



Curtin University

HOUSING SERVICES

THE RESIDENCE HANDBOOK

2017

Make tomorrow better.

life.curtin.edu.au/housing-and-childcare.htm

WELCOME TO CURTIN

Curtin University provides its Bentley and Kalgoorlie on-campus residents with a vibrant and culturally rich environment in which to live and study. This level of diversity gives students the opportunity to make many new friends from all around the world.



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LIVING IN RESIDENCE AT CURTIN'S BENTLEY AND KALGOORLIE CAMPUSES

Welcome to the Curtin residential community.

Housing Services manages residential accommodation at Curtin's Bentley campus and at the Kalgoorlie campus.

On-campus residences offer a communal environment where consideration, respect and support of others are very important values. Residents are encouraged to contribute to their community and to participate in the many social, cultural and sporting activities offered by both the residence and the university.

As on-campus accommodation is the lifestyle choice for each individual student. Each residence provides a multicultural living environment and accommodates people of varying ages from many different countries and cultural backgrounds, as well as those from interstate and regional Western Australia. This diversity offers a wealth of opportunity for students to understand different cultures and make many friends from all around the world. It also fosters growth, learning, tolerance, independence and understanding.

The Residential Management Team provides pastoral support and quality accommodation to all students – including the Residential Assistant Program – as well as drawing upon many other programs from the Student Experience area.

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HOUSING SERVICES ADMINISTERS FIVE RESIDENCES ON OR ADJACENT TO THE MAIN BENTLEY AND KALGOORLIE CAMPUSES:

BENTLEY CAMPUS

Erica Underwood House

Guïld House:

Jackson Road, Kent Street

Kurrajong Village:

Don Watts House, George James House, Japan House, and Rotary International House

Vickery House

KALGOORLIE CAMPUS

Agricola:

corner of Wilson Street and Hanbury Street

**Administrative Office Hours are
8.30am to 4.30pm Monday to Friday.**



THE RESIDENTIAL MANAGEMENT TEAM

The Residential Management Team is responsible for the proper administration and maintenance of each residence. It aims to provide a safe and caring environment for all residents so they can live and study in an atmosphere of trust and self-reliance.

All residents should feel free to approach their Manager or staff should they require assistance.

The Team includes the following staff members:

- Residence Manager
- Residence Supervisors
- Residence Officers
- Residential Assistants

RESIDENTIAL ASSISTANTS

Residential Assistants are casual staff who fulfill a roster throughout the week. They provide extra support to residents after standard office hours. The Office of each residence will be open, on a limited basis, through the Residential Assistants.

The Residential Assistant programme promotes community spirit throughout the residence by providing ongoing activities, events and pastoral care.

DUTY HOURS

Monday to Friday 5.00pm to 10.00pm;
Saturday and Sunday 2.30pm to 10.00pm.



RESIDENTIAL INFORMATION



RESIDENTIAL LICENCE AGREEMENT

Every new and returning resident is required to sign a Residential Licence Agreement. Under this agreement all residents pay for accommodation regardless of their voluntary absences during the contracted period.

The Residential Licence Agreement must be signed prior to entry into Residence. For all accepted Offers the applicable fees in the Residential Licence Agreement will apply from the commencement of the license period.

Residents may only depart if they can clearly prove they fall into one of the following categories:

- **Departure from Residence**

Two (2) week's written notification must be provided to the Residence Manager prior to a departure from residence. Failure to provide two (2) weeks' notice will require an additional two (2) week's rent penalty to be paid. A penalty equivalent to four (4) week's rent is payable prior to departure from residence. All outstanding rents and fees must be paid in full prior to departure from residence. Any remaining rent will be refunded to the resident after departure from residence. Notification of the date of departure cannot be made any later than the eighth week of the academic semester.

- **Termination from Residence**

All outstanding rents and fees must be paid in full prior to departure from residence or by arrangement with the Manager. No refund will be issued.

- **Full withdrawal from Curtin University**

Written notification must be provided to the Residence Manager prior to a departure from residence including documentation to support the withdrawal from University. A pro-rata refund will be made to the resident after their departure from residence.

- **Special Circumstances**

Any proposed departure due to special circumstances must be made in writing to the relevant Residence Manager and will be subject to their acceptance.

