schedule and maintain internal audits to cover property-specific documentation not covered by the annual management audit.

### **5.2 Workplace Inspection**

Atira will carry out regular inspections of the workplace to identify hazards and have them rectified immediately where possible. If the problem is unable to be rectified immediately, the Responsible Officer shall safeguard others from the hazard and report to the COO.

Random inspections of the workplace will be carried out by the property management team or other nominated person using workplace inspections forms to monitor compliance with the HSEMP. The nominated person will rectify immediately if possible to do so, then report any safety hazards to the Responsible Officer for notification and / or correction. The hazard and action taken will be included in discussions held at monthly management meetings, as well as be reported at the next toolbox meeting.

If the problem is unable to be rectified immediately, the nominated person will barricade the area and signpost 'do not enter' and escalate the issue.

When conducting an inspection or otherwise on part of the property where a contractor is performing any work, all Atira employees must:

- comply with instructions given by the contractor (including to keep to only the areas permitted by the contractor and to use all personal protective equipment provided by the contractor);
- participate in all HSE training organised by the contractor; and
- report all concerns to the contractor and to the Responsible Officer.

All employees have an obligation to correct and report any safety hazards. This is to be done through the Close Call reporting system.

Responsible Officer's in each area will be responsible for all inspections being conducted in their areas.

The Responsible Officer shall hold a controlled list of the areas to be inspected and the personnel responsible for conducting the inspections, and report on the completion of the inspections – have all planned inspections been carried out, have any issues raised been actioned and assigned. This information is to be tabled at management team meetings.

Copies of all completed inspections shall be sent to the Chief Operating Officer, who shall initiate formal corrective action if required. All completed inspections and associated corrective actions shall be filed and maintained by the relevant Responsible Officer.

Atira expects all personnel to volunteer all information that might have an impact on HSE of any person. You must raise all such information with your manager, who will raise it with the contractor's representative.

### **5.3 Incident Management**

Atira is required by legislation to investigate all incidents / injuries – all incidents and Close Calls are to be reported, recorded, investigated and all resulting corrective actions implemented. All managers and workers including contractors are required to complete an incident form if a hazard/injury/incident occurs, and:

- advise the Responsible Officer of the incident or injury or hazard;
- for recording purposes complete an Incident Report and Investigation Form;
- complete the relevant sections of the form giving details of the incident. The form should be completed even when an injury has not occurred, that is, in the event of a near miss;
- all hard copy forms should be signed by the relevant parties; and
- the Responsible Officer or their delegate must record all injuries on the injury register.

Internal reporting of any hazard/injury/incident should occur is separate from reporting of notifiable incidents to Responsible Officer.

Where hard copy forms are used, the Responsible Officer will conduct the severity calculation based on the likelihood and consequence scores for the incident.

#### **5.3.1 Internal Incident Notification Process**

All Managers will support this process and should be notified as directed by site requirements. Employees shall report all incidents to the direct manager immediately upon becoming aware of them.

After hours: all Medium and Major incidents will be reported within 1 hour by phone to the Responsible Officer. The Responsible Officer will then follow the Flow Chart for Incident Reporting and Investigation.

In the event of a fatality, the Atira Chief Executive Officer will inform the Atira Board. Where required or advised, the Chief Executive Officer will also notify the Blue Sky and Goldman Sachs Legal and Public Relations departments and the relevant statutory authorities as required by legislation. Note that prior to such notification to Statutory Authorities the Chief Executive Officer must consult with the Legal department unless to do so would put any person at risk of harm or injury.

The following individuals must be notified, as a minimum for the following incident types:

	Incident Minor	Incident Medium	Incident Major	Timeframe
<b>ESCALATION POINTS "VERBAL ONLY" – escalation within 1 hour</b>				
Onsite/On-shift Duty Manager /or General Manager Contact Uni for digital presence	✓	✓	✓	<b>immediately</b>
General Manager		✓	✓	<b>immediately</b>
State Manager / Head of Operations			✓	<b>immediately</b>
Chief Operating Officer *Via State Manager/Head of Operations			✓	<b>immediately</b>
Chief Executive Officer *Via Chief Operating Officer			✓	<b>immediately</b>
ATIRA Board & BlueSky & Goldman Sachs representatives as per the critical incident distribution list *Via State Manager/Head of Operations			✓	<b>within 12 hours</b>
University or Third Party Owner contact if applicable		* Refer to note under Noise & Be- haviour - ver- bal update to be provided.	✓	<b>within 1 hour</b> between 8am-8pm or next day
<b>EXTERNAL SUPPORT/ESCALATION</b>				
Insurance Broker (For any prospective insurance claims (employee, property, etc))			✓	<b>within 24 hrs</b> (by COO)
<b>Relevant Statutory Authorities:</b> • Workplace Health and Safety; and/or • Electrical Safety Office; and/or • Environment Protection Agency			✓	<b>within 24 hrs</b> (by Atira Legal Counsel)
<b>DOCUMENTATION &amp; REVIEW</b>				
Incident Report Form if applicable			✓	<b>within 48 hours</b> (only to be released through email to Atira Legal Counsel)
StarRez Database	✓	✓	✓	<b>within 1 hour</b>
Risk Register Review to determine if appropriate mitigation strategy in place	✓	✓	✓	<b>within 24 hours</b>

Notification, as required by this procedure, is not considered completed until receipt of the notification is confirmed, i.e. voicemail and email messages do not satisfy the notification requirements until the message is acknowledged as received.

The Responsible Officer (or appropriate delegate) responsible for the injured person, damaged equipment or area where the incident occurred shall enter initial details on the Incident database within 1 working day of the incident occurring.

Where access to the Incident database is not available, the Property General Manager will enter the incident details into the Incident database within 1 working day of the incident occurring. Where required by law, a copy of the incident report is to be provided to the affected person(s).

The Responsible Officer holding responsibilities for the plant, people or environment associated with the incident will be responsible for the management of the incident reporting, investigation and corrective actions. The Responsible Officer will be supported and assisted by the Head of Operations, Training & Quality throughout the reporting, investigation, preventative and corrective action and incident review process.

### **5.3.2 External Incident Notification Process**

All Managers will support this process and should be notified as directed by property requirements. Employees shall report all incidents to their Supervisor immediately upon becoming aware of them.

For any incident resulting in death, personal injury, illness or ill health, and any incident that results in equipment damage, the Responsible Officer will notify the Chief Operating Officer by the quickest available means.

A copy of the incident report will be completed by Responsible Officer within two (2) days of any incident, including remedial actions taken to avoid a recurrence of the incident if applicable.

### **5.3.3 Calculate Incident Severity**

The severity of the incident will be calculated using the 'Impact Table' from the Risk Register.

The potential impact shall be determined using the most credible case scenario. The Responsible Officer shall conduct the Incident Severity calculation and the Head of Operations, Training & Quality shall be responsible to ensure severity calculations are consistent and accurate.

### **5.3.4 High Potential Incident**

A "High Potential Incident" is an event, or series of events, that causes or has the potential to cause significant adverse effect on the safety or health of a person.

The relevant Responsible Officer will investigate all incidents and injuries, and issue an interim report within 24 hours.

All dangerous occurrences or lost time injuries will be reported immediately and fulfil any other statutory reporting requirements.

## **5.4 Close Call / Near Miss**

All Close Calls (or Near Misses) must be reported immediately to the local Manager. The Atira Incident Report and Investigation Form is to be completed and the details entered onto the Incident Register. Refer to the Flow Chart for Incident Reporting and Investigation.

The investigation of a close call is to be carried out whenever the risk assessment is moderate or higher.

For any review that is being undertaken for the purpose of obtaining legal advice, legal privilege must be claimed at the earliest possible time. To allow Atira to claim privilege against production over any investigation or investigation report produced, only the Blue Sky Legal Department may commission an investigation, and any investigation must be commissioned through lawyers acting for Atira, in writing.

Consideration must be given for any close calls that have the potential to be a High Potential Incident. The Responsible Officer must be notified immediately and the site must not be disturbed or work commence in that area until the area has been cleared for clean up or work to recommence.

## **5.5 Injury Management / Rehabilitation**

Atira will work to ensure employees suffering workplace related injury or illness are assisted in the return to their pre-injury physical, psychological, social, vocational and economic capacity via a rehabilitation process as required by law.

Injuries or illnesses resulting in claims for workers compensation shall be managed in accordance with injury management processes and legislation.

The purpose of the rehabilitation procedure is to assist in the safe and early return to work of employees through the provision of optimal rehabilitation programs.

## **6 IMPROVEMENT ELEMENT**

Learning outcomes from the Review process are collated and interpreted to develop objectives and actions to ensure that the HSE Management System is continually improving. Learning from our activities is seen as critical in shaping the organisational culture.

The Atira HSE Management System uses the elements mentioned in a cyclic model that is self-sustaining and designed to identify and continually feedback opportunities for improvement into the systems.

### **6.1 Objectives & Actions Register**

Any hazard identified on the Hazard Register that has a post control risk rating of High or Extreme will be required to have further controls managed through the Objectives and Actions Register. Additional hazards identified with post control risk rating of less than High may be added to the Objectives and Actions Register should additional controls be deemed necessary.

For each identified hazard entered onto the Objectives and Actions Register, targets and measures must be set and an appropriate person nominated to be responsible for carrying out the planned actions. The nominated person shall then be responsible for reporting progress of actions and targets.

### **6.2 HSE Performance Reports**

The Chief Executive Officer has determined that HSE reports shall be prepared on a quarterly basis. Quarterly reports include as a minimum Safety Hours, JSEA Numbers and incident / injury statistics.

Additional reporting may be requested from time to time to assist in further improvement of the HSE culture of the business.

Atira encourages all employees to speak with all contractors proactively, to identify and address, by eliminating (or, if elimination is not practicable, by managing) HSE risks proactively, before they might lead to the possible injury of anyone.

### **6.3 Corrective Actions**

Identification of opportunities for improvement, system deficiencies, etc. can occur through a range of mechanisms, such as system audits, incident investigations, actions from meetings and results of workplace inspections. Depending on the source, corrective or preventative actions arising may be managed via the Corrective and Preventative Action Database, the Corrective Action section of Insight, actions on meeting minutes or other registers/databases.

Non Conformance Reports should be used to reflect and document discussions that Atira personnel have already had with contractors about HSE concerns. Non Conformance Reports are no substitute for early discussion and follow up, particularly where there is an identified serious risk of harm.

Atira employees can speak with their Property General Manager if they have any queries about this approach.

# Appendix 3

PASTORAL CARE PLAN

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## 1. Introduction

Pastoral care is the main focus of the Operations Manager, Evening Duty Manager and Resident Assistant Team, with a staff member always on hand to assist when required.

The Operations Manager is an integral part of delivering pastoral care for the Property. This role liaises closely with the higher education institutions and the Resident Assistants (RAs) to ensure the consistency of services provided to residents.

The Evening Duty Managers also play a key role in supporting pastoral care at the Property. The Evening Duty Managers generally engage with residents who are not adhering to the Property Rules and often identify residents of concern. This role is essential to keep the Property running smoothly after-hours and maintain a harmonious community.

Resident Assistants are the drivers of creating an engaged community. The Resident Assistant team provides residents with a support team that is highly trained and experienced in providing residents with the best living arrangements.

As part of the Program, RA's will undertake the following:

- > Organise welcome and orientation activities;
- > Organise communal activities and events;
- > Promote learning, social and personal development opportunities;
- > Act as a support in case of emergencies;
- > Offer support and advice to residents; and,
- > Conduct mediations and house meetings.

RA's are also equipped with the skills and experience to manage a variety of behaviours such as anti-social behaviour, mental health concerns and roommate conflicts.

## 2. Residential Life Framework

Atira believes its responsibility extends beyond just providing beds for students. The Property will seek to enhance campus life with structured programs designed to create memorable experiences, support academic success and assist in the transition from dependence to independence.

The Pastoral Care and Residential Life Program deliverables include:

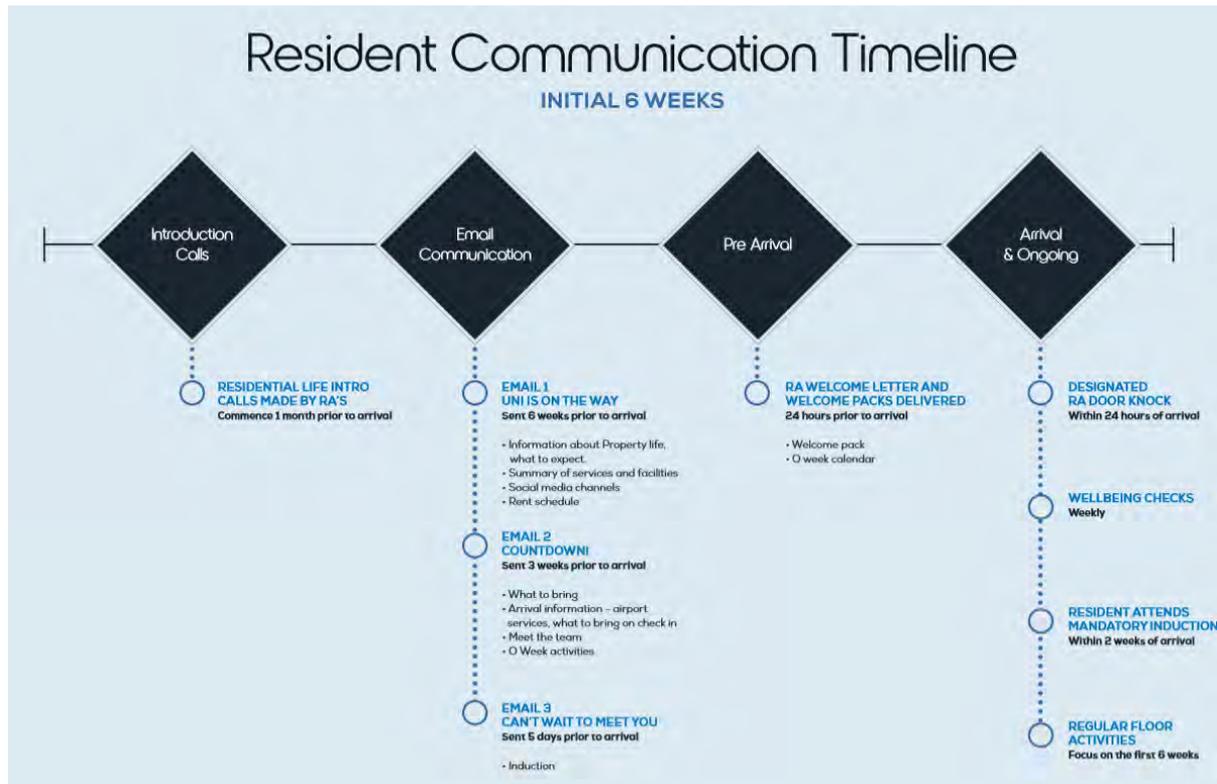
- > High levels of connectedness to higher education institution services in order to maximise attendance and involvement with existing services and on-campus event participation opportunities;
- > Delivery of a focused Orientation Week activities (Semesters 1& 2);
- > Involvement by Student Experience Assistants in supporting and promoting event attendance and community building;
- > Encourage a community that fosters learning and social conscious;
- > Creation of opportunities to volunteer and contribute locally charities;
- > Commitment to best practice regarding alcohol management including accreditation and partnering with AlcoCups and Red Frogs;
- > Proactive presentations and information sessions held onsite to ensure high resident awareness of how to access University Clubs and Societies; and
- > Visible and pro-active use of social media to encourage onsite event participation.

## 2. Welcome Experience

### Arrival

With over 200 new students arriving in 2021, it's essential that we provide an 'Arrival Experience' that is welcoming, fun and friendly. For many domestic students, it's their first time away from home and is somewhat of a daunting time adapting to university life. International students have the added challenge of not only moving to a new country but also transitioning to a new culture and customs. Therefore, we must ensure that all residents have a great 'Arrival Experience' to help with the transition to their new home.

Below details pre-arrival and arrival activities that complement Orientation Week and community events.



### Resident Inductions & Orientation Week

Orientation Week sets the standards and expectations for the year ahead. Orientation Week provides an opportunity to capture a large number of the resident population in one place at one time, enabling management to welcome and equip residents with information they need to know about their new home.

All residents will receive a property induction/overview on check-in and must attend a mandatory Community Induction Session as scheduled by management.

The Community Induction Session Agenda is as follows:

- > Staff / University introductions;
- > Facilities familiarisation;
- > Key Property rules;
- > Acceptable behaviour i.e. alcohol management expectations;
- > Noise and party policies;
- > Safety, harassment and wellbeing, including reporting procedures and key contacts;
- > Residential complaints process;

- > Counselling service information;
- > Emergency response procedures & Fire safety;
- > Safety presentation by local representative;
- > Clubs and Interest Groups introduction; and
- > Orientation Week activities and events.

## Orientation Week

Taking the first step into university as a new student can be as overwhelming as it is exciting. It's a new place, a new home with new friendships and connections to forge. Orientation Week provides the platform to create these new relationships and attend activities and events that will assist each resident with settling into their new environment.

Atira's Orientation Week spans over three days and includes onsite and offsite events that are tailored to build both community spirit and a sense of belonging. Atira will collaborate with the University to complement on-campus activities and encourage residents to attend these events.

Events include:

- > Meet your neighbour, floor ice breakers;
- > Floor vs Floor challenge;
- > Speed meet & greets;
- > Welcome to Sydney – local shops, banks, transport, cheap eats, best coffee;
- > Welcome Event – University attended event;
- > Australian reptile show, BBQ and G'Day mate event;
- > Rooftop tour;
- > Sporting activity, bubble soccer; and,
- > Rise N Shine, breakfast with Redfrogs.

## 3. Community Standards

Communication is the key to establishing a respectful and positive community. With a diverse resident population, talking with roommates and neighbours about acceptable standards of behaviour and living is essential to prevent resident misunderstandings and conflict. Residents are encouraged to observe the values of the residential community and use them as tools to define the standards that are important to them:

Civility:	respect, accountability, responsibility
Community Connectedness:	pride for residential living areas, involvement
Education:	commitment to learn and share knowledge, academic success
Leadership:	role modelling, empowerment, advocacy, integrity
Diversity:	respect, celebration, and appreciation for differences
Personal Development:	face new challenges, character development, community service

At the beginning of each semester, residents will be encouraged to participate in a floor/apartment Community Standards Meeting, facilitated by RAs, to set an agreement concerning how the floor/apartment community will relate to and treat each other. This document is a living document created through dialogue, compromise, and commitment, and may be edited, as needed, by the community.

An important aspect of community standards is discussing and deciding how to enforce the agreements. Community standards define mutual expectations for how the community will function on an interpersonal level, subject to applicable Property policies.

### **Purpose for Developing Community Standards**

Community Standards should positively affect the quality of the residential living and learning experiences in several ways:

- > Create an environment conducive to studying and learning;
- > Alleviate potential problems through interdependence and working together; and
- > To learn how to compromise within a widely diverse population.

These standards serve as a catalyst for residents to share their visions and expectations for how they want to live. In turn, it builds a stronger community. The standards are also inextricably linked to the Property rules.

### **Resident Interactions**

The high frequency and positive tone of resident interactions with Property staff will provide opportunities for the development of a community orientated, respectful culture and sense of belonging.

Typical interactions between Property staff and residents is aimed at supporting a positive and friendly living environment, these include:

- > Positive reinforcement for good behaviour;
- > Visible, frequent and overt personal greetings by all staff towards residents;
- > Referrals, if needed and with consent, to University counselling services;
- > Prompt, timely and proportionate follow up to instances of errant behaviour;
- > Proactive encouragement, particularly by Resident Assistants, to attend events on and off site; and,
- > Programmed follow up and welfare check delivery.

Under-pinning the delivery of these positive and community focused interactions will be the delivery of a safe, clean and well-maintained living environment.

## **4. Resident Behaviour and Management**

Atira expects all residents to behave in an orderly and responsible manner, and consider the peace, comfort and privacy of others.

Atira is committed to ensuring that anyone who is part of the community treats, and is treated, at all times fairly and equitably, in an environment which is free of harassment, intimidation, bullying and discrimination. Residents must not engage in any form of harassment, discrimination, intimidation, bullying, and/or discrimination of any kind towards fellow residents, staff or any other person on or about the Property.

Atira enforces a zero-tolerance policy in respect of Harassment, Bullying and Discrimination.

Examples of such unacceptable behaviour include (but is not limited to):

- > Harassment: unwanted behaviour that makes a person feel intimidated, threatened or humiliated.
- > Sexual Harassment: unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature where a person is intimidated, threatened or humiliated.
- > Bullying: repeatedly and intentionally use words or actions against someone or a group of people to cause distress and risk to their wellbeing.
- > Cyber/Social Bullying: bullying that is caused through the use of technology, such as the internet and social channels.

- > Discrimination: the unjust or prejudicial treatment of a person or group on the basis of their background or personal characteristics.

Any resident experiencing or witnessing such behaviour should report it immediately to management, who in turn will investigate and action the complaint accordingly.

Broadly, behaviour management can be delivered with three strategies in mind:

- > Innocent until proven guilty. That is, due process (investigation) must occur before conclusions can be made about incident responsibility.
- > Y.O.Y.O.B. (You Own Your Own Behaviour). That is, residents need to take responsibility for their actions or inactions (including those of their invitees onto site).
- > Instances where a resident has a known or suspected mental health condition may cause staff to modify the delivery of a consequence. Any known prior mental health issues need to be factored on a balanced approach, on a case by case basis.

Any serious misconduct based on anti-social behaviour or otherwise that does not align with the House Rules will be investigated and may result in disciplinary action, including but not limited to breach notices, termination, and notification of misconduct to the education institution.

Refer to Appendix A for Atira's House Rules.

### **Noise Management**

To provide a harmonious and supportive community Atira's Noise and Party Policy will be communicated to all residents, via the Resident Handbook.

An overview Atira's noise management procedure is detailed below:

- > An application for an event/party must be submitted to management 5 days prior to the event date. It will be at management's sole discretion to approve/decline the application;
- > Any event/party not approved by management will be stopped, all residents and non-residents will be required to leave the area and/or the Property immediately. Disciplinary action will take place. The event host will be held responsible for any breach of Rules, damage and cleaning required;
- > At any point during the event, management can access the apartment/common areas to assess the welfare of residents and guests and ensure no damage has occurred;
- > During exam periods, no events/parties will be approved as it may disturb other residents;
- > Residents must be respectful of noise levels and allow other residents the degree of privacy they desire. Noise must be kept at a minimum between the hours of 10:00pm and 8:00am; and
- > Residents must immediately comply with any direction by management in relation to complaints received about a party, noise levels or ceasing any activity or behaviour which is causing a disturbance to other residents of the Property and/or nearby neighbours of the Property. Failure to comply will result in disciplinary action.