- **Appeals**

Any appeals must be submitted in writing to the Associate Director.

- **Breaches of the Residential Licence Agreement**

Breaches of the Residential Licence Agreement and/or Residence Handbook may result in consequences ranging from verbal and written warnings to the possibility of immediate termination from student housing. In addition, the occupant will be charged with the cost of any damage caused to University property and/or facilities. Any resident found in breach of their Agreement or Handbook may be refused entry to any residence when applying for subsequent years.

ACTIVITIES

Social activities are organised throughout the semester. Residents are encouraged to attend these events as a means to meet other residents.

ALCOHOL CONSUMPTION

The consumption of alcohol is permitted for residents of legal age but must be kept to a sensible level so as not to cause stress or inconvenience to other people. The following Rules apply:

- Alcohol must not be supplied to any person under the age of eighteen (18) – nor must it be shared in a manner which makes it accessible to any underage person
- Alcohol must not be supplied to any person who is intoxicated
- Drunkenness is unacceptable in residence, and residency may be terminated on these grounds
- Drunkenness is not an acceptable excuse for inappropriate behaviour of any nature
- Residents are **NOT** permitted to allow any non resident who is under the influence of alcohol entry to the residence or their flat/unit, to visit or sleep. This includes people who reside at other on-campus residences
- Cost of repairs for damages incurred as a result of alcohol abuse or inappropriate behaviour by a resident or their visitor will be recouped from the resident/s responsible
- Drinking games – and the use of implements for drinking games (like funnels) that encourage binge drinking and the excessive consumption of alcohol – are prohibited. If found, drinking games implements will be confiscated.

If someone you know is being affected by the consumption of alcohol, you may like to seek assistance or advice from one or all of the following: the Management of your residence, Curtin Security, Counsellors, Counselling Service and/or a Doctor.

ALLY NETWORK @ CURTIN

A Curtin Ally is a student or staff member who is informed about, sensitive towards, and understanding of, lesbian, gay, transsexual, transgender, intersex and other sexuality and gender diverse (LGBTI) people. This network affirms the experience and human rights of LGBTI people. A Curtin Ally provides support directly/indirectly by:

- Offering a confidential and safe environment for LGBTI people to talk about issues and obtain information
- Addressing homophobic behaviour in the university and workplace
- Staying informed about issues affecting LGBTI people.

For more, visit <http://life.curtin.edu.au/health-and-wellbeing/sexuality-and-gender-diversity.htm>

APPROPRIATE USE OF CURTIN INFORMATION AND COMMUNICATION TECHNOLOGY FACILITIES

As a Curtin student you are given access to the University's ICT services and facilities to help you study, research and work more effectively. However the University will impose severe disciplinary penalties on you, which may include restricting access, suspension or termination of enrolment, dismissal and/or criminal prosecution, if you use these privileges inappropriately or do not abide by Curtin policies and procedures. If you break any law of the Commonwealth of Australia or the state of Western Australia you will be reported to the relevant authorities and criminal or civil prosecution may ensue.

The University logs and monitors access to its ICT facilities and services including email, web browsing and computer usage. Curtin also monitors and periodically reviews files stored on Curtin computers and servers. If you are using your own computer to access the Curtin network and Internet services, the University also reserves the right to check what you have downloaded and stored, if it has reasonable grounds for believing that you may have infringed copyright or undertaken some other illegal act.

All students at the University must comply with the ICT Policies and Guidelines. For more, visit http://cits.curtin.edu.au/about/ict_policies.cfm

B-C



BALCONIES/PATIOS

The following is not permitted to take place on the balconies/patios;

- Climbing up onto or jumping down from any upper level
 - Throwing anything up onto or down from any upper level
 - Wedging open doors or preventing them from closing securely
- Hanging, draping or affixing anything on or to the balustrades/railings
 - Stringing clotheslines (however, a clothes stands may be used)
 - Storing personal possessions (like bicycles or sporting equipment).

BARBEQUES

Barbeques are provided at each residence and must be booked through the Residence Office. Gatherings of more than eight (8) people will need to seek approval two (2) days prior to the event. Barbeque Booking Forms are available from the residence office. All equipment needs to be thoroughly cleaned after use. No other form of outdoor cooking using a gas, wood or electric portable cooker is permitted.