# House Rules

## INTRODUCTION

The House Rules (**Rules**) are a supplement to and form part of the Residential Tenancy Agreement and any applicable legislative provisions aimed at providing guidance and additional information on Atira policies and procedures.

Residents are required to comply with the Rules during their stay. Any failure by residents to comply with these Rules will constitute a failure to comply with the provisions of the Residential Tenancy Agreement and may lead to disciplinary action including termination of a resident's right to reside in the Property.

Atira Management will give 7 days' written notice to any updates to the Rules. If the update relates to risk and safety, the amendment to the Rules will come into effect immediately.

### 1. Property Induction

Residents are required to attend compulsory inductions within 7 days of checking-in to the Property. Inductions cover fire safety, maintenance, the residential life program, health and safety and support services. All residents will be required to sign an attendance record confirming their presence. Residents who fail to attend a scheduled induction session must, when requested, attend a one-off session (at a time nominated by management) to ensure they are adequately inducted to the Atira community.

### 2. Under 18 International Students

All residents under the age of 18 years of age must adhere to the following Atira curfew rules and procedures:

- a. Curfew time is 10:00pm;
- b. Residents are not permitted to leave the Property prior to 6:00am;
- c. Residents must present themselves to reception before 10:00pm and register their presence to avoid the Resident's institution and/or guardian being notified.
- d. Permission to go on holidays or stay outside of the Property must be approved by the institution and/or guardian. Atira must receive written confirmation from the institution and/or guardian.
- e. No overnight guests are permitted. Visitors must leave by 10:00pm.
- f. No alcohol can be consumed or kept by the under 18 Resident. Under 18 Residents found to be in possession of or under the influence of alcohol will have their guardian notified immediately and their institution advised.

## RESIDENT BEHAVIOUR & WELLBEING

Atira expects all residents to behave in an orderly and responsible manner, and consider the peace, comfort and privacy of others.

If Atira is concerned about the personal wellbeing and/

or safety of a resident, then they are entitled to treat the situation as an emergency and enter a resident's room/ apartment without notice and/ or notify their institution's counselling services about any concerns.

If a resident is worried about a fellow resident in their apartment or if the behaviour of another resident in the Property affects the peace and living situation of other residents, the resident should immediately notify management and endeavour to seek help for that resident of concern.

### 3. Conduct and Behaviour

Atira is committed to ensuring that anyone who is part of the Atira community treats, and is treated, at all times fairly and equitably, in an environment which is free of harassment, intimidation, bullying and discrimination.

Residents must not engage in any form of harassment, discrimination, intimidation, bullying, and/or discrimination of any kind towards fellow residents, Atira staff or any other person on or about the Property.

#### **Atira enforces a zero-tolerance policy in respect of Harassment, Bullying and Discrimination.**

Examples of such unacceptable behaviour include (but is not limited to):

#### **Harassment:**

unwanted behaviour that makes a person feel intimidated, threatened or humiliated.

#### **Sexual Harassment:**

unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature where a person is intimidated, threatened or humiliated.

#### **Bullying:**

repeatedly and intentionally use words or actions against someone or a group of people to cause distress and risk to their wellbeing.

#### **Cyber/Social Bullying:**

bullying that is caused through the use of technology, such as the internet and social channels.

#### **Discrimination:**

the unjust or prejudicial treatment of a person or group on the basis of their background or personal characteristics.

Any resident experiencing or witnessing such behaviour should report it immediately to management, who in turn will investigate and action the complaint accordingly. Outside general office hours, report such calls to the duty Student Experience Assistant, who will escalate the complaint to the General Manager, as the case may be.

Atira Management will not tolerate nor accept any form of such harassment, bullying and discrimination which will be deemed as serious misconduct and will result in disciplinary action, including without limitation, referral to the resident's institution and appropriate authorities (such as the police), and may result in termination of the resident's Residential Tenancy Agreement.

## 4. Alcohol

Atira will not prohibit the consumption of alcohol at the Property, but will encourage moderation in and a responsible attitude towards the consumption of alcohol.

- a. Residents under the age of 18 are prohibited from being in the possession of or consuming alcohol;
- b. Alcohol must be consumed responsibly and not affect the quiet enjoyment of other residents;
- c. Alcoholic drinking games and other activities that promote binge drinking or excessive drinking and disorderly drunkenness are not permitted;
- d. Alcohol is not permitted to be consumed directly outside the Property entrances/exits;
- e. Alcohol is not permitted in Property common areas after 10:00pm. Management reserves the right to confiscate alcohol found in common areas after 10:00pm;
- f. Residents should remain respectful of others and be aware of their own conduct at all times; and
- g. Drunk or disorderly behaviour is unacceptable. Violence or aggression towards other residents or Atira staff will not be tolerated. This is considered a serious breach and must be reported to management.

## 5. Drugs and Other Illegal Substances

The possession, cultivation, usage, or selling of any non-prescribed or illegal drugs and/or substances, or the usage or selling of prescribed drugs other than for its intended purpose, and the possession of any equipment to aid such use are prohibited at all times. Where Atira has grounds to reasonably suspect that a resident(s) is in breach of this Rule, Atira may (without limitation):

- a. request the resident to immediately remove any such substances and/or equipment from the Property;
- b. confiscate such substances and/or equipment; and
- c. undertake disciplinary action. This aims to ensure the safety and security of all residents residing at the Property.

Atira reserves the right to immediately terminate a resident's Residential Tenancy Agreement and report the incident to the residents institution, the police and any other authority it deems appropriate.

## 6. Smoking

Smoking of any substance, including e-cigarettes is not permitted in the room and/or apartment and all buildings, including all undercover outdoor common areas. A breach of this Rule may, at management's discretion, result in disciplinary action and an administration fee being charged in respect of, without limitation, cleaning required to remove smells/ smoking stains, and cigarette butts.

Residents are permitted to smoke in designated smoking areas, as indicated by management. Smokers must dispose

of their cigarette butts in the ashtrays/receptacles provided. Residents who wish to quit smoking can contact [www.quitnow.gov.au](http://www.quitnow.gov.au) or their institutions Wellbeing Department, see reception for contact details.

## 7. Social Gatherings and Noise

An application for an event/party must be submitted to management 5 days prior to the event date. It will be at management's sole discretion to approve/decline the application.

- a. Any event/party not approved by management will be stopped, all residents and non-residents will be required to leave the area and/or the Property immediately. Disciplinary action will be taken. The event host will be held responsible for any breach of Rules, damage and cleaning required.
- b. At any point during the event, management can access the apartment/common areas to assess the welfare of residents and guests and ensure no damage has occurred.
- c. During exam periods, no events/parties will be approved as it may disturb other residents.
- d. Residents must be respectful of noise levels and allow other residents the degree of privacy they desire. Noise must be kept at a minimum between the hours of 10:00pm and 8:00am.
- e. Residents must immediately comply with any direction by management in relation to complaints received about a party, noise levels or ceasing any activity or behaviour which is causing a disturbance to other residents of the Property and/or nearby neighbours of the Property. Failure to comply will result in disciplinary action.

## 8. Guests and Visitors

A visitor is defined as a person who is meeting with a resident for a short period of time. A guest is defined as a person who is staying overnight with a resident in accordance with the Rules.

- a. Visitors are to vacate the premises by 10:00pm on the day they are visiting, unless approval has been given by management. Any visitor present after 10:00pm will be considered an "unauthorised person" and asked to leave immediately;
- b. Visitors and guests must comply with the Rules;
- c. Residents and their visitors and/ or guests in the Property are to show respect as members of the Atira community. Residents are responsible for their guests and will be held accountable, including financially (where applicable), for any act, omission or misconduct by their visitor and/ or guests (including breach of the Rules or non-compliance with directions given by Atira to the guest). In cases of serious misconduct by a guest whilst at the property, Atira may take action against the resident, including issue of a breach notice and/or termination of the Residential Tenancy Agreement;

- d. Visitors and guests are prohibited from entering the apartment and/or rooms of residents other than their host;
- e. Residents are responsible for the conduct of their guests including payment for any damage or breakage that may occur;
- f. Visitors and guests must park their vehicles off the Property and not interfere with the resident's use of the Property;
- g. A guest must be registered at reception;
- h. No overnight guests are allowed in twin share apartments;
- i. If a resident wishes to have a guest spend the night in a shared apartment, they must inform all flatmates prior to this and obtain their permission;
- j. A resident must not have more than one overnight guest at one time and the guest must be sleeping in the bedroom, not common areas (e.g lounge room);
- k. A guest must be accompanied at all times by a resident and must never be given a swipe card/room key; and
- l. The length of the entire stay for guests must not exceed 3 days within a 7-day period and must have approval from management.

## 9. Absence from Room

- a. If a resident is expected to be absent from the Property for more than 48 hours, Atira must be informed via email, with an emergency contact number. If you are detained away from the Property for any reason, please contact Atira and leave a message if it is unattended. For the avoidance of doubt, absence from the Property does not negate your responsibilities under your Residential Tenancy Agreement.
- b. Should another resident report to management that you have not been seen for 48 hours and you have not advised us of your intended absence, management considers this to constitute an emergency and reserves the right and has the authority to enter your room/apartment to check on your welfare.
- c. If you are reported as being absent from the Property for more than 72 hours, and we have no records of your whereabouts, management may report you as a missing person to the police and/or contact your next of kin.

## 10. Pets

Residents are not permitted to keep pets, including but not limited to, fish, rodents, insects and reptiles in their room, apartment and/or the Property. Additionally, residents are not permitted to bring animals into any building of the Property. This Rule does not apply to the keeping of an assistance dog (as first registered and approved by management).

## 11. Shopping Trolleys

Shopping trolley(s) are not permitted within the Property. Any resident found to have brought a shopping trolley(s) into the

Property will be charged an administration fee for its removal as well as any amount incurred from the owner of the trolley. Personal trolleys are available to borrow from reception to assist Residents with grocery shopping. Personal trolleys are available to borrow from reception to assist Residents with grocery shopping.

## SAFETY AND SECURITY

Located in the Resident Handbook, you will find all the numbers to be called in the event of an emergency. For any life-threatening emergency call '000' from a landline or '112' from a mobile to summon fire, police and ambulance services. Residents must also notify management if Emergency Services are contacted for any reason.

## 12. False Fire Alarms

For the safety and security of all residents, all rooms, apartments, common areas, and facilities on the Property are inspected on a regular basis.

- a. On arrival, all residents will be provided with a fire safety briefing. The fire safety equipment is connected to an alarm. If an alarm is activated, the fire brigade will respond to this alarm and send a vehicle to the Property. Any resident(s) found to have set off a false fire alarm, whether purposefully or because of carelessness, is responsible for any charges levied by the fire brigade, monitoring services and/or security (as applicable). Management also reserves the right to treat the false alarm or tampering with fire equipment as a breach of the Rules and may be considered as serious misconduct
- b. Smoking, candles, oil burners, incense burners and naked flames and other similar items are prohibited.
- c. Residents are not to tamper with the fire safety equipment at any time. Should the smoke alarms sound without reasons, residents are to contact management immediately.
- d. Residents must, when showering, ensure the bathroom door is closed, as excessive steam from the bathroom may set off a fire alarm. Residents must always use (in accordance with installed signage, as applicable) bathroom exhaust fans when showering and kitchen range hoods when cooking.

## 13. Fire Equipment

Fire equipment that is not in working order jeopardises the safety of all residents and as such management regularly checks all fire equipment including fire extinguishers and hoses, smoke detectors, exit signs and evacuation maps. It is against the law to tamper with fire equipment, including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Violators will be subject to any fines imposed by a relevant

authority or agency, possible criminal penalties and an administration fee. A breach of this Rule in any way by a resident will be considered as serious misconduct and may result in termination of the resident's Residential Tenancy Agreement.

## 14. Evacuation

Residents must familiarise themselves with the location of all building emergency exits and attend emergency evacuation information sessions when required.

If the emergency alarm system is activated, residents must evacuate the Property immediately via the fire stairs and make their way to the designated assembly point. Residents are not permitted to use lifts during an evacuation.

Residents are not permitted to re-enter the Property until advised to do so by emergency services or Atira staff.

## 15. Hazardous material

Hazardous materials, including (but not limited to) aerosol spray paint cans, automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be brought onto, used or stored in or around the Property because of the safety risk to you and other residents.

- a. If a material is deemed hazardous, management may arrange for its removal with the costs on-charged to the resident(s) responsible for the material; and
- b. Residents must not pour motor oil or any other hazardous material on the ground or down any drain in the Property. Motor oil is a hazardous material and cannot legally be recycled or discarded at the Property.

## 16. Electrical Safety

Residents are required to comply with the following electrical safety standards:

- a. Cooking must only be done in the kitchen. The use of electric woks/frying pans, hotplates, hotpot/Korean BBQ hotplate, rice cookers and other mobile cooking devices anywhere outside the kitchen is prohibited;
- b. never modify a plug by bending or removing prongs;
- c. if plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them, contact the administration office for assistance; and
- d. do not "daisy chain" extension cords and/or power strips.

## 17. Approved heating appliances

Due to fire safety and energy efficiency residents are not permitted to use fan or bar/element heaters. The approved heating device is an oil filled column heater. Residents are to obtain approval in advance in writing from the General Manager before purchasing or using a heating appliance in

the premises.

## 18. Security

In a commitment to providing a safe and secure environment for all residents, Atira properties are equipped with secure electronic swipe key card access, and on-site security.

Nonetheless, residents should always be mindful and exercise precautionary safety measures to prevent possible dangers, threats, and theft.

To stay out of harm's way and/or safeguard personal belongings from burglary or theft, residents should:

- a. ensure that the apartment/ room door closes and locks behind them when leaving or entering;
- b. ensure that the building's external doors are kept closed at all times;
- c. not prop open doors with a door stopper or similar;
- d. forbid people that you do not know from following you into the Property;
- e. get to know your neighbours;
- f. never lend your swipe card or keys to another person;
- g. never leave money or valuables in full view when no one is home;
- h. secure bikes to bike racks using a quality lock such as a U-bolt;
- i. and alert management or security of suspicious people or behaviour in or around the Property.

## 19. Door locks

- a. Residents are provided with one swipe card to their room door;
- b. Residents must not tamper with/ change any lock in the Property without written permission of management;
- c. Doors should be kept locked and closed at all times;
- d. Residents who lose their key card will be charged a replacement fee;
- e. If you lock yourself out during or outside office hours, please contact the after-hours number for assistance.

## 20. Weapons

- a. The possession of weapons (sword/ knives etc.) or fire arms (guns etc.) by a resident and/or their guests within the Property is strictly forbidden;
- b. If a resident is found to be in possession of a weapon and/ or firearm, management will take disciplinary action which may include immediate termination of the resident's Residential Tenancy Agreement, and confiscation of the weapon/firearm; and
- c. Management also reserves the right to report the incident

to the police, including handing over of such confiscated weapon or firearm to the police. A breach of this Rule, in any way whatsoever, is deemed serious misconduct and may result in termination of the resident's Residential Tenancy Agreement.

## COMMON AREAS

The Property's common areas are for the use and enjoyment of all residents. Non-residents who are registered with reception and resident's guests are also allowed to use Property facilities, if accompanied by a resident.

Atira does not encourage the use of the Property's common areas by non-residents on a regular basis and reserves the right to restrict non-resident use and/or access to the recreational facilities.

All residents must leave all common areas neat, clean and tidy after using them.

All kitchen appliances and benches are to be cleaned after use. Cooking utensils, cutlery and crockery must be washed, dried and placed inside cupboards.

All residents of the Property are responsible for placing their rubbish in the waste bins provided.

Residents may only post flyers and posters at approved locations or on bulletin boards throughout the Property. Any materials posted anywhere else will be removed and cleaning charges will be charged to the responsible resident(s).

## 21. Outdoor Terraces / Roof

The roofs of buildings in the Property are not constructed for pedestrian traffic with the exception of rooftop terraces.

If the Property has an outdoor terrace/ rooftop, the following rules apply to its use

- a. Residents must not access restricted areas of the roof for both their own safety and to avoid damage. Resident(s) who access restricted areas of the roof will be in breach of this Rule, which is deemed as misconduct;
- b. Outdoor terrace / roof is locked after 10:00pm each night;
- c. No glass is permitted on outdoor terrace / rooftop. All drinks must be served in plastic cups.
- d. No item/s are to be thrown off balconies, rooftop, windows or any common areas.
- e. No unsafe or dangerous behaviour, determined by management at its discretion, is permitted; and
- f. Management (in its absolute discretion), can close the rooftop terrace(s) for an indefinite period of time.

## 22. Laundry facilities

Residents are required to provide their own laundry detergent/ powder and any other laundry product they wish to use.

- a. Residents must not leave items in the machine after the

cycle is finished;

- b. Residents are to keep the laundry area clean and tidy at all times and not to store their personal items in the laundry area;
- c. Residents are to use the dryers provided and are not permitted to hang clothes on balcony areas; and
- d. If any items are left behind in the laundry or machines, these will be placed into the lost property box in the laundry, and if not retrieved within 7 days, will be disposed of by the cleaners.

## 23. BBQ

If the Property has a barbeque (BBQ) available for common use by residents, the following rules apply to its use:

- a. Residents must only use the BBQ for its intended purpose;
- b. Resident(s) who use the BBQ must keep it tidy and clean it after each use; and
- c. Due to the inherent fire hazards, residents are not permitted to bring in or use a BBQ in the Property (including the room and/or the apartment), other than those supplied by the Property.

## 24. Gym and Pool

If the Property has a gym or pool, the following rules apply to its use:

- a. Access to and use of the gym and pool is strictly limited to the opening hours displayed by signage at the gym and pool or otherwise notified by management from time to time. Any resident found to be accessing and/or using (or attempting to access or use) the gym and pool outside the opening hours will be in breach of this Rule, which is deemed as misconduct;
- b. No glassware is permitted in, on/around the gym or pool area;
- c. If the gym or pool is deemed unclean, unsafe or unhygienic by management (in its absolute discretion), the gym or pool may be closed for an indefinite period of time; and
- d. No unsafe or dangerous behaviour, determined by management at its discretion, is permitted.

## 25. Bicycles

- a. Bicycles must otherwise be secured only to the bicycle racks and/ or storerooms located throughout the Property. Bicycles must not be left unattended or secured to other objects such as benches, light posts, trees, handrails or disabled access ramps or placed in hallways or obstruct or impede a means of access. Where bicycles are parked at an unauthorised spots, management reserves the right to remove the bicycle without prior notice.
- b. Atira is not responsible for the security of, the theft of, or any loss or damage sustained to any bicycle which is

secured via the bicycle racks or left anywhere else in the Property.

- c. It is strongly recommended that residents use U-bolt locking devices for securing bicycles.

## 26. Parking

If the Property has parking, the following rules apply to its use:

Any vehicles (including motorbikes and electric scooters) permitted to park within the Property must only be parked in the designated parking space(s).

If any vehicle within the Property:

- a. Is parked without authority; or
- b. Is not parked within a designated parking space,

Management (in its absolute discretion) reserves the right (without limitation) to:

- a. Issue the vehicle owner with a warning notice;
- b. Cancel access to the parking area;
- c. Arrange for the offending vehicle to be towed and charge an administration fee for the service (at the vehicle owner's expense; and
- d. Atira is not liable for any damage to and/or theft of any vehicle or property left within the vehicle whilst the vehicle is parked in the Property or resulting from the vehicle being towed from the Property.

## MAINTENANCE AND ACCESS NOTIFICATION

### 27. Maintenance of Apartment and Rooms

All residents are required to maintain the cleanliness of their rooms, and take proper care of the included furniture, appliances, and facilities:

- a. In a way that does not interfere with the reasonable comfort of other residents;
- b. Residents are not permitted to cook in their bedrooms (self-contained studios excluded) and must not leave uncleaned crockery, cutlery or rubbish in their rooms. All used crockery/cutlery must be cleaned and put away immediately and any rubbish must be removed and placed in the bins provided;
- c. Furniture provided in apartments must not be removed from the area;
- d. Damage or destruction of any part of the apartment/room, breaking windows and any other act which may damage deface, or break any part of the apartment/room or its contents, furnishings and appliances, which occurs as a result of a resident's wilful, negligent or reckless conduct is considered misconduct;
- e. Residents are not permitted to affix any items to the walls

and windows which includes, blu tack, sticky tape, picture hooks or similar. This includes marking, painting, driving nails/ screws into walls. If paintwork is damaged residents will be charged to repair it;

- f. Residents living in shared apartments are responsible jointly and severally for any damage and cleaning which occurs in the common areas. All residents are responsible for the costs associated with any repairs to damage and cleaning in the common areas of the apartment/room unless responsibility can be attributed to a specific person or persons; and
- g. Any personal items left after check out will incur a removal fee and be deducted from the bond.

### 28. Modifications to Apartments and Rooms

Residents must not make any internal or external modifications to apartments / rooms or any other part of the Property, such as installing shelves, hooks or hammocks, adding new light fittings, changing light fittings, painting or repainting, or altering permanent fixtures, without the prior written approval of management.

Modifications undertaken without prior written approval will be removed, reinstated and/or repaired at the resident's expense, and the resident will be subject to disciplinary action at management's discretion, having regard to the nature and extent of the modifications and costs for removal, repair and/or reinstatement.

### 29. Management access to rooms

Atira reserves the right to enter any room/apartment:

- a. In the case of an emergency (as determined by management at its discretion);
- b. For the purpose of inspection, maintenance or repair; or
- c. If requested to do so by a resident who resides in the room/ apartment (as the case may be)

Residents must not change, and/or tamper, with any lock or place any additional locks on any door to their Room or any other doors within their apartment.

Inspections of rooms/apartments are undertaken by management to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained in the apartment/ room and to enable planning for renovation or refurbishment projects.

Failure to pass the cleaning inspections, particularly after management has issued notice(s) from previous inspections, may result in charges to resident(s) for professional cleaners to return the apartment / room to Property standards.

By signing a Residential Tenancy Agreement and without limiting any provision of the Residential Tenancy Agreement, residents agree to give access to rooms/ apartments as set out in the Minimum Notice Table on the following page:

## Minimum Notice Table

*(sample)*

Reason for Entry	Minimum Notice given to Resident
Emergency or to carry out urgent repairs (determined by Atira at its discretion)	No notice required
Where Atira has made a reasonable attempt to obtain entry and has a reasonable belief that a person in the Room/ Apartment is causing a disturbance (ie. Noise complaints)	No notice required
Where Atira has made a reasonable attempt to obtain entry with consent and has a reasonable cause for serious concern about the health and safety of a Resident/s or any other persons in the Room/Apartment.	No notice required
Where Atira forms a reasonable belief that the Room and/ or Apartment has been abandoned.	No notice required
Mutual agreement	At the agreed time
To conduct an inspection (other than final departure inspections, where not less than 24 hours' notice is to be given). Notice may be given by way of an Inspection Schedule.	5 days (but only after the end of the first 3 months of the Residential Agreement and not more than once every 6 months, unless you agree otherwise)
To install or carry out repairs and maintenance for smoke alarms and/or safety switches	24 Hours
To carry out or assess the need for necessary repairs (other than urgent repairs) to, or maintenance of, the Room/Apartment (for general purposes)	24 Hours
To carry out or assess the need for necessary repairs (other than urgent repairs) to, or maintenance of, the Room/Apartment	No notice required, where your request gives consent for access, otherwise 24 hours
To carry out, inspect, or assess the need for work for the purpose of compliance with the Property's statutory obligations relating to the health and safety of the Room and/or Apartment	24 Hours
To show prospective occupants the Room/ Apartment at reasonable hours	24 hours (but only in the period 14 days before the Termination Date, unless you agree otherwise).

For the avoidance of doubt, Atira is not required to give notice to access and/or inspect apartment common areas in multi-bedroom apartments.

Management may enter the apartment/room with the consent of the resident given prior to or at, or immediately before, the time of entry or where the resident agrees to the entry; and

Where management access and inspect an apartment/room under this Rule, management reserves the right to enforce a breach of the Residential Tenancy Agreement and/or Rules (or any part thereof), notwithstanding the purpose for which access was gained.

### **30. Damage or Loss**

Residents are responsible for any damage to or loss of property in their assigned apartment/room. If the damaged or lost item is within an apartment common area, then all residents who reside in the apartment will be held responsible and charged an equal share unless responsibility can be attributed to a specific person or persons.

Residents who receive an invoice for payment of costs for restoring, repairing and/or replacing damaged or lost property must, within 7 days after the date of the invoice, pay the invoice or make contact with management to request a review of the invoice and/or discuss payment options.

### **31. Pest control**

Any infestations that are found to have been introduced or caused by a resident(s) will result in any charges incurred by the Property for the costs of the eradication of the pests charged to the resident(s). Good housekeeping is very important. Residents must ensure that food is not left out or uncovered to prevent attracting pests and infestations.

Atira employs a pest control company to carry out routine treatments. This company will only use chemicals that are permitted by law and which comply with Australian/NZ Standards as applicable. Atira will issue residents 48 hours' notice prior to any residential area of the Property being treated.

## **UTILITIES**

### **32. Water usage**

Residents must ensure that all taps and showers are turned off completely and not left dripping. Toilets have a dual flush function – a half flush instead of a full flush will save 9 litres of water each time it is used. If there are any dripping or leaking taps, please report them to Atira as a matter of urgency.

### **33. Electricity usage**

To avoid excessive and unnecessary electricity costs, all residents are to ensure that key cards are not left in the apartment/room key card slot when no one is home. Residents must seek permission for any additional appliances to be kept in the room (i.e. fridges) additional charges may apply, if approved.

### **34. Garbage collection**

All residents of the Property are responsible for placing their rubbish in the waste bins/chute provided. All residents must place recyclable rubbish only in the recycle bins/chute provided. Please do not try to squash large items down the bin chute, these can be placed directly into the bin on ground floor in the General Waste Room – ask the staff at reception for directions.

#### **Disclaimer & Warning**

Atira Student Living Pty Limited (the owner of the building) and Atira Student Living Student Living Pty Ltd (the company which operates the Building) strive to ensure the accuracy and reliability of the information contained in this handbook (Information) but no warranty is provided in this regard. Atira Student Living reserves the right to change or alter at any time, without notice, any of the Information. To the extent permitted by law, Atira Student Living and each of their employees disclaim any liability (including all losses, damages, costs and expenses of whatever nature) arising from the use of, or reliance on, any of the Information.

# Appendix 4

SOCIAL EQUITY & DIVERSITY FRAMEWORK

## Procedural Framework

Focus Area	Action	Deliverables	Periodical Review	Responsibility
<b>Staff Training</b>	Develop and enhance employees awareness and responsibilities	Atira to provide training in relation to equity, social justice, diversity, sexual awareness and complaint intervention that spans across its permanent and casual workforce, including SEA's.	<b>Bi-annual</b>	Support Office
<b>Communication</b>	Promote the diversity of the residential community.	<p>Atira will ensure all residents are informed about relevant policies, procedures, reporting mechanisms and support services are available within residences and within the wider community.</p> <p>Atira will provide a Communication Plan outlining strategies to promote a safe, secure, respectful and inclusive environment.</p> <p>Atira will manage residential social channels ensuring content is non-discriminatory and posts deemed to discriminate, harass or offend are dealt with accordingly.</p> <p>Atira will conduct a resident engagement survey to evaluate and demonstrate a diverse, fair and inclusive community.</p>	<b>Ongoing</b>	Operations Manager
<b>Inclusive Community</b>	Foster a culture which values and responds to the rich diversity of its community	<p><b>Placement</b></p> <p>Atira will work closely with the higher education institutions to ensure a diverse list of applicants are offered accommodation, with consideration to gender, age, international vs domestic and post vs under graduate status.</p> <p>Placement of cohorts is managed by the General Manager and Residential Life team with consideration made to religious beliefs i.e. all female apartments and a balanced community demographic.</p> <p>Residents requiring mobility assistance will be placed in the appropriate room classification to meet their needs.</p>	<b>Bi-Annual Review</b>	Operations Manager
		<p><b>Pre-Arrival/ Arrival</b></p> <p>Implementation of a comprehensive pre-arrival program to encourage peer to peer engagement under the guidance of the Residential Life team will take place.</p>	<b>Annual Review</b>	Operations Manager

		<p>All residents are required to attend a compulsory residential induction. Induction sessions are designed to foster a vibrant community, the paramount concern being to ensure the safety, security and well-being of all residents and staff. Topics covered during induction focus on community living, behaviour and expectations, particular focus is given to matters relating to drugs and alcohol, safety, hazing/initiations, harassment and wellbeing, including reporting procedures and key contacts.</p> <p>A digital version of the Residential Handbook is issued to all residents prior to arrival providing clear guidance on expected behaviour, community rules, complaints procedures, disciplinary process and support services.</p>		
		<p><b>Engagement Plans and Programs</b> Atira will develop a variety of activities, events and workshops focusing on academic, social and living experiences to ensure that every resident feels connected with the community.</p>	<b>Bi-Annual Review</b>	Operations Manager
<b>Accommodation Scholarship Program</b>	Provide financially disadvantaged students and Indigenous and Torres Strait Islander students the opportunity to live within the community	Atira will liaise with higher education institutions to implement Indigenous and Torres Strait Islander and equity scholarships.	<b>Annual Review</b>	Operations Manager
<b>Incident Management and Escalation</b>	Provide transparency of complaints, incidents and action taken to resolve disputes	<p>Atira has a detailed internal and external complaints handling procedure and an Incident Escalation Framework. These procedures and processes ensure clear channels of communication between Atira and higher education institutions.</p> <p>Atira will provide notification of incidents within the timeframes agreed to with the higher education institutions.</p>	<b>Monthly</b>	Operations Manager

# Appendix 5

RESIDENT COMPLAINT PROCESS & EXTERNAL COMPLAINT PROCESS



Student Living.

# Standard Operating Procedure Resident Complaints Process

Document Owner	Shannon O'Connor, Chief Operating Officer
Document Expert	Dan Moore, Regional General Manager
Approved Date	February 2017
Review Date	August 2018
Status	Final

## 1 PURPOSE

The purpose of this Standard Operating Procedure is:

- > To investigate and resolve resident complaints as quickly and satisfactorily as possible.
- > To ensure that complainant(s) are provided with a fair and transparent process to lodge complaints.
- > To improve customer service.
- > To provide clear Standard Operating Procedures for Managers on the complaints process.
- > To provide a better monitoring system of complaints for Atira Student Living (Atira) reporting and follow-up.

## 2 SCOPE

This Standard Operating Procedure applies to:

- > All Corporate & Atira sites which are not regulated by specific Codes, Acts or other regulatory requirements (Regulatory Requirements) with regards to managing the resident complaints process.
- > Where there are Regulatory Requirements applicable, the Regulatory Requirements take precedence to the extent of any inconsistency with this Standard Operating Procedure.

## 3 DEFINITIONS

<b>Resident complaint</b>	<b>an expression of dissatisfaction or concern that requires a response</b>
<b>Complainant</b>	the individual(s) making the complaint
<b>Owner</b>	An Atira staff member who has been assigned to deal with a complaint, and who will ensure the correct complaints process is followed, as per this SOP

## 4 RESPONSIBILITIES

### Regional General Manager/ Departmental Head

The Regional General Manager or Departmental Head is responsible for:

- > Ensuring that all Atira staff are fully trained on the resident complaints process and understand this Standard Operating Procedure.
- > Making judgements about Appeals based on knowledge, experience, and evidence.
- > Communicating throughout Atira the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- > Monitoring performance and implementing improvements when appropriate.

### General Manager

The General Manager is responsible for:

- > Ensuring that all Atira staff are fully trained on the complaints process and understand this Standard Operating Procedure.
- > Ensuring that all Atira staff provide a positive customer service experience by ensuring that complaints are handled with due diligence, sensitivity, professionalism and care. This includes escalating issues to senior management as and when required.
- > Making judgements based on knowledge, experience and evidence and investigating root causes, and resolving resident complaints in a timely and effective manner.
- > Knowing how resident complaints are dealt with, the required timeframes for managing resident complaints at each stage, and the levels of responsibility of staff.

### Employees

All Employees are responsible for:

- > Following this Standard Operating Procedure.
- > Ensuring that they are understanding, respectful, professional, empathetic and calm at all times when dealing with resident complaints.

## 5 STANDARD OPERATING PROCEDURE

**Note** – information on the “External Complaints Process” can be viewed as a separate SOP.

- > All resident complaints, verbal or written, and no matter how seemingly unimportant, should be taken seriously.
- > All resident complaints should be dealt with professionally, sensitively, and in a timely manner (as defined in the procedure below).
- > If an internal complaint is being made on behalf of another party (e.g., a parent is making a complaint on behalf of their child – a resident at Atira), it must first be verified that the person has permission to speak for the resident especially if confidential information is involved. It is very easy to assume that the representative has the right or power to act for another party

- > when they may not. If in doubt, the other party's explicit written permission is needed prior to discussing the complaint with the representative.

## 5.1) Types of Complaints

1. Complaints about individuals (e.g. noise or community disturbance, behavior, discrimination, bullying or harassment, etc.) *Note* – internal complaints about staff (i.e., Atira staff lodging a complaint about another Atira staff member) will need to proceed through the Atira Grievance Resolution Policy and Procedure.
2. Complaints about living conditions (e.g., unclean living space, damaged assets or resident property, uninhabitable property, recurring unfixed maintenance issues or repairs).
3. Complaints about administration or process (e.g., mismanagement, unreasonable process, failure to provide rights).
4. Complaint about behavior or conduct of staff member or contractor of Atira.

## 5.2) Complaint Levels

Atira follows a three-stage model for handling resident complaints.

**Stage 1:** Informal review by Atira staff (minor complaints)

**Stage 2:** Formal review (moderate-serious complaints)

**Stage 3:** Appeal

### STAGE 1: Informal Review (minor complaints)

- > An informal internal process which aims to resolve minor resident complaints as quickly and adequately as possible.

### Procedure

- > Initial resident complaints can be lodged with Head Office or Atira asset in verbally or in writing.
- > All written complaints, however, must be followed up with an acknowledgement email by a staff member within 24 hours of receiving the complaint.
- > Staff who receive a minor resident complaint should seek to solve the problem themselves immediately, if appropriate.
- > If the resident complaint is more complex, or requires more time to resolve, staff should refer the matter to their Manager for review.
- > Upon receiving a minor resident complaint, the Manager must identify and assign an appropriate member of staff as the 'owner' (if not themselves), who will be responsible for the complaint and who will ensure the correct process is followed.
- > A meeting or phone call with the complainant and owner should be arranged within 72 hours of the resident complaint being received to discuss the issue.
- > Within the discussion, the owner must obtain as much information as possible (e.g. what/where/when/who) about the complaint to determine the issue, root cause and the

- > intended corrective action, with the aim of resolving the resident complaint as quickly and adequately as possible (within 14 days). For example, arranging a meeting with a resident to discuss an alleged behavioural issue.
- > The owner should then take corrective action to resolve the resident complaint and provide an update with the complainant on the actions taken to rectify the issue.
- > If an investigation is likely to take longer than 14 days, the complainant must be notified as soon as possible and a timeframe for a follow-up meeting or phone call confirmed.
- > When the resident complaint has been resolved, the owner is to notify the complainant(s) by email or phone call to confirm that the complaint has been resolved and that the outcome is satisfactory to the complainant. If the update is provided by way of phone call, send a confirmation email of the matters discussed.
- > If the complainant(s) is satisfied, the case can be closed, and any written information about the complaint uploaded to the corporate server for case management reference (privacy and confidentiality to be maintained).

## **STAGE 2: Formal Review (moderate-serious complaints)**

- > To be used for moderate to serious internal complaints which warrant further investigation.
- > Stage 2 Formal Reviews must be completed by a Regional or General Manager.

### **Procedure**

- > If a resident complaint is moderate-serious in nature, details of the complaint must be formally documented by all complainant(s) through the completion of an "Resident Complaints Form". If necessary, further details should be obtained from the complainant and attached as a separate document on the form.
- > Upon receiving notification of the resident complaint, the owner must contact the complainant within 48 hours (immediately if serious) to arrange a meeting or phone call at an agreeable time to discuss the matter.
- > The complainant is to be advised that they may, if they wish, bring a relative or a representative to the meeting as a support person (note Section 5.4, Confidentiality and Privacy). *Note* - this is not a lawyer or advocacy representative.
- > Within the meeting or phone call, the owner should obtain as much information as possible about the resident complaint to determine the severity of the issue and the intended Action Plan. Where required (depending on the circumstances), the owner should also have an appropriate support person to witness the initial discussion.
- > The Action Plan, which aims to resolve or mitigate the resident complaint to the satisfaction of the complainant(s), should be discussed in the meeting, agreed upon by the complainant(s), and forwarded to the complainant(s) in writing as soon as practical.

The written Action Plan should include:

- Detail of the resident complaint and complainant(s);
- Detail of the problem area, root cause and corrective action (or proposed corrective action) to resolve the complaint;
- Owners of the action(s); and,

- Timescales for any action(s).

After the preliminary meeting, the owner must take corrective action to resolve the resident complaint within 14 days of it being initiated. **Note** – serious complaints should be followed up immediately.

- > If the issue is too complex to complete the investigation within 14 days of the resident complaint being initiated, the complainant should be informed of any delays.
- > If the resident complaint raises potentially serious or legal matters, advice should be sought from Atira Legal Counsel. If legal action is taken at this stage any investigation under the resident complaints procedure should be in accordance with instruction of the Atira Legal Counsel.
- > Where necessary, details of the resident complaint and suggested resolution should be shared in accordance with the relevant Partner/University's Service Level Agreement (SLA). **Note** - if not covered within the SLA, the owner should consider providing an informal update to the University in question.
- > A follow-up meeting or phone call should be arranged with the complainant as soon as possible after the investigation has been executed. At the meeting a detailed verbal explanation and written account ("Final Written Account") of the results of the investigation should be given (note Section 5.4, Confidentiality and Privacy). Such a meeting gives Atira the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- > If the outcome is satisfactory to the complainant(s), the resident complaint can be closed, and the Complaints Register updated on central (noting privacy and confidentiality of the complainant is to be maintained). The Final Written Account, Action Plan and Resident Complaints Form, should also be scanned and uploaded to the corporate server.

### STAGE 3: Appeal

To be used as a final measure if a complainant wishes to appeal a decision made in Stage 2 Formal Review. **Note** - a complainant can only appeal on the grounds that Head Office or the Atira site have failed to follow due process during an investigation.

- > Stage 3 Appeals must be presided by at least two Atira employees (e.g., a General/Regional Manager and/or the COO/ Departmental Head).

#### Procedure

- > A "Notice of Appeal" form (available on the centralised server) must be completed by the complainant(s), including supporting evidence, if relevant.
- > The Notice of Appeal must be sent directly to the Atira General/Regional Manager within 28 days of the date of the Final Written Account from Stage 2 Formal Review.
- > Following due consideration with relevant Head Office representative(s) (including Atira Legal Counsel), the Appeal Owner is to notify the complainant in writing (email and printed letter) within five working days of receiving the Notice of Appeal to advise whether they have a right for Appeal.
- > If the complainant has a right for Appeal, then an Appeal Meeting must be arranged within a reasonable time, as agreed upon by the complainant(s) and Atira representatives.

- > The complainant(s) must be advised that it is their right to bring a support person to the Appeal Meeting if they wish.
- > The Appeal Meeting must be minuted, saved on the corporate server, and the transcript of the meeting made available to the complainant if requested.
- > The decision at the Appeal Meeting is final and not open to further appeals.
- > A written Final Appeal, which includes a summary of the Appeal and outcome, must be forwarded to the complainant(s) within 5 working days of the Appeals Meeting.
- > The Final Appeal and any supporting documentation should be scanned and uploaded to the corporate server. Privacy and Confidentiality of the complainant to be maintained.

### **5.3) Record Keeping**

- > Detailed and accurate notes must be kept at all stages of the complaints process.
- > The Complaints Register is to be regularly updated on the corporate server, and any supporting documentation, such as the Resident Complaints Form, Action Plan and Notice of Appeal also uploaded to the corporate server.
- > All records and supporting documentation should be stored in accordance with local legislative requirements to ensure privacy and confidentiality is maintained at all time.

### **5.4) Confidentiality and Privacy**

- > All parties involved, including the complainant and any accompanying representatives, must maintain confidentiality at all times throughout the resident complaints process.
- > Records kept in relation to an resident complaint must be kept confidential, held for a period as determined by regional Data Protection legislation, and will only be divulged to other parties:
  - Where legal advice is required from Atira Legal Counsel;
  - Where there is risk of harm to any person or persons; and,
  - Where Atira is required by law or company policy to produce the records

### **5.5) Review of Complaints Process**

- > All resident complaints and their outcome should be discussed at management review meetings, and the complaints process and policy should be reviewed regularly. Privacy and confidentiality of the complainant and others involved in the complaint to be maintained at all times.



Student Living.

# Standard Operating Procedure External Complaints Process

Document Owner	Shannon O'Connor, Chief Operating Officer
Document Expert	Dan Moore, Regional General Manager
Approved Date	February 2017
Review Date	August 2018
Status	Final

## 1 PURPOSE

The purpose of this Standard Operating Procedure is:

- > To investigate and resolve external complaints as quickly and satisfactorily as possible.
- > To ensure that complainant(s) are provided with a fair and transparent process to lodge complaints.
- > To improve customer service.
- > To provide clear Standard Operating Procedures for Managers on the complaints process.
- > To provide a better monitoring system of complaints for Atira Student Living (Atira) reporting and follow-up.

## 2 SCOPE

This Standard Operating Procedure applies to:

- > All Corporate & Atira sites which are not regulated by specific Codes, Acts or other regulatory requirements (Regulatory Requirements) with regards to managing the external complaints process.
- > Where there are Regulatory Requirements applicable, the Regulatory Requirements take precedence to the extent of any inconsistency with this Standard Operating Procedure.

## 3 DEFINITIONS

External complaint	an expression of dissatisfaction or concern, received from a third party (such as, but is not limited to, a supplier, parent, someone related to or affiliated with an employee, community member, non-resident etc.) that requires a response
Complainant	the individual(s) making the complaint
Owner	An Atira staff member who has been assigned to deal with a complaint, and who will ensure the correct complaints process is followed, as per this SOP

## 4 RESPONSIBILITIES

### Chief Operating Officer (COO)

The COO is responsible for:

- > Ensuring that all direct reports are fully trained on the external complaints process and understand this Standard Operating Procedure.
- > Leading the investigation and resolution of serious external complaints.
- > Making judgements about appeals from decisions made by Atira staff member(s) based on knowledge, experience and evidence. Any such assessment is to accord with applicable Regulatory Requirements and internal policies and procedures.
- > Communicating throughout Atira the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- > Monitoring performance and implementing improvements when appropriate. This may include updating policies and procedures where any gaps are identified.

### Regional General/General Manager/Departmental Head

The Regional General Manager, General Manager or Departmental Head is responsible for:

- > Ensuring that all Atira staff are fully trained on the external complaints process and understand this Standard Operating Procedure.
- > Ensuring that all Atira staff provide a positive customer service experience by ensuring that external complaints are handled with due diligence, sensitivity, professionalism and care. This includes escalating issues to senior management as and when required.
- > Making judgements based on knowledge, experience and evidence and investigating root causes, and resolving external complaints in a timely and effective manner.
- > Knowing how external complaints are dealt with, the required timeframes for managing external complaints at each stage, and the levels of responsibility of staff.

### Employees

All Employees are responsible for:

- > Following this Standard Operating Procedure.
- > Ensuring that they are understanding, respectful, professional, empathetic and calm at all times when dealing with external complaints.

## 5 STANDARD OPERATING PROCEDURE

**Note** – information on the “Resident Complaints Process” can be viewed as a separate SOP.

### External Complaints Process

- > All external complaints, verbal or written, and no matter how seemingly unimportant, should be taken seriously.
- > All external complaints should be dealt with professionally, sensitively, and in a timely manner (as defined in the procedure below).

- > If an external complaint is being made on behalf of another party (e.g., a parent is making a complaint on behalf of their child – a resident at Atira), it must first be verified that the person has permission to speak for the resident especially if confidential information is involved. It is very easy to assume that the representative has the right or power to act for another party when they may not. If in doubt, the other party's explicit written permission is needed prior to discussing the complaint with the representative.

## 5.1 Types of Complaints

1. Complaints about individuals (e.g. noise or community disturbance, behavior, discrimination, bullying or harassment, etc.) **Note** – internal complaints about staff (i.e., Atira staff lodging a complaint about another Atira staff member) will need to proceed through the Atira Grievance Resolution Policy and Procedure.
2. Complaints about asset condition (e.g., unclean living space, damaged assets or external property, uninhabitable property, recurring unfixed maintenance issues or repairs).
3. Complaints about administration or process (e.g., mismanagement, unreasonable process, failure to provide rights).
4. Complaint about behavior or conduct of staff member or contractor of Atira.