BEDROOMS

The following is not permitted to take place in bedrooms:

- Drying clothes beside or near the heater or leaving heaters on unattended
- Wedging open doors or prevent them from closing securely
- Storing personal possessions of friends (this is prohibited in all parts of the residence)
- Residents are not permitted to sublet their rooms to any other person
- No person, other than the licensee of the room, is to live/sleep in the room

- Using any utensils for the purposes of cooking or refrigerating food/beverage (kettles, microwaves, fridges)
- Using electrical items like irons, hair dryers, curling wands, lighting and heating or cooling not provided by the residence
- Consuming food or storing it other than in sealed containers
- Placing mattresses on the floor or removing them from the bedroom
- Sleeping on a mattress without the supplied mattress protector (It is your responsibility to ensure that the mattress is protected at all times. Damaged or stained mattresses will incur a charge)
- String clothes lines
- Hanging keys on the outside of doors.

Mattress protectors are provided and must be used appropriately as mattresses are not to be directly slept on. Please inspect your mattress carefully on both sides and report any damage or stains/marks on your completed Property Condition Report. If on arrival you find that your mattress has stains/marks or damage that are not acceptable, please advise the Residence Staff immediately.

Please ensure that all personal items are stored inside your bedroom.

Residents are not permitted to supply their own bed or furniture.

BICYCLES

Bicycles should be stored in storage sheds where provided. When leaving bikes at the front of flats/units, make sure they are properly secured. Bicycles must not be kept in your bedroom, in or near emergency exits, passageways, common areas, balconies or stairwells as they cause a safety hazard. Residents are restricted to storing one (1) bicycle per person..

CAMPUS ASSISTANCE CALL POINT

A call point is located at each Residence Office for after hour's lockouts. Push to talk to Curtin Security. Each point has a surveillance camera. Your flat/unit phone can also be used to request assistance.

CANDLES/INCENSE

The burning of candles or incense - or any object that has either a naked or contained flame - is prohibited within the flats/units as this is deemed an extreme fire hazard.

CAR PARKING

Car parking is available free of charge at each residence for residents who display the correct parking permit. These are available by completing the necessary form obtained from the Residence Office and providing proof of vehicle ownership. **There is a limited quantity of car parking at each residence so please contact the Residence Office before you bring (or consider purchasing) a car.** Residents with residence parking permits cannot park in other student car parks at the University. Misuse of parking permits, cable gate remotes and breaches of the residence parking policy may result in loss of parking privileges. Residents who park in the reserved/service bays may incur a University fine. Always lock your car and do not leave valuables inside. Driving on grassed areas or parking beside flats/units is not permitted.

CAR RENTAL SERVICE

As a resident of on campus accommodation you are eligible to join our car sharing program. Simply fill out the free online application. Once your membership has been approved, you'll receive an email confirmation. You will then be mailed your Smart Card and welcome brochure. Your member ID number will be on your welcome brochure. To find out more information about student car share go to <http://studentcarshare.com.au/#HowItWorks>

CAR WASHING

A hose and vacuum cleaner are available at all residences for cleaning your car. Please wash your car in the car park and try and conserve water.

CLEANING, HYGIENE AND SAFETY

Each resident is given kitchen cupboard space and must share the pantry cupboard and fridge space. Immediately after use, food preparation areas and stoves must be cleaned, food items stored and crockery, cutlery and utensils washed and put away. Dirty dishes must not be left on or in the sink or bench tops. For health reasons, all food should be stored correctly if not currently being consumed. All rubbish and food scraps should be removed to the green bins outside each building when cleaning up. Do not allow rubbish to build up in the kitchen. Residence Management will not tolerate a kitchen that is not kept clean **AT ALL TIMES** - it is an obvious health hazard and may result in penalties being issued. Dining/ lounge areas are to be kept clean and tidy at all times. All residents are responsible for meeting the cleaning roster that is provided to all flats/units. **This roster must be met on a daily basis.** Vacuum cleaners are provided - please ensure the suction pipe is clear at all times and that the internal dust bag is emptied after each use. Do not vacuum wet areas as this could result in electrocution.