## 5.2 Complaint Levels

Atira follows a three-stage model for handling external complaints.

**Stage 1:** Informal internal review by Atira staff (minor complaints)

**Stage 2:** Formal internal review by General Manager (moderate-serious complaints)

**Stage 3:** Appeal of decision by Atira staff (to be conducted by COO, with relevant Head of Department, as required)

### STAGE 1: Informal Review (minor complaints)

- > An informal internal process which aims to resolve minor external complaints as quickly and adequately as possible.

### Procedure

- > Initial external complaints can be lodged with Head Office or Atira asset in writing.
- > All complaints, however, must be followed up with an acknowledgement email by a staff member within 24 hours of receiving the complaint.
- > Staff who receive a minor external complaint should seek to solve the problem themselves immediately, if appropriate.
- > If the external complaint is more complex, or requires more time to resolve, staff should refer the matter to their Manager for review.
- > Upon receiving a minor external complaint, the Manager must assign an appropriate member of staff as the 'owner' (if not themselves), who will be responsible for the complaint and who will ensure the correct process is followed.
- > A meeting or phone call with the complainant and owner should be arranged within 72 hours of the external complaint being received to discuss the issue.
- > Within the discussion, the owner must obtain as much information as possible (e.g. what/where/when/who) about the complaint to determine the issue, root cause and the intended corrective action, with the aim of resolving the external complaint as quickly and

adequately as possible (within 14 days). For example, arranging a meeting with a resident to discuss an alleged behavioural issue.

- > The owner should then take corrective action to resolve the external complaint and provide an update with the complainant on the actions taken to rectify the issue.
- > If an investigation is likely to take longer than 14 days, the complainant must be notified as soon as possible and a timeframe for a follow-up meeting or phone call confirmed.
- > When the external complaint has been resolved, the owner is to notify the complainant(s) by email or phone call to confirm that the complaint has been resolved and that the outcome is satisfactory to the complainant. If the update is provided by way of phone call, send a confirmation email of the matters discussed.
- > If the complainant(s) is satisfied, the case can be closed, and any written information about the complaint uploaded to the corporate server for case management reference (privacy and confidentiality to be maintained).

## **STAGE 2: Formal Review (moderate-serious complaints)**

- > To be used for moderate to serious external complaints which warrant further investigation.
- > Stage 2 Formal Reviews must be completed by a Regional/ General Manager, Departmental Head, or COO (the 'owner').

### **Procedure**

- > If an external complaint is moderate-serious in nature, details of the complaint must be formally documented by all complainant(s) through the completion of an "External Complaints Form", *optional - dependent on circumstance and information already received*. If necessary, further details should be obtained from the complainant and attached as a separate document on the form.
- > Upon receiving notification of the external complaint, the owner must contact the complainant within 48 hours (immediately if serious) to arrange a meeting or phone call at an agreeable time to discuss the complainant. This includes an initial email response to acknowledge receipt of the complaint.
- > The complainant is to be advised that they may, if they wish, bring a relative or a representative to the meeting as a support person (note Section 5.4, Confidentiality and Privacy). **Note** - this is not a lawyer or advocacy representative.
- > Within the meeting or phone call, the owner should obtain as much information as possible about the external complaint to determine the severity of the issue and the intended Action Plan. Where required (depending on the circumstances), the owner should also have an appropriate support person to witness the initial discussion.
- > The Action Plan, which aims to resolve or mitigate the external complaint to the satisfaction of the complainant(s), should be discussed in the meeting, agreed upon by the complainant(s), and forwarded to the complainant(s) in writing as soon as practical.
- > The written Action Plan should include:
  - o Detail of the external complaint and complainant(s)
  - o Detail of the problem area, root cause and corrective action (or proposed corrective action) to resolve the complaint

- Owners of the action(s) and
- Timescales for any action(s)
- > After the preliminary meeting, the owner must take corrective action to resolve the external complaint within 14 days of it being initiated. **Note** – serious complaints should be followed up immediately.
- > If the issue is too complex to complete the investigation within 14 days of the external complaint being initiated, the complainant should be informed of any delays.
- > If the external complaint raises potentially serious or legal matters, advice should be sought from Atira Legal Counsel. If legal action is taken at this stage any investigation under the external complaints procedure should be in accordance with instruction of the Atira Legal Counsel.
- > Where necessary, details of the external complaint and suggested resolution should be shared in accordance with the relevant Partner/University's Service Level Agreement (SLA). **Note** - if not covered within the SLA, the owner should consider providing an informal update to the University in question.
- > A follow-up meeting or phone call should be arranged with the complainant as soon as possible after the investigation has been executed. At the meeting a detailed verbal explanation and written account ("Final Written Account") of the results of the investigation should be given (note Section 5.4, Confidentiality and Privacy). Such a meeting gives Atira the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- > If the outcome is satisfactory to the complainant(s), the external complaint can be closed, and the Complaints Register updated on central (noting privacy and confidentiality of the complainant is to be maintained). The Final Written Account, Action Plan and External Complaints Form, should also be scanned and uploaded to the corporate server.

### **STAGE 3: Appeal**

- > To be used as a final measure if a complainant wishes to appeal a decision made in Stage 2 Formal Review. **Note** - a complainant can only appeal on the grounds that Head Office or the Atira site have failed to follow due process during an investigation.
- > Stage 3 Appeals must be presided by at least two Atira employees (e.g., a General/Regional Manager and the COO/ Departmental Head).

#### Procedure

- > A "Notice of Appeal" form (available on the centralised server) must be completed by the complainant(s), including supporting evidence, if relevant.
- > The Notice of Appeal must be sent directly to the Atira General/Regional Manager within 28 days of the date of the Final Written Account from Stage 2 Formal Review.
- > Following due consideration with relevant Head Office representative(s) (including Atira Legal Counsel), the Appeal Owner is to notify the complainant in writing (email and printed letter) within five working days of receiving the Notice of Appeal to advise whether they have a right for Appeal.
- > If the complainant has a right for Appeal, then an Appeal Meeting must be arranged within a reasonable time, as agreed upon by the complainant(s) and Atira representatives.

- > The complainant(s) must be advised that it is their right to bring a support person to the Appeal Meeting if they wish.
- > The Appeal Meeting must be minuted, saved on the corporate server, and the transcript of the meeting made available to the complainant if requested.
- > The decision at the Appeal Meeting is final and not open to further appeals.
- > A written Final Appeal, which includes a summary of the Appeal and outcome, must be forwarded to the complainant(s) within 5 working days of the Appeals Meeting.
- > The Final Appeal and any supporting documentation should be scanned and uploaded to the corporate server. Privacy and Confidentiality of the complainant to be maintained.

### **5.3) Record Keeping**

- > Detailed and accurate notes must be kept at all stages of the complaints process.
- > The Complaints Register is to be regularly updated on the corporate server, and any supporting documentation, such as the External Complaints Form, Action Plan and Notice of Appeal also uploaded to the corporate server.
- > All records and supporting documentation should be stored in accordance with local legislative requirements to ensure privacy and confidentiality is maintained at all time.

### **5.4) Confidentiality and Privacy**

- > All parties involved, including the complainant and any accompanying representatives, must maintain confidentiality at all times throughout the external complaints process.
- > Records kept in relation to an external complaint must be kept confidential, held for a period as determined by regional Data Protection legislation, and will only be divulged to other parties:
  - Where legal advice is required from Atira Legal Counsel
  - Where there is risk of harm to any person or persons
  - Where Atira is required by law or company policy to produce the records

### **5.5) Review of Complaints Process**

- > All external complaints and their outcome should be discussed at management review meetings, and the complaints process and policy should be reviewed regularly. Privacy and confidentiality of the complainant and others involved in the complaint to be maintained at all times.

# Appendix 7

RESIDENT HANDBOOK



# WELCOME HOME

ATIRA RESIDENT HANDBOOK

*Victoria*

**atira**  
Student Living.



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01

# WELCOME

**On behalf of the Atira Team, we warmly welcome you to Atira Student Living in Melbourne. We're here to help you get settled in so you can start enjoying your new home away from home.**

This Resident Handbook is your go to guide for your student life in Melbourne. It contains our House Rules, some helpful information on public transport options, shopping districts, entertainment, and much more. Use this guide to find new places to hang out, food and drinks to try, places to explore, and experience everything this wonderful city has to offer.

This Handbook is also designed to ensure that everybody understands the building and observes the House Rules so that everyone feels safe, supported, and secure. You'll also find essential student support information, contact details and instructions on who to call if you ever need assistance or help with anything.

Atira Student Living creates safe, supportive and positive student communities so you can make the most out of your stay with us and experience university life at its fullest.



## ABOUT MELBOURNE

Melbourne offers rich history, stunning wilderness, multicultural culinary excellence and a showpiece for Australian culture. The climate here is temperate, with four seasons a year. Winter is not too cold, the general temperature is above ten degrees Celsius, and the summer temperature reaches thirty degrees Celsius.

Students who are seeking an excellent range of scenic and historical sights will adore Melbourne. With galleries and exhibition spaces all over, start your tour of this creative paradise by stopping in The Melbourne Museum and the National Gallery of Victoria. See the world to offer a range of displays and collections that are sure to capture your attention.

Need to get away from the hustle and bustle of the centre CBD? Head out to the Royal Botanic Gardens where located on the south side of the river. Not only it is a few minutes from the city, but entry is free. Admire the wide range of 49,000 plants and flowers on display. If you feel like wandering along a shoreline, throwing a Frisbee or just kicking back by the water's edge, head to St. Kilda Beach or Port Melbourne Beach.

Melbourne is internationally renowned for being a marvellous street art capital of Australia. The inner city laneways are jammed with street artists painting over the external walls of buildings, and the most famous art laneway is Hosier Lane. You can spend hours examining the artwork and talking to the artists about their inspiration, and then follow it up with a trip to Queen Victoria Market. You'll find hundreds of stalls here devoted to selling delicious fresh produce, local crafts.

To get more excited, Melbourne is food-obsessed paradise. Restaurants and countless cafes are spread throughout the city, with many hidden down alleys, arcades or off the surrounding backstreet, offers a style to satisfy every taste. Head to the Italian precinct of Lygon street (10 mins walk from Atira La Trobe), where several excellence Italian and Middle Eastern restaurants can be found, along with some well-loved cafes. In the heart of the city, bold red gates proclaim the entrance to Chinatown on Little Bourke street (7 mins walk from Atira La Trobe), in case you miss the aromas of spicy hot pots, sizzling noodles, hand-made dumplings, yum cha dim sum and roasted duck.

Throughout the year, Melbourne is sparkled with theatre, concerts, exhibitions, festivals and sporting events. To get to know about Melbourne and find out what this place has to offer. Please see:

<https://liveinmelbourne.vic.gov.au> or <https://www.visitmelbourne.com/events>

## YOUR ATIRA TEAM

Atira's staff provide well-rounded student support be it academic, social, or personal. Our staff are trained in first-aid, crisis management, health & wellbeing, fire safety, and security.

Come see us at reception for any questions or requests you may have. You can also contact one of the numbers listed below.

### LA TROBE ST RECEPTION

**T** +61 3 9070 0909  
**E** [latrobe@atira.com](mailto:latrobe@atira.com)

**Reception opening hours:**  
Monday – Sunday, 8am – 8pm  
Public Holidays, 8am – 4pm

### PEEL ST RECEPTION

**T** +61 3 9070 0900  
**E** [peel@atira.com](mailto:peel@atira.com)

**Reception opening hours:**  
Monday – Sunday, 8am – 8pm  
Public Holidays, 8am – 4pm

### EMERGENCY

(Police, Fire, Ambulance)  
Dial 000



Content needs to change

## TOURS AND WELCOME SERVICES

Melbourne's exciting and vibrant city life may be quite overwhelming for newcomers, especially students arriving from overseas. Luckily, there are many services that can help you find your way around.

### HERE ARE A FEW OF OUR FAVOURITES

#### Atira's Orientation Sessions

We host our own information session for new residents where you can learn more about the property, local area and everything you need to know about settling into your new home. Be sure to book your preferred orientation time at reception.

#### Study Adelaide

Study Adelaide is a great resource for both domestic and international students. They have student support services, welcome parties, city tours and much more. You can also apply to be a Study Adelaide Student Ambassador. Find out more at: [studyadelaide.com](http://studyadelaide.com)

#### Multicultural Youth South Australia

MYSA encourages young people to be part of a broader community. They not only provide support services to students from different cultural backgrounds but also offer work experience and job opportunities. For more information, visit [mysa.com.au](http://mysa.com.au)

### OTHER GREAT SERVICES CAN BE FOUND AT:

- [Study South Australia](http://studyinaustralia.gov.au)  
[studyinaustralia.gov.au](http://studyinaustralia.gov.au)
- [Visit Adelaide](http://cityofadelaide.com.au)  
[cityofadelaide.com.au](http://cityofadelaide.com.au)
- [Insider Guides Adelaide](http://insiderguides.com.au/adelaide/)  
[insiderguides.com.au/adelaide/](http://insiderguides.com.au/adelaide/)



# STUDENT VISA CONDITIONS

All international students who are studying in Australia must comply with their visa conditions.

## SOME OF THESE CONDITIONS ARE:

(subject to change, please read your visa for further information)

- International students are allowed to work up to 40 hours per fortnight (during 14 days or two weeks). You cannot start working until you commence the course. Students are allowed to work unlimited hours during their holidays. You must maintain satisfactory attendance as well as progress in your course.
- You must maintain adequate Overseas Student Health Cover (OSHC) during your entire stay in Australia. Make sure to keep your OSHC Card in your wallet at all times.
- You must notify your education provider of your residential address in Australia within 7 days of arriving in Australia.
- When you extend your visa in Australia must notify your new provider of your

For up to date information please check this website:

[border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students](https://border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students)

# WORK RIGHTS & RESPONSIBILITIES

International students on student visas are allowed to work up to 40 hours per fortnight (14 days) once they commence their courses. Students are allowed to work on a full-time basis during their holidays or semester breaks.

## MAKE SURE YOU:

- Have a work permit in your visa (Condition 8105). You can check your visa entitlements. Go to [border.gov.au/Trav/Visa-1](https://border.gov.au/Trav/Visa-1)
- Obtain a Tax File Number (TFN) so that you can supply it to your employer. For more information go to [ato.gov.au](https://ato.gov.au)

### You can look for a job on these websites:

- [careerone.com.au](https://www.careerone.com.au)
- [seek.com.au](https://www.seek.com.au)
- [jobsjobsjobs.com.au](https://www.jobsjobsjobs.com.au)
- [mycareer.com.au](https://www.mycareer.com.au)

### While you are working if you have any problems with your employer, go to these websites:

- [australianunions.org.au](https://www.australianunions.org.au)
- [fairwork.gov.au](https://www.fairwork.gov.au)

For further information, please visit [mystudentguide.net](https://mystudentguide.net) and they can also send you resume samples that you can present to your prospective employers.

Students who recently finished courses in Vocational Education and Training and Higher Education programmes are eligible to work in Australia after their graduation. Please check features and requirements of this particular visa at [border.gov.au/Trav/Visa-1](https://border.gov.au/Trav/Visa-1)

Finally, if you wish to apply for a Skilled Migration Visa after your studies check this website [border.gov.au/Trav/Visa-1](https://border.gov.au/Trav/Visa-1)

You can do this process on your own or you might like to use the services of a registered migration agent.



**at: PEEL ST**  
MELBOURNE | AUS



**at: LA TROBE ST**  
MELBOURNE | AUS



North Melbourne

Carlton

West Melbourne

Fitzroy

FLAGSTAFF GARDENS

MELBOURNE CENTRAL

BOURKE HILL PRECINCT

TREASURY GARDENS

William Angliss Institute of TAFE

College of Travel and Hospitality

RMIT

Holmes Colleges

Parliament House

Tianjin Garden

IMAX

Melbourne Museum

Royal Exhibition Building

Queen Victoria Market

State Library

Parliament

Centrepoint

The Walk Arcade

The Causeway

Union Lane

Hardware Lane Precinct

MALL

LONSDALE ST

WILLIAM ST

LA TROBE ST

A'BECKETT ST

MILLS ST

DUDLEY ST

WALSH ST

CAPEL ST

HOWARD ST

QUEENSBERRY ST

COURTNEY ST

WRECKYNS ST

VILLIERS ST

HARCOURT ST

GRATTAN ST

GRATTAN ST

LEICESTER ST

BARRY ST

BERKELEY ST

PEEL ST

BEDFORD ST

CHETWYND ST

LEVESON ST

ERROL ST

ARDEN ST

QUEENSBERRY ST

BOUVERIE ST

SWANSTON ST

CARDIGAN ST

LYGON ST

MONMOUTH ST

DOWNNE ST

GERTRUDE ST

NICHOLSON ST

FITZROY ST

BRUNSWICK ST

QUEEN ST

THERY ST

MARKET PRECINCT

FRANKLIN ST

LT LATROBE ST

RUSSELL ST

EXHIBITION ST

SPRING ST

GISBORNE ST

MACARTHUR ST

ST ANDREWS PL

TREASURY PL

LANSDOWNE ST

COACH PRECINCT

Coach Terminal

Aust Cath Univ

VICTORIA ST

A

# GETTING AROUND IN MELBOURNE

**Melbourne is well-serviced by trains, trams and buses and has plenty of bicycle tracks and walk ways so it's easy to get around. All you need is a myki card and you'll be ready to travel around. Myki can be purchased from all train stations and convenience stores.**

## TRAM

Melbourne's network tram is the largest in the world, with around 450 trams in the fleet and operate along 24 routes. The Free Tram Zone in Melbourne's CBD makes it great beneficial for commuters and students to move around the city. They runs every 10 minutes Monday to Friday, every 15 minutes on Saturday and every 20 minutes on Sunday. The free City Circle tram number 35, loops the CBD stopping at or close to many of the city's best known attractions.

It is important to note that if you end up outside of the free tram zone and do not have valid ticket, you may have committed an offence and heavy fines could be issued by Authorised officer.

## BUS AND TRAIN

Melbourne Central Station is the main city hub for Melbourne's 17 train lines and is the closest train station to Atira La Trobe/ Peel St. Many lines spin around the City loop, which connects the five stations in the inner city (Flinders St, Southern Cross, Flagstaff, Melbourne Central and Parliament). Melbourne has an extensive bus network, with over 300 bus routes across Melbourne servicing cross-suburban travel and covering all the places that the train and tram don't go.

You can find all transport map routes, tickets, timetables and a journey planner on Victoria public transport website.

<https://www.ptv.vic.gov.au/>

## BICYCLE

Cycling paths are well- establish in CBD area. Melbourne has a popular bike share program, provides a great option for short trip around Melbourne. To find out the pick- up and drop off points around the inner city, please visit: <https://www.melbournebikeshare.com.au/>

Cycling maps and information are available from Melbourne Visitor Centre located at Federation Square and Bicycle Network: [www.bv.com.au](http://www.bv.com.au) Phone: (03) 8376 8888

## TAXI

Melbourne's taxis are metered. Two of the major taxi companies are Silver top phone: 131 008 and 13 Cabs Phone: 132 227. Uber also operates in Melbourne ([www.uber.com](http://www.uber.com)).

## TO/ FROM THE AIRPORT

The Skybus departs every 10 minutes and connects the Melbourne Tullamarine to Southern Cross Station 24 hours a day. Phone: 1300 759 287 <https://www.skybus.com.au/>

## ATIRA TRANSPORT SERVICES

Atira offers a number of transport services for residents including airport pickups and bike storage.

### Airport Transport

We know that flights can be tiresome and stressful. We make moving to a new country easier with our Airport Pickup service. You don't have to worry about catching public transport or getting lost on the way to your new home! For pricing and bookings, please talk to your Customer Service Officers at reception or call (+61) 3 9070 0909 (Atira La Trobe) or (+61) 3 9070 0900 (Atira Peel)

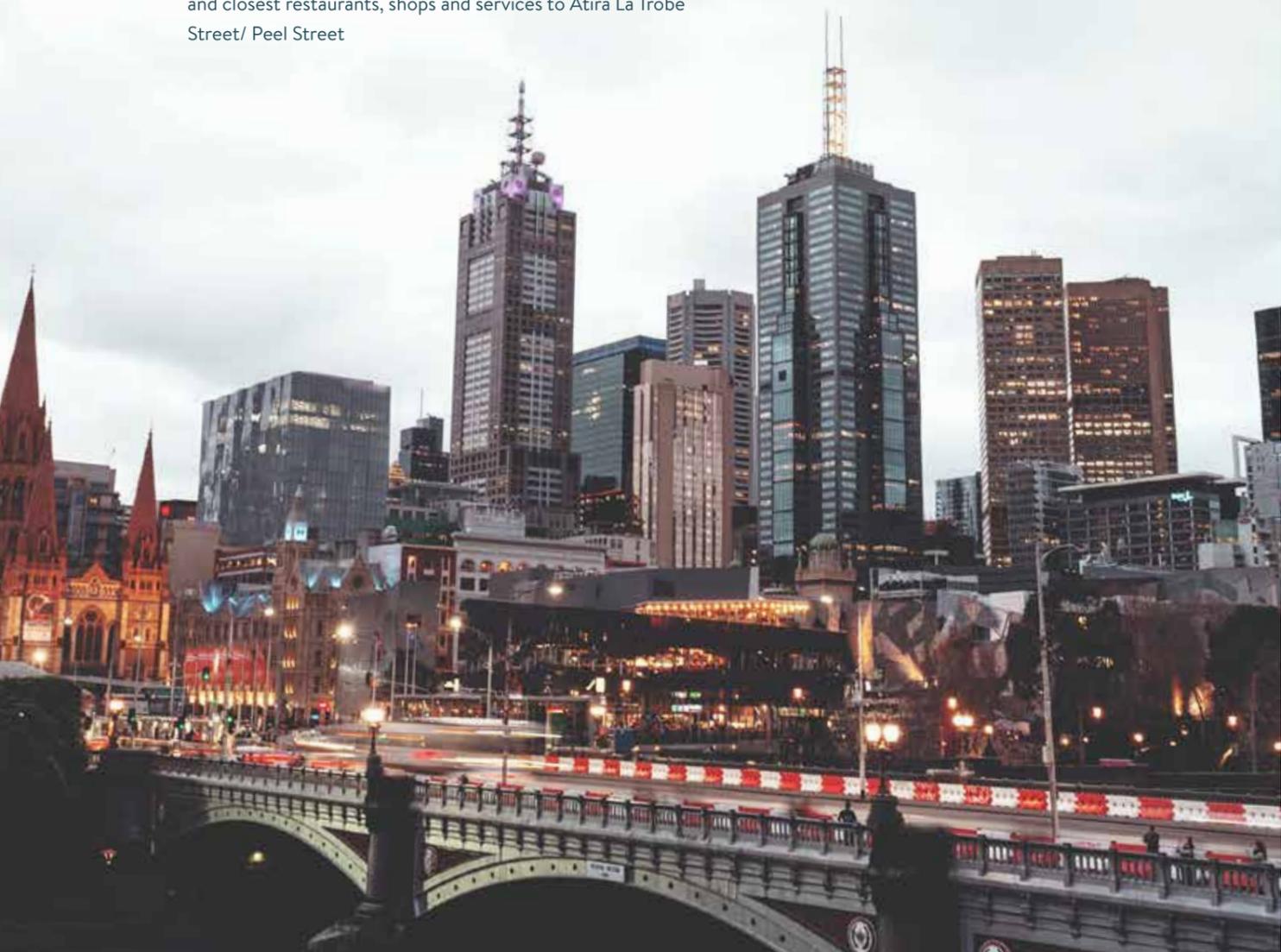
### Bikes Storage

Bikes are a fun and easy way to stay fit and healthy while traveling around. Atira offers bike racks and storage to keep your bike safe when you are not out and about.