Bathrooms, shower recesses, basins and mirrors should be cleaned in accordance with the flat/unit cleaning roster. Bench tops around basins must be dried thoroughly after use. The bathroom area is not to be used to wash or dry your clothes. Please use the washing machines and basins in the Laundry as well as the clotheslines provided.

For the safety of all concerned ensure that all common areas of the flat/unit are kept clean and clear **AT ALL TIMES**. The following are not permitted to be stored in the common areas: shoes, clothing, clothing racks, luggage, recreational/sporting equipment, boxes and musical instruments.

Bedrooms are to be kept clean and tidy **AT ALL TIMES** for safety reasons, as Residence Staff may require access at any time.

C



CLEANING - CHARGES FOR DEFICIENT CLEANING

Deficient cleaning is determined by an inspection (whether scheduled or immediate) of the flat/unit by an authorised member of the Residence Management Team. Failure to perform cleaning duties or undertake these duties adequately will result in the use of a professional cleaner. A noncompliance service cleaning charge will be incurred by the resident/s responsible if professional cleaning is required.

COMMON ROOM

Facilities vary according to each residence. Some include table tennis, a pool table, dartboard, TV lounge, kitchen and barbecues. Common Room facilities can be booked by residents for special occasions such as birthday parties. Bookings must be made at least five (5) working days prior to the event.

The Common Room should be used in preference to the common areas of your flat/unit if you have friends who are visiting. It is the responsibility of each group booking the Common Room for parties or functions to clean the whole premises, including bathrooms, after use. Failure to do so will incur a cleaning fee. Prior approval must be obtained for any function held within the boundaries of your residence from the Residence Manager. Common Room and BBQ Booking Forms are available from the Residence Office and must be submitted for approval at least five (5) working days prior to the event.



COMMUNICATING ISSUES

During your stay in student housing, issues or problems could arise that you may have difficulty dealing with. These types of situations are usually directly related to living in a communal environment with a diversity of people who have differing standards, needs and cultures. Other issues are simply related to maintenance of the residence, which are a little easier to handle.

Your Residential Licence Agreement and the Residence Handbook (inclusive of the Land and Traffic By-Laws) are designed to establish and reinforce standards of courtesy and acceptable behaviour. They include clear rules to cover a variety of possible infringements of the agreement. For example, the rules are quite clear in regard to visitors staying overnight, noise pollution and cleanliness. Even with these rules in place, you may find some people who choose to ignore the needs of others. This attitude may impact on your own standards, beliefs, and even your ability to cope and study. However, a complaint made in the correct way can help you effectively deal with the situation.

Minor disagreements

Minor issues, such as excessive noise, cleaning duties or large groups of visitors, should be handled in the following way:

- 1) Speak to your house mate(s) directly about the problem/ infringement and try to resolve the smaller issues in a mature way. You can do this personally OR ask your Residential Assistant team to assist you with a general meeting. It is important this meeting is open, friendly and attended by all house mates. Don't speak about anyone in his or her absence as this can cause problems if they hear the grievance or comments second hand. Bring the issue out into the open and try to discuss the matter in a language that all present can understand. Remember to arrange a time for a second meeting to see if the situation has improved and be sure to acknowledge if it has.

- 2) If, however, your meeting is not successful and the problem/infringement persists, please seek the support of your Residence Staff. Residence Staff members will facilitate another meeting if they feel it appropriate and discuss with you some options to consider in order to help resolve the issue.
- 3) If the problem becomes persistent, your next step is to speak with the Residence Manager.

The information you receive through gossip may be wrong and will only worsen the situation. Seek clarification from the Residence Office on a situation that you feel is either unfair or not being dealt with in the correct manner.

COPYRIGHT @ CURTIN

Curtin students are subject to the provisions of the Copyright Act 1968, so it's essential to be aware of what you can and can't copy. Some copyright owners are now pursuing their rights very vigorously and are taking students to court for breaching their rights. There are some circumstances when it's permissible to copy material for your own PRIVATE, DOMESTIC use.