# OUT AND ABOUT IN MELBOURNE

## Shopping, dining, and entertainment around Melbourne.

Melbourne is a modern city with every convenience, entertainment and food options within reach by foot or public transport. In this handbook, we've put together a list of the best and closest restaurants, shops and services to Atira La Trobe Street/ Peel Street



# SHOPPING & CONVENIENCE STORES

## Queen Victoria Village (QV)

The famous Queen Victoria Village, generally known as QV. QV comprises a central plaza, an underground food court, Medical Centre, Asian Grocery stores, Woolworth supermarket, Officeworks, Harvey Norman and famous Japanese Daiso homeware stores selling virtually everything you might need! Stores in QV open 7 days a week, to check each store's updated trading hours, please visit <https://www.qv.com.au/centre-info/trading-hours>

## Melbourne Central

With more than 300 retails over five levels, Melbourne central is a diverse shopping and dining destination. You can find a range of Australian and International brands including Nike, Sephora, Country Road, Levis, Mecca Maxima and Hoyts Cinema. It is also the major public transport hub in the city of Melbourne.

### Opening hours

- Mon to Wed: 10am – 7pm
- Thu- Fri: 10am- 9pm
- Sat – Sun: 10am – 7pm

## Emporium Melbourne

Emporium Melbourne is the largest Australian designer precinct in the country, offering a variety of upscale retailers, plus 30 unique food icons & restaurants.

### Opening hours

- Mon to Wed: 10am – 7pm
- Thu- Fri: 10am- 9pm
- Sat – Sun: 10am – 7pm

# POINTS OF INTEREST & LANDMARKS IN MELBOURNE

You'll never run out of things to do in Melbourne. Here are a few of our favorites.

## State Library of Victoria

Address: 328 Swanston St, Melbourne VIC 3000 (280 M from Atira La Trobe)

## Melbourne Museum

Address: 11 Nicholson St, Carlton VIC 3053

## Hardrock Climbing

Address: 4/8 Franklin St, Victoria 3000

## Federation Square

Address: Swanston St & Flinders St, Melbourne VIC 3000

## Eureka Skydeck 88

Address: 7 Riverside Quay, Southbank VIC 3006

## National Gallery of Victoria

Address: 180 St Kilda Rd, Melbourne VIC 3006

## Melbourne Cricket Ground (MCG)

Address: Brunton Ave, Richmond VIC 3002

## Sea Life Melbourne Aquarium

Address: King St, Melbourne VIC 3000

## Royal Botanic Gardens Melbourne

Address: Birdwood Ave, South Yarra VIC 3141

## Melbourne Zoo

Address: Elliott Ave, Parkville VIC 3052

# RESTAURANTS AND CAFE'S

## China Town Street

Little Bourke St, between Swanston & Exhibition St, Melbourne VIC 3000

The focal point for the city's Chinese community and filled with Chinese and other Asian Restaurants

## A25 Pizzeria

399 Lonsdale Street, CBD, Melbourne VIC 3000

Tasty pizzas and pasta, in a modern cozy setting right at the heart of Melbourne CBD

## Laksa Bar

108 Little Lonsdale Street, CBD, Melbourne VIC 3000

Authentic Malaysian cuisine, serving beautiful laksa.

## Don Don

198 Little Lonsdale Street, CBD, Melbourne VIC 3000

Grab a big bowl of udon or a bento box full of assorted goodness from this humble Japanese eatery.

## The Hardware Societe Brunch Café

118 to 120 and, 123 Hardware St, Melbourne VIC 3000

Wonderful Little café with an inventive menu of mouthwatering French-Influenced café fare awaits.

## Hakata Gensuke Ramen Professionals

168 Russell St, Melbourne VIC 3000

One of best Ramen places in Melbourne, serving legitimate Japanese ramen. Be prepare for the length queue.

## PappaRich Malaysian Restaurant

Level 2, Shop 11, QV Square, QV Building, Melbourne VIC 3000

Laid-back chain with stylish decor, serving up authentic Malaysian hawker food, drinks and desserts

## Dainty Sichuan Food

149 Lonsdale St, Melbourne VIC 3000

One of the most authentic Sichuan food restaurants you can find in Melbourne. A good place to try spicy Chinese dishes or hot pot.

# HOSPITAL, MEDICAL CENTRES AND EMERGENCY SERVICES

## **Royal Melbourne Hospital**

Address: 300 Grattan St, Parkville VIC 3050. Open 24 hours.  
Phone: (03) 9342 7000

## **The Royal Children's Hospital, Melbourne**

Address: 50 Flemington Rd, Parkville VIC 3052. Open 24 hours.  
Phone: (03) 9345 5522

## **Gawler Place Medical Centre**

Address: 20 Flemington Rd, Parkville VIC 3052. Open 24 hours.  
Phone: (03) 8345 2000

## **Medical One - QV**

Address: 3, 23 QV Terrace, 292 Swanston Street, Melbourne VIC 3000  
Phone: (03) 8663 7000

## **La Trobe St Medical**

Address: 211 La Trobe St, Melbourne VIC 3000  
Phone: (03) 9650 0023

## **Beijing Tong Ren Tang Chinese Medicine Clinic**

Address: 108 Little Burke St, Melbourne, VIC 3000  
Phone: (03) 9077 0017

## **Melbourne East Police Station**

Address: 226 Flinders Ln, Melbourne VIC 3000  
Phone: (03) 9637 1100

## **Melbourne West Police Station**

Address: 313 Spencer St, Docklands VIC 3008  
Phone: (03) 8690 4444

For emergencies, dial 000 or please contact reception.

# OTHER USEFUL PLACES

## **Melbourne Visitor Booth**

Official City booth dispensing free tourist information  
Address: Bourke Street Mall, Melbourne VIC 3000  
Opening Hours: 9am -5pm Phone: (03) 9932 4310

## **Melbourne Visitor Centre**

Comprehensive information on Melbourne and regional Victoria  
Address: Federation Square, Swanston St & Flinders St, Melbourne VIC 3000;  
Opening hours: 9:00am -6:00pm Phone: (03) 9658 9658

## **United Currency Exchange QV Mall Melbourne**

Money Chain Foreign Exchange  
Address: QV MALL, QVA01 Lonsdale St & Swanston Street, Melbourne VIC 3000;  
Phone: (03) 9671 3993

## **Priceline Pharmacy**

Address: Melbourne Central, lower ground, 50/300 Lonsdale St;  
Phone: (03) 9663 4747

## **Chemist Warehouse Elizabeth St Victoria Market**

Address: 592 Elizabeth St, Melbourne VIC 3000  
Phone: (03) 9347 6531

## **Australia Post Office**

Address: Melbourne GPO Post Shop, 250 Elizabeth Street, Melbourne VIC 3000;  
Opening hours: Mon- Fri 8:30am – 5:30pm. Sat 9:00am- 5:00pm  
Phone: 13 13 18



## FINDING WORK PLACEMENTS AND CAREER OPPORTUNITIES

### Work experience, internships, volunteer work and the professional year

A very important part of your time in Australia should be spent doing work experience, an internship, volunteer work or taking advantage of the professional year. This is a great way to learn about work ethics, get to work in Australian workplaces and acquire new skills.

Have your résumé ready once you arrive. Contact the internship and student employment office at your institution and let them know that you are interested in taking part in these programs. Please note that to undertake an internship and professional year there are conditions and visas available for international students.

Please visit the Department of Immigration website [immi.gov.au](https://immi.gov.au)

### OPPORTUNITIES AT ATIRA

Atira loves to employ residents in a wide variety of positions onsite and even at the Atira head office. We believe that career development and being job ready is an integral part of student life.

We offer internships, part-time work placements, and volunteering opportunities to hardworking and dedicated student residents. This provides an enhanced university experience, valuable life skills and professional career development so you can get a head start on your career even before you graduate.

Please contact your reception staff or building manager to see if there are any opportunities being offered in your building.



02

# YOUR ATIRA COMMUNITY

**Atira offers great student accommodation and facilities with an awesome, engaging and supportive “home away from home” student experience.**

With a unique approach to student living, our properties are thoughtfully designed with student comfort, security and enjoyment in mind. Our Student Experience Program and dedicated staff provide well-rounded support in all facets of student life.

# BUILDING FEATURES

Atira has plenty of study zones, games and recreational spaces, and communal areas free for everyone to enjoy.



## ROOFTOP TERRACE

Relax above the clouds in our rooftop area with views of Melbourne city



## HIGH SPEED WIFI

Surf the net with 100gb per month of free high-speed wifi



## GAMING LOUNGE

Play against friends and make new ones with a game of FIFA and more



## THEATRE ROOM

Watch your favourite film on the big screen or sing karaoke with your friends



## CASHLESS LAUNDRY

Our cashless laundry lets you get a load done without change (charges apply)



## MEETING AREAS

Get together with friends for a group study session



## 24/7 GYMNASIUM

Keep in shape any time of the day with our fully equipped gym



## STUDY ZONES & SPACES

Study before your next exam in our quiet study zones



## 24/7 SECURITY

Feel safe with electronic access cards, lockable rooms and evening duty staff.



## BBQ AREA

Have an Aussie barbeque with your friends in our communal BBQ area



## BIKE STORAGE

Store your bicycle in a safe, secure location at home.



## FULLY FURNISHED ROOMS

Enjoy fully-furnished rooms complete with bed, study desk and chair.



## VENDING MACHINE

Purchase a late night snack without going outside.

\* Free Wi-Fi in all of our common areas. Rent includes 100GB per month with an option to purchase extra data.

## ATIRA CASHLESS SYSTEM

Atira has a revolutionary cashless system utilising your electronic security card so you can pay for goods and services with a single swipe of your Atira card. You will be able to use this card in all aspects of your Atira life from accessing your room and building facilities to paying for outings and events and doing your laundry.

Top up here:

<http://203.143.89.33/mymonitor/index.php>

## PRINTING

Our Atira Staff are here to help and can print and scan documents for you at the front desk for you at a small fee.

- Black and white copying - 10c per page
- Colour copying - 50c per page

## LAUNDRY

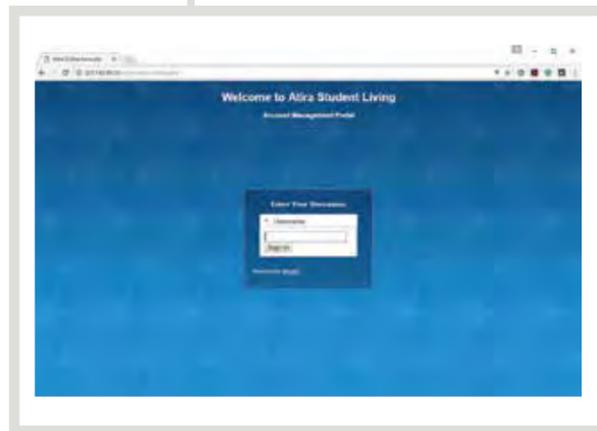
Atira is equipped with a laundry facility containing washing machines and dryers. Charges apply for the use of washing machines and dryers and use the Monitor cashless system to operate. Simply add credit to your account to use the laundry facility. Our laundry is more unique than most as with our Monitor system, you can book a machine and view how many machines are not in cycle mode prior to making your way to the laundry!

# HOW TO UPLOAD FUNDS TO YOUR KEYCARD

Topping up your card couldn't be easier. Follow these simple steps and you'll be up and running in no time.

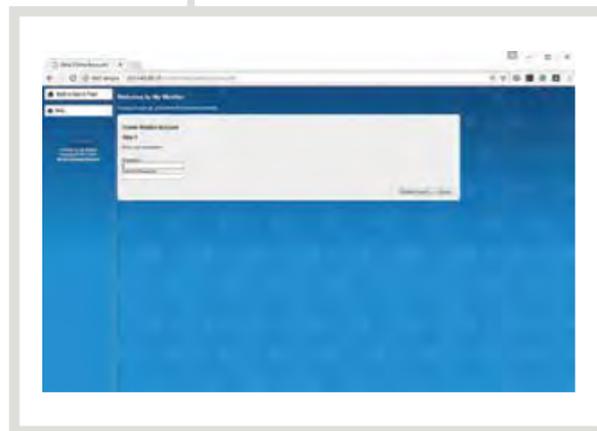
## VISIT THE WEBSITE

Go to <http://www.atira.com/student>



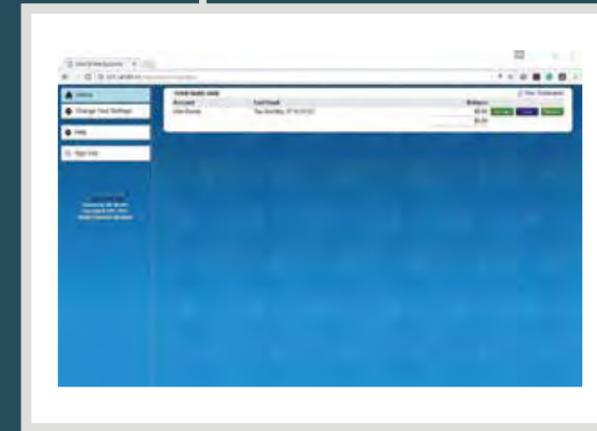
## LOGIN USING YOUR USERNAME

- Your username is your email address
- Upon your first login you will be asked to set a password



## FROM YOUR ACCOUNT SCREEN YOU CAN

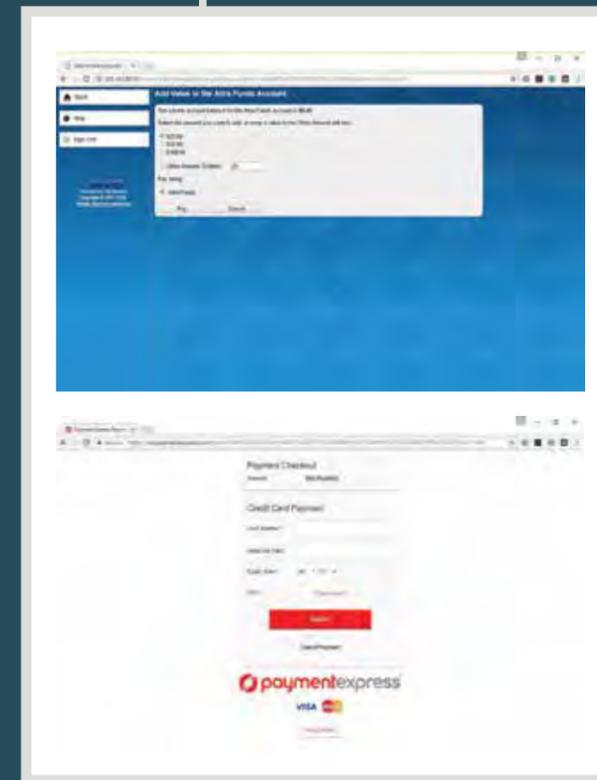
- Add funds to your account
- Set low balance reminders
- View Reports
- Lock your account if you lose your card



## SELECT 'ADD FUNDS TO YOUR ACCOUNT'

Select the amount that you would like to add to your account, follow the prompts and enter your credit or debit card information.

- Remember, don't navigate away from the payment screen until you see the green receipt page.
- Remember to setup low balance notifications by choosing options from the home page.



You can view your statements anytime from the home screen by clicking the view statements button.

# YOUR RESIDENCE

## WHAT IS PROVIDED?

Facilities available in our bedrooms are dependant on rooms types.

- |  |  |
|--|--|
|  LCD TV               |  High-speed WiFi            |
|  Air conditioning     |  Self-contained kitchenette |
|  Electronic access   |  Built-in wardrobe         |
|  Study desk & chair |  Plush bed & mattress     |
|  Bookshelf          |  Desk lamp                |
|  Ensuite facilities |  A kettle and toaster     |

## WHAT DO I NEED TO SUPPLY?

All Residents need to supply their own:

-  Bed linen, quilts / blankets and pillow
-  Towels and tea towels
-  Cleaning supplies
-  Cooking equipment

# ADD ONS

Residents are conveniently able to purchase add-ons from reception on arrival. Featured below are some of our best selling kits and package deals, however please visit [atira.com/add-ons](http://atira.com/add-ons) for the full range and current pricing.

## LINEN & TOWEL KIT

Your complete linen solution with bed and bathroom essentials to get you started in your new home.

- Fitted Sheet
- Flat Sheet
- Quilt
- Quilt Cover
- Pillow & Pillow Case (2 pillows in Double Kits)

## KITCHEN KIT

A complete kitchen package with all the kitchen essentials.

- Frypan, Saucepan, Tea Towel
- Chopping Board, Utility Knife, Corkscrew, Kitchen Scissors, Can Opener, Slotted Turner, Colander
- Dinner Plate, Side Plate, Breakfast Bowl, Mug, Drinking Glass
- Table Knife & Fork, Dessert Spoon, Teaspoon, Serving Spoon

## THE WHOLE KIT

Setup your entire room in one go with our whole kit. Your one stop package for starting out in Atira includes the Linen & Towel Kit as well as the Kitchen Pack.

### ROOM CLEANING

Have your entire room cleaned professionally by Atira cleaners.

Vacuuming & mopping, dusting, kitchen surfaces and stove top, shower, toilet & waste removal

(charges apply)

03

# STUDENT EXPERIENCE PROGRAM

It won't take you long to realise that there's never a boring moment at Atira.

## WHAT'S ON

Lots of socialising takes place around the kitchens and common areas. It's not uncommon to find half a dozen people in the lounge watching TV or gathered around one of our games consoles or perhaps studying in one of our spacious group study rooms.

There is a huge variety of organised activities offered inside and outside the building over the course of a year. To gain some insight into just some of the activities you can expect, check out our Facebook group. Activities cover a broad range of social, cultural arts, volunteering and sporting events.

The easiest way to make friends and have a good time is to become involved. It is as simple as queuing up for a sausage at a BBQ, then just say hello to the person next to you and that's one more friend you have made in the building.

The Student Experience Manager in coordination with the Student Experience team organises a wide variety of activities and issue regular updates regarding the dates and times they are held. Check Facebook, your email and your RAs (Resident Assistants) have all the latest information, so go on - get involved and enjoy the interaction!

### AN EXAMPLE OF A TYPICAL WEEK'S ACTIVITIES -

- Monday Movie Night
- Tuesday Taco Tuesday
- Wednesday Pool Competition
- Thursday Open Mic Night
- Friday Pizza Night
- Saturday Basketball Tournament
- Sunday Pancake Breakfast

There are also a host of external tours and trips organised by the Residential Life Manager.

You can find out about events in your building from posters in and around the common areas and our Facebook group. You can also ask any member of Atira staff including your local Resident Assistants.

## LIVING IN SHARED ACCOMMODATION: A SURVIVAL GUIDE

**Living with a new group of unknown 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. Indeed if you follow a few simple rules you can ensure that you will get along with your new housemates.

Decide from the outset whether you are going to share cooking. Whilst sharing the cooking is a great way of minimising costs, it isn't for everyone. You need to consider if you have similar tastes and budgets and it always helps if the other person can cook.

Be considerate with your use of shared facilities and equipment.

If something has strong sentimental value to you, don't leave it in a communal area but store it in your room.

Be aware of the noise you and any guests you have over make. This is a common courtesy which should extend to all Residents.

Don't leave dirty dishes overnight. If you stick to this you will always win brownie points with your housemates – there is nothing worse than having to do the dishes before you can have some breakfast in the morning.

Take out the garbage daily otherwise it smells terrible.

## RESOLVING DIFFICULTIES

**Living with other people involves a balance between patience with them 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 yourselves you can call the Evening Duty Manager to discuss your problem. If needed they will arrange a house meeting with all Residents of your apartment to discuss concerns and help resolve the problem.



## RESIDENT ASSISTANTS

**Resident Assistants are a key component of the management and leadership at Atira. Being an RA gives you a rare opportunity to gain valuable experience in leadership and customer service 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 conflict resolution or assisting in an emergency.

Much of the work of an RA goes on behind the scenes. The entire RA team gathers regularly to discuss events in the property. RAs play a significant role in developing policy and procedures for Atira, as well as providing leadership of the social, sporting and volunteering activities of the property. RAs have a proactive approach to the leadership role and work closely with the Student Experience Manager and senior management team.

RAs are responsible for the delivery of peer support, social and developmental programs for the building. They assist in developing a safe, accepting and liveable community that is conducive to study whilst ensuring that all of the rules and regulations as detailed in the handbook are enforced consistently. Being part of the RA team means making a difference, working with an exciting and energetic group of people and there is nothing more rewarding than making a difference in someone's life.

RA positions are advertised regularly. If you are interested in becoming an RA, watch out for the advertisement, it is posted on the Atira Facebook page.

04

# YOUR SAFETY, SECURITY & PERSONAL WELLBEING

## PERSONAL SECURITY

Like in any city, when travelling to and from Atira, especially at night, you should take simple security precautions. Stick to busy, well lit streets and try not to walk alone.

### BIKES

Bikes must be stowed at various designated bike racks or cages stationed throughout the property and not in your apartment. 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 must consider securing these and taking flip lock seats with you. Atira is not responsible for any damage or theft of bikes located within the property.

### CARS

To minimise the risk of petty theft, when parking your car in or near your Atira property it is advisable not to leave any valuables in sight such as GPS units, stereos, wallets, keys, coins, mobile phones, cameras etc. Consider leaving your glove box open so that people can see there is nothing of worth to steal.

### DOORS AND WINDOWS

Always remember to pull the door shut behind you to activate the lock. It is important that Residents take responsibility for the security of their own apartments and the doors/gates within the building. Its very simple to take the precaution of ensuring doors are pulled closed to protect your safety and every other resident within Atira. Do not leave apartment or bedroom doors open.

### SUSPICIOUS PERSONS

If you see anyone acting suspiciously alert a staff member and or security.



## PERSONAL ISSUES AND MENTAL HEALTH

**At Atira, we value our residents' mental health and personal wellbeing. We strive to provide a safe, secure, and supportive place for everyone to live in.**

We know that student life can be overwhelming. Personal issues, such as academic stress, alcohol abuse, depression and eating disorders affect more and more students every day.

If you, or anyone you know, are experiencing personal issues, do not hesitate to speak to one of the Atira Staff who are trained in student support and crisis intervention. They are always happy to chat or lend a listening ear.

Remember— you are not alone. There are a lot of organisations and support groups specialising in youth mental health. Please contact one of the following organisations listed.

### HELPFUL CONTACTS

Free confidential services offering information, friendship and advice. Never feel alone!

#### Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour support and suicide prevention services.

Call 13 11 14

Online chat: [lifeline.org.au](https://lifeline.org.au)

#### eHeadspace

A National Youth Mental Health Foundation who assist in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services.

Call 1800 650 890

Online chat: [eheadspace.org.au](https://eheadspace.org.au)

#### Beyondblue

Beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Call 1300 22 4636

Online chat: [beyondblue.org.au](https://beyondblue.org.au)

## 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 disease and liver disease. The regular and excessive use of alcohol can have a major impact on your personal relationships, work and study. If you are drinking several times a week and doing it every week, then you may have an addiction to alcohol. There is also a strong link between alcohol and violence, including date rape.

We’re not here to preach but we do want you to be safe and enjoy all aspects of life. Atira does NOT support the use of any illegal drugs, or the possession of drug paraphernalia. The most common drugs that you come into contact with are alcohol, tobacco and marijuana. The possession and use of marijuana is illegal in Australia. Then there’s a whole range of other illegal drugs that playing with 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 AT ATIRA:

The use of marijuana and all other illicit drugs is strictly prohibited.

If you are in possession of, dealing (selling) marijuana or any other illicit drug the Police will be called and you will also be required to immediately move out of the property.

If you think you have an alcohol or drug problem and don’t know who to see for assistance then you can talk confidentially with the General Manager, and they will assist you to seek professional help.

Your welfare is our primary concern. In the evenings, you can always contact the on-call RA, or the Evening Duty Manager or Security if you or your friends need help.

If you suspect or have any concerns about drug use at Atira please contact Atira Reception immediately.

## 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, think about dropping into Health & Counselling Services located on campus.

### **The University of Melbourne Counselling:**

+61 3 8344 6927

### **RMIT Counselling Service:**

+61 3 9925 5000

If you are looking for more information, a good start is the Government youth website [youth.act.gov.au](http://youth.act.gov.au)

If you would like to talk with someone over the phone for further information, advice or treatment for drug and alcohol problems then try Lifeline on 13 11 14.

They also have online chat option [lifeline.org.au](http://lifeline.org.au)

## 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. Decisions about sexual behaviour should be made thoughtfully. 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, STDs and so on. These issues need to be discussed with your partner before you start a sexual relationship. These aren't easy decisions. If you need some guidance, the FPA Health Line can provide information and referral; they also have an excellent website: [www.trive.org.au](http://www.trive.org.au). Your doctor is also a good source of help in discussing the options in contraceptive control.

Don't forget, you can always see a medical practitioner at the University Health and Counselling Centre following such a time. If you want to talk about relationships issues at any time, and feel uneasy talking with an RA, make an appointment to see a Counsellor at your University, which is free and confidential.

## HARASSMENT

Harassment has no place within any of our Atira communities and the Student Experience management team have a proper concern where the behaviour of students towards other students may constitute harassment.

Such behaviour may take the following forms (but is not limited to): offensive jokes; expressing stereotypes (assumptions about an individual's behaviour, values or culture based on a group they belong to, or other sex); derogatory or offensive material sent through the mail or email; physical contact; intimidation, abuse or assault.

Behaviour 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 General Manager.

## PERSONAL PROPERTY

Ensure your property is stored safely and securely at all times. We strongly suggest you take out personal contents insurance for your personal items as any loss is not covered under the property insurance policy.

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# SOMETIMES THINGS DON'T WORK OUT

There are a lot of students who live here together and some people might find that very difficult. This is particularly true when study and assignment pressures build up. Part of the reason Student Experience staff do duty rounds in the evenings is to insist on consideration for others.



## RULES

The Golden Rule for living in a community such as ours is to be considerate and respect the rights of others at all times. The expectation is that everybody shows RESPECT for each other and the environment in which they live...

- Rules of the property
- Each Other
- Self
- People's choices
- Environment
- Code of Conduct
- Tolerance

The property maintains Rules regarding consideration for others, safety, welfare, and protection of property. These standards are set out in the House Rules and your adherence to these rules are part of the binding contract you have signed.

Without exception, Residents are bound by these Rules if they accept our offer of a room. Inappropriate behaviour will result in consequences. This can involve, but is not limited to, a disciplinary process which may include termination of your Tenancy Agreement, or right to return.

## COMPLAINTS PROCEDURE

We are committed to providing a pleasant and comfortable place to live and to ensuring that any complaints are handled fairly and in a timely manner. If you have a complaint about our services, staff or another resident, it is important that you let us know in person. We cannot act on anonymous or third party complaints.

You can present a complaint in writing if you wish and all such letters should be addressed to the General Manager and given to the reception team.

If you have a significant complaint please ensure that you make an appointment with the General Manager so they can discuss this with you in a confidential environment and with sufficient time for the matter. You may bring a support person with you if you wish.

If you wish to bring something to our attention without actually complaining, please talk to any of our staff members or email your suggestion/comments to the Student Experience Life Manager or the General Manager.

Without exception, Residents are bound by these Rules if they accept our offer of a room. Inappropriate behaviour will result in consequences. This can involve, but is not limited to, a disciplinary process which may include termination of your Tenancy Agreement, or right to return.

# REPORTING MAINTENANCE ISSUES

## HOW TO LODGE A MAINTENANCE REQUEST

Report all maintenance issues directly to Reception or via your tenant portal. We will log your maintenance request and the Facilities Services Team will attend to your request as soon as practicable.

## URGENT MAINTENANCE

Urgent maintenance, such as broken door locks and electricity shortages, should be reported immediately to Reception. Maintenance staff will see that the matter is attended to within the day.

# SERVICE STANDARDS

## EXAMPLES AND TIME

Atira Student Living is committed to providing a responsive and timely service to Residents. Simple matters such as the replacement of light bulbs should take a period of one to two working days. Repairs to more complex appliances, such as cooktops, microwaves and other repairs that require parts will take longer to complete as parts must be ordered. Urgent repairs will be given priority and we will endeavour to keep you informed throughout the process.

## BREAKAGES

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

## LOCKED OUT OF YOUR APARTMENT?

There is always someone at the property who can assist you to get back into your apartment or room if you lock yourself out.

If you have lost your door access card a new card will need to be purchased at an additional cost. Please talk to your Customer Service Officers at reception.

After office hours, lockouts are attended to by either the on-call RA or Security.

**If you're locked out dial the after-hours number.**

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# WHERE TO GO FOR HELP

## RESIDENT ADVISORS

**No matter how big or small you think your problem is you can always approach one of the Resident Advisors to ask for help. Chances are they have come across a problem like yours before because they are students just like you!**

The team is your first point of call for any difficulty that you may encounter whilst living in the property and they can provide you with advice, support and where appropriate refer you on to other organisations for help.

They can help with lockouts, noise complaints, resident disputes and more serious matters. If you are having trouble with university, experiencing emotional problems or stress, are ill or just in need of a chat, please feel free to contact a Resident Assistant. Alternatively, you can arrange a time to meet with the Evening Duty Manager or General Manager to discuss your situation with them. If it is urgent, don't hesitate to call at any time of the day.

## ATIRA'S STUDY SURVIVAL GUIDE

**Here are some quick tips and tricks to get you through university and help you achieve your academic goals!**

- 1 Attend every class
- 2 Be organised
- 3 Don't be afraid of lecturers!  
Approach them out of class to discuss your progress and any questions you have
- 4 Don't work too many hours at your casual job
- 5 Write up lecture notes
- 6 Keep up with the readings
- 7 Get a study buddy to swap notes with
- 8 Look up previous exam papers on the library website
- 9 Take study breaks  
Exercise and get involved with awesome Atira Events! It's great for mental and physical health and improves concentration.
- 10 Eat and sleep well organisations listed below.

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# IN CASE OF EMERGENCIES

## FIRE SAFETY

All apartments are equipped with smoke alarms and fire safety equipment.

All floors have information about what to do if you hear a fire alarm, or in the case of fire. In addition, your Student Experience Assistants have been trained in how to respond to such an emergency.

Please do exactly as they or the fire warden asks in such an event. If a smoke alarm is set off due to negligence the Resident found responsible will be on charged any call out fee's which are presently in excess of \$900.

### YOU SHOULD:

- Familiarise yourself with the location of the evacuation area nearest your apartment and, emergency procedures
- Check closed doors for heat before opening (use back of hand), crawl low (smoke and heat will build from the ceiling down),
- Close doors behind you as you exit (this will slow the spread of fire and smoke), and practice your escape plan using these techniques.

### IN A FIRE, ONCE CLEAR OF THE BUILDING:

- Call the Fire Brigade on 000 from the nearest telephone away from the building on fire, account for all people in the building, and
- if anyone is missing, tell the fire brigade. DO NOT return to the building.
- Call the SEA or Security immediately
- For any life-threatening emergency call '000' to summon fire, police and ambulance services

### IF YOU ACTIVATE THE SMOKE ALARM IN YOUR APARTMENT

- Activate the nearest AAF button in your apartment within 30 seconds
- Open all windows
- Do not leave entry door open as this will spread the smoke and activate more smoke alarms
- Leave the range hood on as this extracts smoke from the atmosphere and will help with ventilation

*Note you have 30 seconds to activate and 180 seconds to ventilate your apartment after a smoke alarm activation. Once this process expires the smoke detector will re-evaluate the atmosphere and decide to go into full activation or defer back to normal status.*

*If you do not press the AAF button within 30 seconds of the smoke alarm activation, the system will go into full alarm and call the fire brigade.*

# WHAT CAN CAUSE A FIRE?

## COOKING FIRES

Cooking fires are a major cause of building fires. They are usually caused by cooking oil or food overheating (without someone to watch it), grease that has accumulated on the stove or range hood, and dish towels or pot holders left too close to burners.

### What you can do:

When preparing food, don't leave the cooking area unattended.

If a pan catches on fire, do not carry it... leave it on the stove, turn off the heat, cover the pan with a fire-retardant lid or fire blanket.

Provide a safe place for dishtowels and pot holders away from the heat of the stove. Don't wear loose clothing while cooking and never reach across a burner.

Do not pour water on an oil fire!

## Furniture fires

Fires in couches, chairs and bedding are usually caused by someone carelessly dropping cigarettes or matches between the cushions. Smoking within your apartment is strictly prohibited. This is considered a serious breach and may result in you being asked to leave immediately.

However we have established smoking areas on ground floor, outside the gate, on the southern and western side of the building. Please use the ashtray provided.

## Electrical Fires

Cracked and damaged appliance cords are the most common source of electrical fires.

What you can do:

Check all electrical cords periodically to determine their condition and if damaged, replace immediately.

NEVER use water on Electrical fires.

Turn appliance off if safe to do so.

Residents are responsible for any costs incurred as a result of careless fires or alarm or sprinkler activations.

# MEDICAL

Always ensure that the Atira staff know if you or your housemate has experienced a serious medical emergency. If the emergency is of a serious nature phone an ambulance on 000. If you are unsure of what to do you should phone the Reception Desk. They will attend, assess the situation and contact emergency services and management immediately.

# HOUSE RULES

Victoria

## Introduction

The House Rules (Rules) are a supplement to and form part of the Residential Tenancy Agreement and any applicable legislative provisions aimed at providing guidance and additional information on Atira policies and procedures.

Residents are required to comply with the Rules during their stay. Any failure by residents to comply with these Rules will constitute a failure to comply with the provisions of the Residential Tenancy Agreement and may lead to disciplinary action including termination of a resident's right to reside in the Property.

Atira Management will give 7 days' written notice to any updates to the Rules. If the update relates to risk and safety, the amendment to the Rules will come into effect immediately.

## 1. PROPERTY INDUCTION

Residents are required to attend compulsory inductions within 7 days of checking-in to the Property. Inductions cover fire safety, maintenance, the residential life program, health and safety and support services. All residents will be required to sign an attendance record confirming their presence. Residents who fail to attend a scheduled induction session must, when requested, attend a one-off session (at a time nominated by management) to ensure they are adequately inducted to the Atira community.

## 2. UNDER 18 INTERNATIONAL STUDENTS

All residents under the age of 18 years of age must adhere to the following Atira curfew rules and procedures:

- (a) Curfew time is 10:00pm;
- (b) Residents are not permitted to leave the Property prior to 6:00am;
- (c) Residents must present themselves to reception before 10:00pm and register their presence to avoid the Resident's institution and/or guardian being notified.
- (d) Permission to go on holidays or stay outside of the Property must be approved by the institution and/or guardian. Atira must receive written confirmation from the institution and/or guardian.
- (e) No overnight guests are permitted. Visitors must leave by 10:00pm.
- (f) No alcohol can be consumed or kept by the under 18 Resident. Under 18 Residents found to be in possession of or under the influence of alcohol will have their guardian notified immediately and their institution advised.

# HOUSE RULES

Victoria

## Resident Behaviour & Wellbeing

Atira expects all residents to behave in an orderly and responsible manner, and consider the peace, comfort and privacy of others.

If Atira is concerned about the personal wellbeing and/or safety of a resident, then they are entitled to treat the situation as an emergency and enter a resident's room/apartment without notice and/or notify their institution's counselling services about any concerns.

If a resident is worried about a fellow resident in their apartment or if the behaviour of another resident in the Property affects the peace and living situation of other residents, the resident should immediately notify management and endeavour to seek help for that resident of concern.

## 3. CONDUCT & BEHAVIOUR

Atira is committed to ensuring that anyone who is part of the Atira community treats, and is treated, at all times fairly and equitably, in an environment which is free of harassment, intimidation, bullying and discrimination.

Residents must not engage in any form of harassment, discrimination, intimidation, bullying, and/or discrimination of any kind towards fellow residents, Atira staff or any other person on or about the Property (including, without limitation, by on-line means, such as email or via social networking sites, or otherwise). **Atira enforces a zero-tolerance policy in respect of Harassment, Bullying and Discrimination.**

Examples of such unacceptable behaviour include (but is not limited to):

**Harassment:** unwanted behaviour that makes a person feel intimidated, threatened or humiliated.

**Sexual Harassment:** unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature where a person is intimidated, threatened or humiliated.

**Bullying:** repeatedly and intentionally use words or actions against someone or a group of people to cause distress and risk to their wellbeing.

**Cyber/Social Bullying:** bullying that is caused through the use of technology, such as the internet and social channels.

**Discrimination:** the unjust or prejudicial treatment of a person or group on the basis of their background or personal characteristics.

Any resident experiencing or witnessing such behaviour should report it immediately to management, who in turn will investigate and action the complaint accordingly. Outside general office hours, report such calls to the duty Resident Assistant, who will escalate the complaint to the General Manager, as the case may be.

Atira Management will not tolerate nor accept any form of such harassment, bullying and discrimination which will be deemed as serious misconduct and will result in disciplinary action, including without limitation, referral to the resident's institution and appropriate authorities (such as the police), and may result in termination of the resident's Residential Tenancy Agreement.

# HOUSE RULES

## Victoria

### 4. ALCOHOL

Atira will not prohibit the consumption of alcohol at the Property, but will encourage moderation in and a responsible attitude towards the consumption of alcohol.

- (a) Residents under the age of 18 are prohibited from being in the possession of or consuming alcohol;
- (b) Alcohol must be consumed responsibly and not affect the quiet enjoyment of other residents;
- (c) Alcoholic drinking games and other activities that promote binge drinking or excessive drinking and disorderly drunkenness are not permitted;
- (d) Alcohol is not permitted to be consumed directly outside the Property entrances/exits;
- (e) Alcohol is not permitted in Property common areas after 10:00pm. Management reserves the right to confiscate alcohol found in common areas after 10:00pm;
- (f) Residents should remain respectful of others and be aware of their own conduct at all times; and
- (g) Drunk or disorderly behaviour is unacceptable. Violence or aggression towards other residents or Atira staff will not be tolerated. This is considered a serious breach and must be reported to management.

### 5. DRUGS & OTHER ILLEGAL SUBSTANCES

The possession, cultivation, usage, or selling of any non-prescribed or illegal drugs and/or substances, or the usage or selling of prescribed drugs other than for its intended purpose, and the possession of any equipment

to aid such use are prohibited at all times. Where Atira has grounds to reasonably suspect that a resident(s) is in breach of this Rule, Atira may (without limitation):

- (a) request the resident to immediately remove any such substances and/or equipment from the Property;
- (b) confiscate such substances and/or equipment; and
- (c) undertake disciplinary action. This aims to ensure the safety and security of all residents residing at the Property.

Atira reserves the right to immediately terminate a resident's Residential Tenancy Agreement and report the incident to the residents institution, the police and any other authority it deems appropriate.

### 6. SMOKING

Smoking of any substance, including e-cigarettes is strictly prohibited in the room and/or apartment and all buildings, including all outdoor common areas. A breach of this Rule may, at management's discretion, result in disciplinary action and an administration fee being charged in respect of, without limitation, cleaning required to remove smells/ smoking stains, and cigarette butts.

Residents are permitted to smoke in designated smoking areas, as indicated by management. Smokers must dispose of their cigarette butts in the ashtrays/ receptacles provided. Residents who wish to quit smoking can contact [www.quitnow.gov.au](http://www.quitnow.gov.au) or their institutions Wellbeing Department, see reception for contact details.

# HOUSE RULES

## Victoria

### 7. SOCIAL GATHERINGS & NOISE

An application for an event/party must be submitted to management 5 days prior to the event date. It will be at management's sole discretion to approve/decline the application.

- (a) Any event/party not approved by management will be stopped, all residents and non-residents will be required to leave the area and/or the Property immediately. Disciplinary action will be taken. The event host will be held responsible for any breach of Rules, damage and cleaning required.
- (b) At any point during the event, management can access the apartment/common areas to assess the welfare of residents and guests and ensure no damage has occurred.
- (c) During exam periods, no events/parties will be approved as it may disturb other residents.
- (d) Residents must be respectful of noise levels and allow other residents the degree of privacy they desire. Noise must be kept at a minimum between the hours of 10:00pm and 8:00am.
- (e) Residents must immediately comply with any direction by management in relation to complaints received about a party, noise levels or ceasing any activity or behaviour which is causing a disturbance to other residents of the Property and/or nearby neighbours of the Property. Failure to comply will result in disciplinary action.

### 8. GUESTS & VISITORS

A visitor is defined as a person who is meeting with a resident for a short period of time. A guest is defined as a person who is staying overnight with a resident in accordance with the Rules.

- (a) Visitors are to vacate the premises by 10:00pm on the day they are visiting, unless approval has been given by management. Any visitor present after 10:00pm will be considered an "unauthorised person" and asked to leave immediately;
- (b) Visitors and guests must comply with the Rules;
- (c) Residents and their visitors and/ or guests in the Property are to show respect as members of the Atira community. Residents are responsible for their guests and will be held accountable, including financially (where applicable), for any act, omission or misconduct by their visitor and/ or guests (including breach of the Rules or non-compliance with directions given by Atira to the guest). In cases of serious misconduct by a guest whilst at the property, Atira may take action against the resident, including issue of a breach notice and/or termination of the Residential Tenancy Agreement;
- (d) Visitors and guests are prohibited from entering the apartment and/or rooms of residents other than their host;
- (e) Residents are responsible for the conduct of their guests including payment for any damage or breakage that may occur;
- (f) Visitors and guests must park their vehicles off the

# HOUSE RULES

## Victoria

- Property and not interfere with the resident's use of the Property;
- (g) A guest must be registered at reception;
- (h) No overnight guests are allowed in twin share apartments;
- (i) If a resident wishes to have a guest spend the night in a shared apartment, they must inform all flatmates prior to this and obtain their permission;
- (j) A resident must not have more than one overnight guest at one time and the guest must be sleeping in the bedroom, not common areas (e.g lounge room);
- (k) A guest must be accompanied at all times by a resident and must never be given a swipe card/room key; and
- (l) The length of the entire stay for guests must not exceed 3 days within a 7-day period and must have approval from management.

### 9. ABSENCE FROM ROOM

- (a) If a resident is expected to be absent from the Property for more than 48 hours, Atira must be informed via email, with an emergency contact number. If you are detained away from the Property for any reason, please contact Atira and leave a message if it is unattended. For the avoidance of doubt, absence from the Property does not negate your responsibilities under your Residential Tenancy Agreement.

- (b) Should another resident report to management that you have not been seen for 48 hours and you have not advised us of your intended absence, management considers this to constitute an emergency and reserves the right and has the authority to enter your room/apartment to check on your welfare.
- (c) If you are reported as being absent from the Property for more than 72 hours, and we have no records of your whereabouts, management may report you as a missing person to the police and/or contact your next of kin.

### 10. PETS

Residents are not permitted to keep pets, including but not limited to, fish, rodents, insects and reptiles in their room, apartment and/or the Property. Additionally, residents are not permitted to bring animals into any building of the Property. This Rule does not apply to the keeping of an assistance dog (as first registered and approved by management).

### 11. SHOPPING TROLLEYS

Shopping trolley(s) are not permitted within the Property. Any resident found to have brought a shopping trolley(s) into the Property will be charged an administration fee for its removal as well as any amount incurred from the owner of the trolley. Personal trolleys are available to borrow from reception to assist Residents with grocery shopping.

# HOUSE RULES

## Victoria

### 12. MAIL/DELIVERIES

Atira accepts no responsibility for any lost, damaged, misplaced or misdirected mail or items delivered to the Property. Any mail not addressed to a Tenant registered with Atira may be returned to the sender. All mail not collected within one calendar month may be returned to the sender.

## Safety & Security

Located in the Resident Handbook, you will find all the numbers to be called in the event of an emergency. For any life-threatening emergency call '000' from a landline or '112' from a mobile to summon fire, police and ambulance services. Residents must also notify management if Emergency Services are contacted for any reason.

### 13. FALSE FIRE ALARMS

For the safety and security of all residents, all rooms, apartments, common areas, and facilities on the Property are inspected on a regular basis.

- (a) On arrival, all residents will be provided with a fire safety briefing. The fire safety equipment is connected to an alarm. If an alarm is activated, the fire brigade will respond to this alarm and send a vehicle to the Property. Any resident(s) found to have set off a false fire alarm, whether purposefully or because of carelessness, is responsible for any charges levied by the fire brigade, monitoring services and/

or security (as applicable). Management also reserves the right to treat the false alarm or tampering with fire equipment as a breach of the Rules and may be considered as serious misconduct

- (b) Smoking, candles, oil burners, incense burners and naked flames and other similar items are prohibited.
- (c) Residents are not to tamper with the fire safety equipment at any time. Should the smoke alarms sound without reasons, residents are to contact management immediately.
- (d) Residents must, when showering, ensure the bathroom door is closed, as excessive steam from the bathroom may set off a fire alarm. Residents must always use (in accordance with installed signage, as applicable) bathroom exhaust fans when showering and kitchen range hoods when cooking.

### 14. FIRE EQUIPMENT

Fire equipment that is not in working order jeopardises the safety of all residents and as such management regularly checks all fire equipment including fire extinguishers and hoses, smoke detectors, exit signs and evacuation maps. It is against the law to tamper with fire equipment, including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Violators will be subject to any fines imposed by a relevant authority or agency, possible criminal penalties and an administration

# HOUSE RULES

## Victoria

fee. A breach of this Rule in any way by a resident will be considered as serious misconduct and may result in termination of the resident's Residential Tenancy Agreement.

### 15. EVACUATION

Residents must familiarise themselves with the location of all building emergency exits and attend emergency evacuation information sessions when required.

If the emergency alarm system is activated, residents must evacuate the Property immediately via the fire stairs and make their way to the designated assembly point. Residents are not permitted to use lifts during and evacuation.

Residents are not permitted to re-enter the Property until advised to do so by emergency services or Atira staff.

### 16. HAZARDOUS MATERIAL

Hazardous materials, including (but not limited to) aerosol spray paint cans, automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be brought onto, used or stored in or around the Property because of the safety risk to you and other residents.

(a) If a material is deemed hazardous, management may arrange for its removal with the costs on-charged to the resident(s) responsible for the material; and

(b) Residents must not pour motor oil or any other hazardous material on the ground or down any drain in the Property. Motor oil is a hazardous material and cannot legally be recycled or discarded at the Property.

### 17. ELECTRICAL SAFETY

Residents are required to comply with the following electrical safety standards:

(a) Cooking must only be done in the kitchen. The use of electric woks/frying pans, hotplates, hotpot/Korean BBQ hotplate, rice cookers and other mobile cooking devices anywhere outside the kitchen is prohibited;

(b) never modify a plug by bending or removing prongs;

(c) if plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them, contact the administration office for assistance;

(d) Residents must not use or install electrical equipment in the room/apartment without the prior approval of Atira (such approval to be granted in Atira's sole discretion; and

(e) all electrical items including extension cords and power boards must conform to Australian Standards. Do not "daisy chain" extension cords and/or power strips.

# HOUSE RULES

## Victoria

### 18. APPROVED HEATING APPLIANCES

Due to fire safety and energy efficiency residents are not permitted to use fan or bar/element heaters. The approved heating device is an oil filled column heater. Residents are to obtain approval in advance in writing from the General Manager before purchasing or using a heating appliance in the premises.

### 19. SECURITY

In a commitment to providing a safe and secure environment for all residents, Atira properties are equipped with secure electronic swipe key card access, and on-site security.

Nonetheless, residents should always be mindful and exercise precautionary safety measures to prevent possible dangers, threats, and theft.

To stay out of harm's way and/or safeguard personal belongings from burglary or theft, residents should:

(a) ensure that the apartment/ room door closes and locks behind them when leaving or entering;

(b) ensure that the building's external doors are kept closed at all times;

(c) not prop open doors with a door stopper or similar;

(d) forbid people that you do not know from following you into the Property;

(e) get to know your neighbours;

(f) never lend your swipe card or keys to another person;

(g) never leave money or valuables in full view when no one is home;

(h) secure bikes to bike racks using a quality lock such as a U-bolt;

(i) and alert management or security of suspicious people or behaviour in or around the Property.

### 20. DOOR LOCKS

(a) Residents are provided with one swipe card to their room door;

(b) Residents must not tamper with/ change any lock in the Property without written permission of management;

(c) Doors should be kept locked and closed at all times;

(d) Residents who lose their key card will be charged a replacement fee;

(e) If you lock yourself out during office hours, please visit reception. If you lock yourself out after office hours please contact the after-hours number for assistance.

### 21. WEAPONS

(a) The possession of weapons (sword/ knives etc.) or fire arms (guns etc.) by a resident and/or their guests within the Property is strictly forbidden;

(b) If a resident is found to be in possession of a weapon and/ or firearm, management will take disciplinary

# HOUSE RULES

## Victoria

action which may include immediate termination of the resident's Residential Tenancy Agreement, and confiscation of the weapon/firearm; and

- (c) Management also reserves the right to report the incident to the police, including handing over of such confiscated weapon or firearm to the police. A breach of this Rule, in any way whatsoever, is deemed serious misconduct and may result in termination of the resident's Residential Tenancy Agreement.

### Common Areas

The Property's common areas are for the use and enjoyment of all residents. Non-residents who are registered with reception and resident's guests are also allowed to use Property facilities, if accompanied by a resident.

Atira does not encourage the use of the Property's common areas by non-residents on a regular basis and reserves the right to restrict non-resident use and/or access to the recreational facilities.

All residents must leave all common areas neat, clean and tidy after using them.

All kitchen appliances and benches are to be cleaned after use. Cooking utensils, cutlery and crockery must be washed, dried and placed inside cupboards.

All residents of the Property are responsible for placing their rubbish in the waste bins provided.

Residents may only post flyers and posters at approved

locations or on bulletin boards throughout the Property. Any materials posted anywhere else will be removed and cleaning charges will be charged to the responsible resident(s).

Residents are not permitted to sleep in the Property's common areas.

### 22. OUTDOOR TERRACES / ROOF

The roofs of buildings in the Property are not constructed for pedestrian traffic with the exception of rooftop terraces.

If the Property has an outdoor terrace/ rooftop, the following rules apply to its use

- Residents must not access restricted areas of the roof for both their own safety and to avoid damage. Resident(s) who access restricted areas of the roof will be in breach of this Rule, which is deemed as misconduct;
- Outdoor terrace / roof is locked after 10:00pm each night;
- No glass is permitted on outdoor terrace / rooftop. All drinks must be served in plastic cups.
- No item/s are to be thrown off balconies, rooftop, windows or any common areas.
- No unsafe or dangerous behaviour, determined by management at its discretion, is permitted; and
- Management (in its absolute discretion), can close the rooftop terrace(s) for an indefinite period of time.

# HOUSE RULES

## Victoria

### 23. LAUNDRY FACILITIES

Residents are required to provide their own laundry detergent/ powder and any other laundry product they wish to use.

- Residents must not leave items in the machine after the cycle is finished;
- Residents are to keep the laundry area clean and tidy at all times and not to store their personal items in the laundry area;
- Residents are to use the dryers provided and are not permitted to hang clothes on balcony areas; and
- If any items are left behind in the laundry or machines, these will be placed into the lost property box in the laundry, and if not retrieved within 7 days, will be disposed of by the cleaners.

### 24. BBQ

If the Property has a barbeque (BBQ) available for common use by residents, the following rules apply to its use:

- Residents must only use the BBQ for its intended purpose;
- Resident(s) who use the BBQ must keep it tidy and clean it after each use; and
- Due to the inherent fire hazards, residents are not permitted to bring in or use a BBQ in the Property (including the room and/or the apartment), other than those supplied by the Property.

### 25. GYM & POOL

If the Property has a gym or pool, the following rules apply to its use:

- Access to and use of the gym and pool is strictly limited to the opening hours displayed by signage at the gym and pool or otherwise notified by management from time to time. Any resident found to be accessing and/or using (or attempting to access or use) the gym and pool outside the opening hours will be in breach of this Rule, which is deemed as misconduct;
- No glassware is permitted in, on/around the gym or pool area;
- If the gym or pool is deemed unclean, unsafe or unhygienic by management (in its absolute discretion), the gym or pool may be closed for an indefinite period of time; and
- No unsafe or dangerous behaviour, determined by management at its discretion, is permitted.

### 26. BICYCLES

- Bicycles must otherwise be secured only to the bicycle racks and/ or storerooms located throughout the Property. Bicycles must not be left unattended or secured to other objects such as benches, light posts, trees, handrails or disabled access ramps or placed in hallways or obstruct or impede a means of access. Where bicycles are parked at an unauthorised spots, management reserves the right to remove the bicycle without prior notice.

# HOUSE RULES

## Victoria

- (b) Atira is not responsible for the security of, the theft of, or any loss or damage sustained to any bicycle which is secured via the bicycle racks or left anywhere else in the Property.
- (c) It is strongly recommended that residents use U-bolt locking devices for securing bicycles.

### 27. PARKING

If the Property has parking, the following rules apply to its use:

Any vehicles (including motorbikes and electric scooters) permitted to park within the Property must only be parked in the designated parking space(s).

If any vehicle within the Property:

- (a) Is parked without authority; or
- (b) Is not parked within a designated parking space, Management (in its absolute discretion) reserves the right (without limitation) to:
  - (a) Issue the vehicle owner with a warning notice;
  - (b) Cancel access to the parking area;
  - (c) Arrange for the offending vehicle to be towed and charge an administration fee for the service (at the vehicle owner's expense; and
  - (d) Atira is not liable for any damage to and/or theft of any vehicle or property left within the vehicle whilst the vehicle is parked in the Property or resulting from the vehicle being towed from the Property.

## Maintenance & Access Notification

### 28. MAINTENANCE OF APARTMENT & ROOMS

All residents are required to maintain the cleanliness of their rooms, and take proper care of the included furniture, appliances, and facilities:

- (a) In a way that does not interfere with the reasonable comfort of other residents;
- (b) Residents are not permitted to cook in their bedrooms (self-contained studios excluded) and must not leave uncleaned crockery, cutlery or rubbish in their rooms. All used crockery/cutlery must be cleaned and put away immediately and any rubbish must be removed and placed in the bins provided;
- (c) Furniture provided in apartments must not be removed from the area;
- (d) Damage or destruction of any part of the apartment/ room, breaking windows and any other act which may damage deface, or break any part of the apartment/room or its contents, furnishings and appliances, which occurs as a result of a resident's wilful, negligent or reckless conduct is considered misconduct;
- (e) Residents are not permitted to affix any items to the walls and windows which includes, blu tack, sticky tape, picture hooks or similar. This includes marking, painting, driving nails/ screws into walls. If paintwork is damaged residents will be charged to repair it;

# HOUSE RULES

## Victoria

- (f) Residents living in shared apartments are responsible jointly and severally for any damage and cleaning which occurs in the common areas. All residents are responsible for the costs associated with any repairs to damage and cleaning in the common areas of the apartment/room unless responsibility can be attributed to a specific person or persons; and
- (g) Any personal items left after check out will incur a removal fee and be deducted from the bond.

### 29. MODIFICATIONS TO APARTMENTS & ROOMS

Residents must not make any internal or external modifications to apartments / rooms or any other part of the Property, such as installing shelves, hooks or hammocks, adding new light fittings, changing light fittings, painting or repainting, or altering permanent fixtures, without the prior written approval of management.

Modifications undertaken without prior written approval will be removed, reinstated and/or repaired at the resident's expense, and the resident will be subject to disciplinary action at management's discretion, having regard to the nature and extent of the modifications and costs for removal, repair and/ or reinstatement.

### 30. MANAGEMENT ACCESS TO ROOMS

Atira reserves the right to enter any room/apartment:

- (a) In the case of an emergency (as determined by management at its discretion);

- (b) For the purpose of inspection, maintenance or repair; or
- (c) If requested to do so by a resident who resides in the room/ apartment (as the case may be)

Residents must not change, and/or tamper, with any lock or place any additional locks on any door to their Room or any other doors within their apartment.

Inspections of rooms/apartments are undertaken by management to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained in the apartment/ room and to enable planning for renovation or refurbishment projects.

Failure to pass the cleaning inspections, particularly after management has issued notice(s) from previous inspections, may result in charges to resident(s) for professional cleaners to return the apartment / room to Property standards.

By signing a Residential Tenancy Agreement and without limiting any provision of the Residential Tenancy Agreement, residents agree to give access to rooms/ apartments as set out in the Minimum Notice Table on the following page:

# HOUSE RULES

Victoria

## Minimum Notice Table

(subject to VIC Residential Tenancies Act 1997)

REASONS FOR ENTRY	MINIMUM NOTICE GIVEN TO RESIDENT
Emergency or to carry out urgent repairs (determined by Atira at its discretion)	No notice required
Where Atira has made a reasonable attempt to obtain entry and has a reasonable belief that a person in the Room/ Apartment is causing a disturbance (ie. Noise complaints)	No notice required
Where Atira has made a reasonable attempt to obtain entry with consent and has a reasonable cause for serious concern about the health and safety of a Resident/s or any other persons in the Room/Apartment.	No notice required
Where Atira forms a reasonable belief that the Room and/ or Apartment has been abandoned.	No notice required
Mutual agreement	At the agreed time
To conduct an inspection (other than final departure inspections, where not less than 24 hours' notice is to be given).  Notice may be given by way of an Inspection Schedule.	5 days (but only after the end of the first 3 months of the Residential Agreement and not more than once every 6 months, unless you agree otherwise)

# HOUSE RULES

Victoria

## Minimum Notice Table

(subject to VIC Residential Tenancies Act 1997)

REASONS FOR ENTRY	MINIMUM NOTICE GIVEN TO RESIDENT
To install or carry out repairs and maintenance for smoke alarms and/or safety switches	24 Hours
To carry out or assess the need for necessary repairs (other than urgent repairs) to, or maintenance of, the Room/Apartment (for general purposes)	24 Hours
To carry out or assess the need for necessary repairs (other than urgent repairs) to, or maintenance of, the Room/Apartment	No notice required, where your request gives consent for access, otherwise 24 hours
To carry out, inspect, or assess the need for work for the purpose of compliance with the Property's statutory obligations relating to the health and safety of the Room and/or Apartment	24 Hours
To show prospective occupants the Room/ Apartment at reasonable hours 24 hours (but only in the period 14 days before the Termination Date, unless you agree otherwise).	24 hours (but only in the period 14 days before the Termination Date, unless you agree otherwise).

# HOUSE RULES

## Victoria

For the avoidance of doubt, Atira is not required to give notice to access and/or inspect apartment common areas in multi-bedroom apartments.

Management may enter the apartment/room with the consent of the resident given prior to or at, or immediately before, the time of entry or where the resident agrees to the entry; and

Where management access and inspect an apartment/room under this Rule, management reserves the right to enforce a breach of the Residential Tenancy Agreement and/or Rules (or any part thereof), notwithstanding the purpose for which access was gained.

### 30. DAMAGE OR LOSS

Residents are responsible for any damage to or loss of property in their assigned apartment/room. If the damaged or lost item is within an apartment common area, then all residents who reside in the apartment will be held responsible and charged an equal share unless responsibility can be attributed to a specific person or persons.

Residents who receive an invoice for payment of costs for restoring, repairing and/or replacing damaged or lost property must, within 7 days after the date of the invoice, pay the invoice or make contact with management to request a review of the invoice and/or discuss payment options.

### 31. PEST CONTROL

Any infestations that are found to have been

introduced or caused by a resident(s) will result in any charges incurred by the Property for the costs of the eradication of the pests charged to the resident(s).

Good housekeeping is very important. Residents must ensure that food is not left out or uncovered to prevent attracting pests and infestations.

Atira employs a pest control company to carry out routine treatments. This company will only use chemicals that are permitted by law and which comply with Australian/NZ Standards as applicable. Atira will issue residents 48 hours' notice prior to any residential area of the Property being treated.

## Utilities

### 32. WATER USAGE

Residents must ensure that all taps and showers are turned off completely and not left dripping. Toilets have a dual flush function – a half flush instead of a full flush will save 9 litres of water each time it is used. If there are any dripping or leaking taps, please report them to Atira as a matter of urgency.

### 33. ELECTRICITY USAGE

To avoid excessive and unnecessary electricity costs, all residents are to ensure that key cards are not left in the apartment/room key card slot when no one is home. Residents must seek permission for any additional appliances to be kept in the room (i.e. fridges) additional charges may apply, if approved.

# HOUSE RULES

## Victoria

### 34. GARBAGE COLLECTION

All residents of the Property are responsible for placing their rubbish in the waste bins/chute provided. All residents must place recyclable rubbish only in the recycle bins/chute provided. Please do not try to squash large items down the bin chute, these can be placed directly into the bin on ground floor in the General Waste Room - ask the staff at reception for directions.

at: **LA TROBE ST**  
MELBOURNE | AUS

50 La Trobe St  
Melbourne, VIC 3000

at: **PEEL ST**  
MELBOURNE | AUS

245 Peel St  
Melbourne, VIC 3051

  @AtiraStudentLife

**atira**  
Student Living.

*atira.com*

# Appendix 8

SAMPLE SIGNAGE

DOOR NUMBER SIGN - BELL PLACE

Proposed

TYPICAL SIGNAGE SHOWN

82  
902

3 digit numeral

82  
1228

4 digit numeral



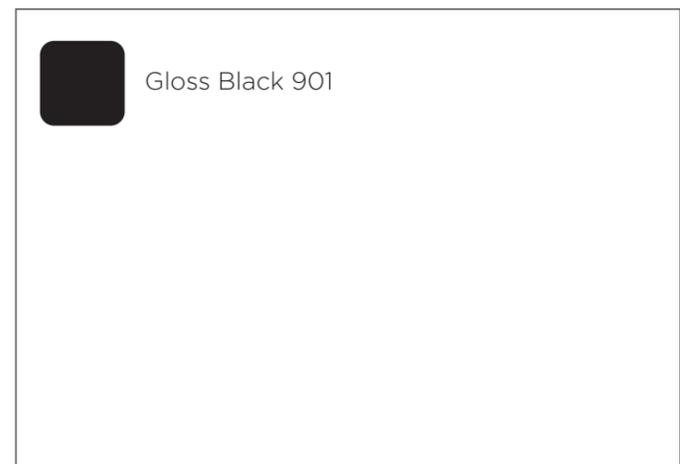
Typical signage / installation shown only

**Materials**  
Self adhesive vinyl

**Installation**  
Apply directly onto door surface

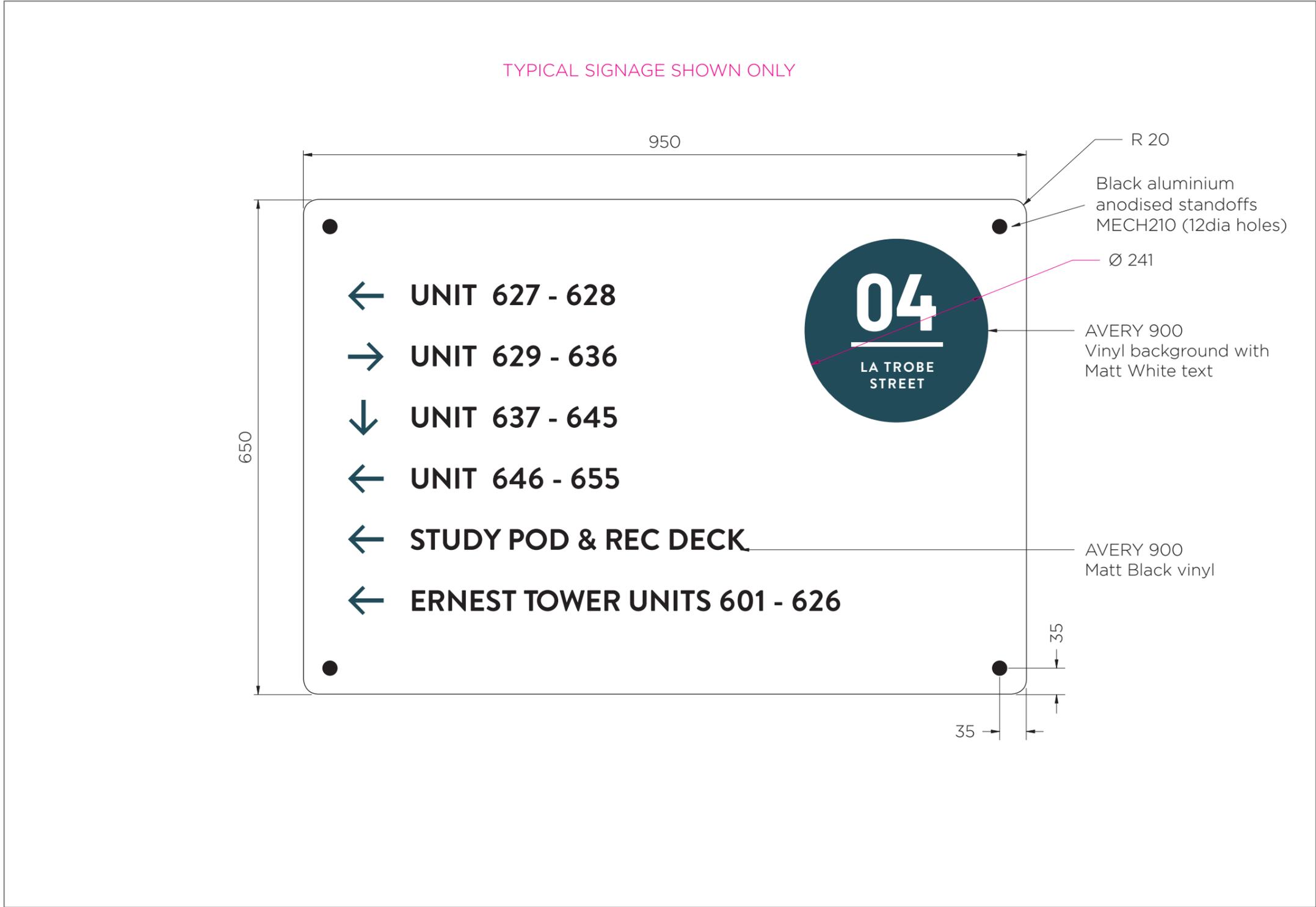
**Font**  
Barlow Semi Condensed Bold

**QTY**  
Bell Place - 42 off



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	SHEET SIZE: A3	SHEET UNITS: MM	<b>FOR CONSTRUCTION</b>		FILE PATH: T:\Projects\Atira -50 Latrobe Street\DESIGN\GRAPHIC DESIGN\		02 / 03

Proposed



- Materials**
- 8mm clear acrylic panel with flame polished edges
  - Vinyl graphic applied to face  
Panel backed up in white vinyl
  - 4 off Black aluminium anodised standoffs

- Installation**
- Mount to wall with Black aluminium anodised standoffs

- Font**
- Barlow SemiCondensed Bold
  - Brandon Text Bold

**QTY**  
43

	TBC
	AVERY 900 Cast Black vinyl (Matt)
	AVERY 900 Cast White vinyl

	DRAWN BY: SS	DATE DRAWN: 02/07/2018	REVISION NUMBER: 01	ENGINEERING MANAGER	PROJECT MANAGER	FILE NAME: Atira -50 Latrobe Street_WayFinding_Sign 2.30.ai	PAGE
	SHEET SIZE: A3	SHEET UNITS: MM	<b>FOR REVIEW</b>		FILE PATH: T:\Projects\Atira -50 Latrobe Street\DESIGN\GRAPHIC DESIGN\	02 / 14	

**ROUTER**  
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 Atira -50 Latrobe Street\_WayFinding\_Sign 2.31\_ROUTER@100% Rev A

**TEMPLATE**  
 T:\Projects\Atira -50 Latrobe Street\DESIGN\PRODUCTION FILES\VINYL  
 Atira -50 Latrobe Street\_WayFinding\_Sign 2.31\_TEMPLATE@100% Rev A

**INDICATOR DISK - INTERNAL**

**PRINT**  
 T:\Projects\Atira -50 Latrobe Street\DESIGN\PRODUCTION FILES\PRINTING  
 Atira -50 Latrobe Street\_WayFinding\_Sign 2.31\_PRINT@100% Rev A

**Materials**  
 25mm acrylic  
 2-pack painted

3D printed symbols  
 & letters to face

**Installation**  
 Double sided tape and 6mm pin  
 fixed to substrate

**Font**  
 Brandon Text Bold

**QTY**  
 24 total  
 (12 this page)



	PAINTED TO MATCH 7477 GLOSS LEVEL - 30%
	3D PRINTED
	VINYL FOR REVERSE OF GLASS APPLIED Avery Ivy Green 91647A

	DRAWN BY: <b>SS</b>	DATE DRAWN: 02/07/2018	REVISION NUMBER: <b>02</b>	ENGINEERING MANAGER <b>APPROVED</b> <i>By Peter Harris at 4:09 pm, Aug 07, 2018</i>	PROJECT MANAGER	FILE NAME: Atira -50 Latrobe Street_WayFinding_Sign 2.31	PAGE
	SHEET SIZE: <b>A3</b>	SHEET UNITS: <b>MM</b>	<b>FOR CONSTRUCTION</b>		FILE PATH: T:\Projects\Atira -50 Latrobe Street\DESIGN\		03/ 05

**ROUTER**  
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 Atira -50 Latrobe Street\_WayFinding\_Sign 2.31\_ROUTER@100% Rev A

**TEMPLATE**  
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 Atira -50 Latrobe Street\_WayFinding\_Sign 2.31\_TEMPLATE@100% Rev A

**INDICATOR DISK - INTERNAL**

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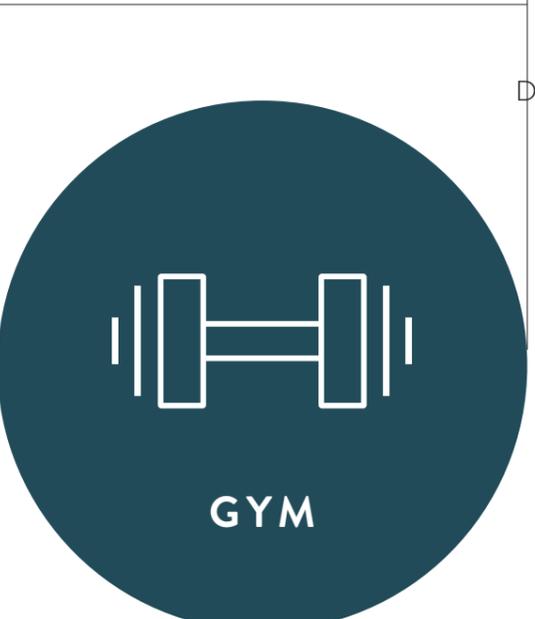
**Materials**  
 25mm acrylic  
 2-pack painted

3D printed symbols  
 & letters to face

**Installation**  
 Double sided tape and 6mm pin  
 fixed to substrate

**Font**  
 Brandon Text Bold

**QTY**  
 24 total  
 (12 this page)

300	300	300	300
 <b>BIKE STORE</b>	 <b>GAMES ROOM</b>	 <b>MEETING ROOM</b>	 <b>GYM</b>
2 OFF	1 OFF	5 OFF	1 OFF
 <b>STORE ROOM</b>	 <b>LOUNGE</b>	 <b>LIVING ROOM</b>	
1 OFF	1 OFF	1 OFF	

	PAINTED TO MATCH 7477 GLOSS LEVEL - 30%
	3D PRINTED
	VINYL FOR REVERSE OF GLASS APPLIED Avery Ivy Green 91647A

	DRAWN BY: <b>SS</b>	DATE DRAWN: 02/07/2018	REVISION NUMBER: <b>02</b>	ENGINEERING MANAGER <b>APPROVED</b> <i>By Peter Harris at 4:09 pm, Aug 07, 2018</i>	PROJECT MANAGER	FILE NAME: Atira -50 Latrobe Street_WayFinding_Sign 2.31	PAGE
	SHEET SIZE: <b>A3</b>	SHEET UNITS: <b>MM</b>	<b>FOR CONSTRUCTION</b>		FILE PATH: T:\Projects\Atira -50 Latrobe Street\DESIGN\		04 / 05

# Managing Unwanted Fire Alarms

## WHAT IS AN UNWANTED ALARM?

An unwanted alarm is defined as: 'an emergency alarm signaled at a time when the Commissioner is satisfied there was no emergency requiring the attendance of the fire service'.

## MAIN CAUSES



Burnt  
Toast



Cooking  
Fumes



Steam from  
Showers



Aerosol  
Sprays



Candles



Cigarettes

## THE RISKS

Unwanted Alarms create complacency towards genuine alarms which can result in serious injury or loss of life.

## MORE INFORMATION

For more information, please either visit the Metropolitan Fire Brigade website at [mfb.vic.gov.au](http://mfb.vic.gov.au) or contact the administration office.

## FEES & CHARGING

In accordance with our House Rules, any resident found to have set off a false fire alarm, whether purposefully or because of carelessness as determined by management, is responsible for any charges levied by the fire brigade and may be subject to fines and disciplinary action.

## TIPS TO PREVENT UNWANTED ALARMS

- DO NOT leave a toaster that has been reset to further darken toast
- DO NOT smoke near smoke detectors
- DO NOT direct aerosol spray at smoke detectors
- Check toaster setting prior to use
- Understand YOUR fire alarm system – particularly the location of detectors
- Ensure that the bathroom door is firmly closed when leaving the bathroom after taking a shower
- Understand the location and use of your apartment Alarm Acknowledgement Facility (AAF)
- Ensure your kitchen is well ventilated while cooking
- If alarm is falsely activated, clear the area from the detector first

# DON'T BE ALARMED

## Fire Alarm Acknowledgement Button

Please read the below instructions so that you are aware of what to do in the event your smoke alarm is activated:

1. Smoke and steam will activate the detectors. This is apparent when the 2 red lights on the detector are illuminated which will be followed by a sounded alarm.
2. If an unwanted alarm is triggered and evacuation is not required, the resident must leave the apartment entry door closed, open all windows, turn on the kitchen extraction fans and ensure the source of the smoke is controlled.
3. To assist with silencing the alarm quickly, residents can fan the smoke away from the detector and towards the open windows.
4. The alarm will continue to sound or may reactivate until the smoke has been fully cleared from the room. The activated smoke detector will continually re-evaluate the atmosphere.
5. Whilst the alarm is sounding the resident should only open the door to the external corridor in the event of serious smoke and/or fire. If smoke is detected in the corridor outside the room the fire brigade will automatically be called and the building will go into full evacuation mode.
6. If the alarm activation is caused by negligence any Fire Service charges levied to the property will be on charged to the Resident(s) involved.

請閱讀以下說明，以便了解在煙霧報警器被启动時該怎麼做：

1. 煙霧和蒸汽會激活探測器。明确显示為當探測器上的2個紅燈亮起，然後發出響聲警報。
2. 如果觸發了无用警報並且不需要撤離，居民必須關閉公寓入口門，打開所有窗戶，打開廚房抽風扇並確保控制製菸霧源。
3. 為了幫助快速解除警報，住戶可以把探測器周圍的煙霧扇向窗口。
4. 警報將繼續響起，或者可能會重新啟動，直到煙霧完全從房間中清除。激活的煙霧探測器將不斷重新評估空氣。
5. 當警報響起時，住戶只有在發生嚴重煙霧和/或火災時才應打開通往外部走廊的門。如果在房間外的走廊中檢測到煙霧，將自動召喚消防隊，建築物將進入完全疏散模式。
6. 如果由於住戶疏忽引起警報激活，任何向該公寓徵收的消防服務費將由相關住戶繳納。

如果您對无用警報程序有任何疑問，請聯繫管理辦公室。

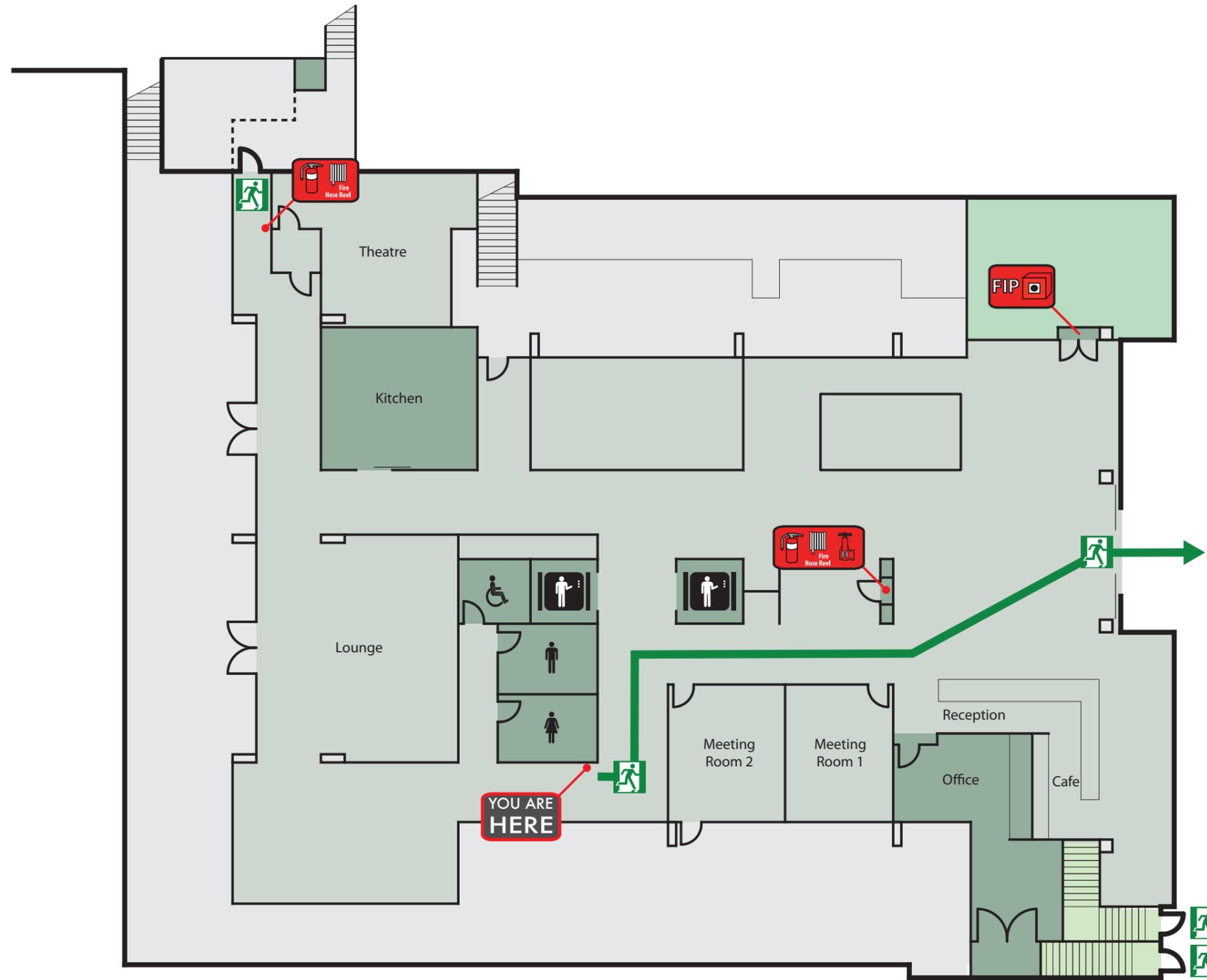
# WE ARE HERE FOR YOU

We are away from the desk at the moment but will be back in a few minutes.

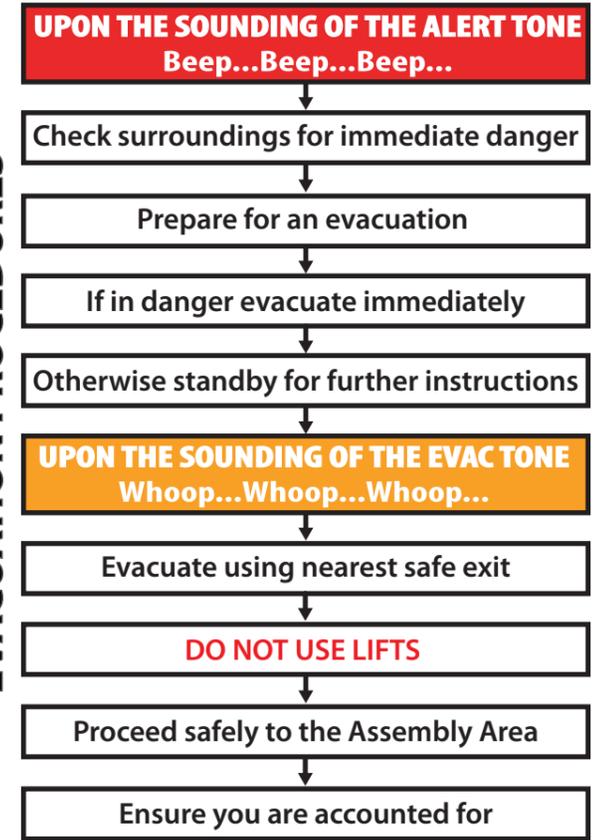
**FOR URGENT  
ASSISTANCE  
PLEASE CALL  
0000 000 000**

# EVACUATION SIGN

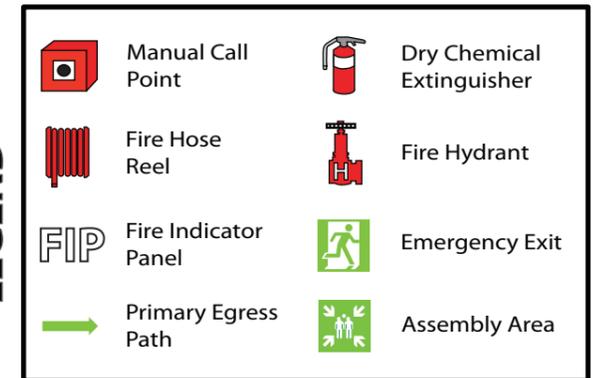
ATIRA STUDENT LIVING, MERIVALE & ERNEST ST, SOUTH BRISBANE  
Tower Two, Upper Ground Level



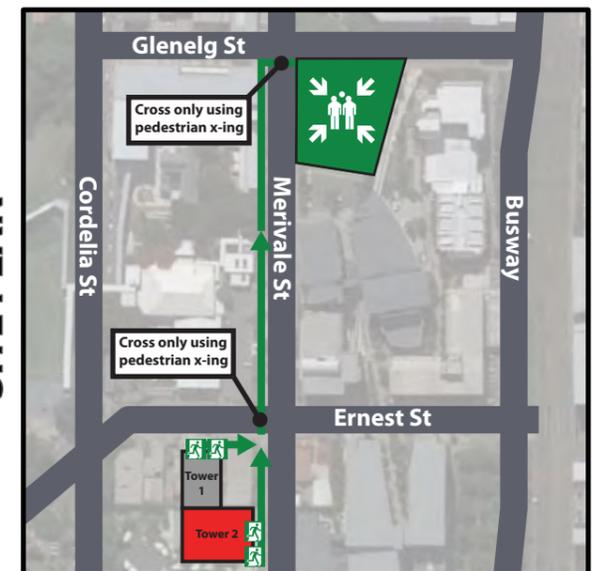
EVACUATION PROCEDURES



LEGEND



SITE PLAN



# EVACUATION SIGN

ATIRA STUDENT LIVING, MERIVALE & ERNEST ST, SOUTH BRISBANE  
Tower Two, Level Two

## FALSE ALARM PROCEDURE

**If you trigger a False Alarm in your unit**

Press the AAF button within 60 seconds

then

You have 3 minutes to vent smoke from your unit by:

- turning off cooking appliances; and
- Turn exhaust fan on to full; and
- Turn on bathroom light; and
- open external windows/doors; and/or fan in the direction of the windows/doors.

**DO NOT** open your front door as this will allow the smoke to spread.

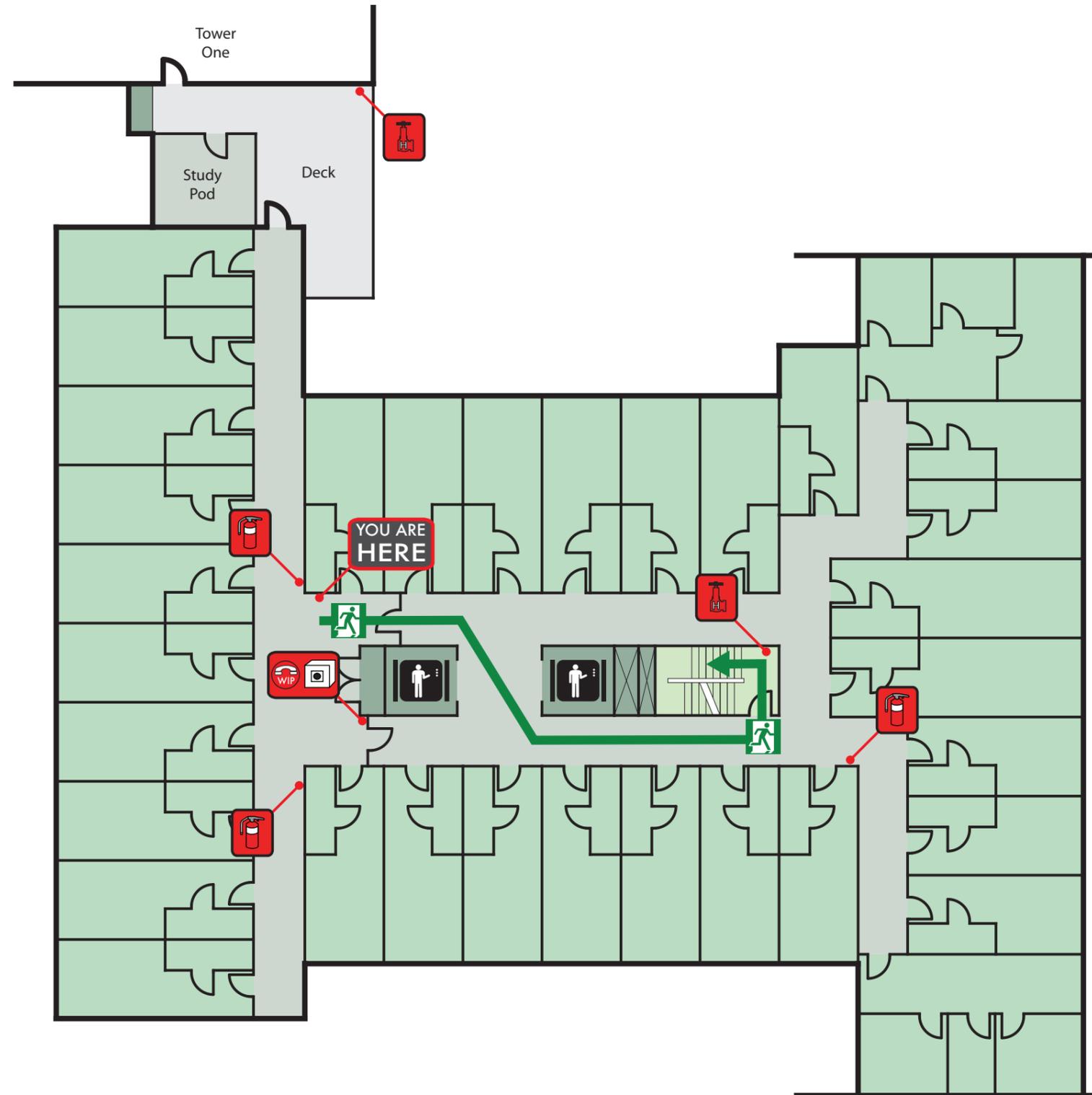
if there is still smoke after 3 Minutes

The Fire Brigade will attend the site

Any charges for Fire Brigade attendance will be passed on to the responsible party

## LEGEND

	Dry Chemical Extinguisher		Warden Intercom Phone
	Manual Call Point (Local)		Fire Hydrant
	Acknowledge Alarm Facility		Assembly Area
	Primary Egress Path		Emergency Exit



## EVACUATION PROCEDURES

**UPON THE SOUNDING OF THE ALERT TONE**  
Beep...Beep...Beep...

Check surroundings for immediate danger

Prepare for an evacuation

If in danger evacuate immediately

Otherwise standby for further instructions

**UPON THE SOUNDING OF THE EVAC TONE**  
Whoop...Whoop...Whoop...

Evacuate using nearest safe exit

**DO NOT USE LIFTS**

Proceed safely to the Assembly Area

Ensure you are accounted for

SITE PLAN