For further information on copyright restrictions and entitlements that apply to your university work, go to the Copyright website at <http://copyright.curtin.edu.au/home/what-is-copyright/>

CURTIN ACCESS BUS SERVICE 'CABS'

During semester, students and staff who live locally can use the CABS service, which runs every 15 minutes during peak periods and every 30 minutes during other times. The CABS service runs along three circular routes through Bentley and Waterford and South Perth. The CABS service is FREE and is restricted to students and staff of Curtin University. Buses can be hailed at any point along their route, and students and staff will need to provide a valid Curtin University

Identification Card to utilise this service. CABS service information can be located at <http://properties.curtin.edu.au/gettingaround/campusbus.cfm>

The times that are shown are approximate and subject to prevailing traffic conditions. It is therefore recommended that you plan your trip accordingly.

DAMAGES

Damage, deliberate or malicious, to any part of the interior or exterior - including walls, floors, equipment, furnishings, fittings, fixtures, carpet or furnishings in the common areas as well as the grounds or gardens - will be charged to the person(s) responsible. In the case of damages to common areas, where the person responsible is unknown and does not come forward, the cost will be equally divided between all members of the flat/unit (refer to Sanctions for Unpaid Fees).

DISABILITY SERVICES @ CURTIN

Disability Advisors can help you to overcome difficulties with your studies that are related to a short or long term disability or medical condition. Please call 9266 7850 or email disabilityservices@curtin.edu.au to schedule an appointment with a Disability Advisor. For further information please refer to HEALTH AND WELLBEING pages in this handbook.

DISCRIMINATION, HARASSMENT AND THREATENING BEHAVIOUR

Any person who discriminates in any manner - or threatens the safety or well-being of any resident(s) verbally, physically, sexually or in writing - may be subject to the immediate termination of their Residential Licence Agreement. Additional information may be found on the Ethics, Equity and Social Justice website <http://eesj.curtin.edu.au/index.cfm>



DRIVER'S LICENCE

If you intend to drive a vehicle, you should check if your current driver's licence is valid for use in Western Australia. You can contact the Department of Planning and Infrastructure on 13 11 56 or visit <http://www.transport.wa.gov.au/licensing/licensing.asp>

ELECTRICAL SAFETY AND POWER OUTAGES

Your unit/flat is fitted with a Residual Current Device (RCD) for safety when using electrical equipment. Your RCD will switch off automatically if any item of equipment is malfunctioning or unsafe for use.

Power outages should be reported to Residence Staff immediately so that all electrical equipment in use can be checked for malfunction. Power can then be safely restored. Double adaptors are not permitted for use with electrical equipment in any residence.

Power boards are an acceptable option, but must be fitted with on/off switches to each power outlet on the board. Electrical power cords should be tucked safely away to avoid any tripping hazard.

Cables of any kind are **NOT** permitted to be run/laid outside of bedrooms or throughout the flat/unit at any time. Vacuum cleaners are for dry areas only and should **NOT** be used to clean wet areas due to risk of electrocution.

ELECTRICITY, GAS AND WATER (UTILITIES)

An allowance of **\$30.00** per person per week is provided in your licence fee for utilities. Any charges in excess of this allowance will be divided equally amongst the residents of your flat/unit. Be economical in your usage. Turn off lights and heaters when not in use. Do not go to classes and leave heaters on in your room or dry clothes using heaters. This is wasteful and dangerous. The use of heaters other than those provided by the University is not permitted.

EMERGENCIES

For life-threatening emergencies (Fire, Police or Ambulance):

- Call **0 - 000** from an internal phone
- Call **000** from an external or mobile phone.

Only call **000** if you are seeking an emergency response from Police, Fire or Ambulance Services. In all other situations call Curtin Security.

For general security assistance including non-life threatening emergencies:

- Call **4444** from an internal phone
- Call **9266 4444** from an external or mobile phone.

Text Emergency Call - Dial **106**

People who use a TTY (teletypewriter) or computer with modem to access the telephone network can call emergency services via the National Relay Service. This service is not available to people who do not rely on text-based communication.

For general Police assistance Call **131 444** when it is not an emergency:

- Press '**1**' if you require immediate police attendance
- Press '**2**' if you need to report an incident which does not require immediate police attendance
- Press '**3**' if you require general information.

EQUIPMENT REQUIRED

Residents must supply their own cooking and eating utensils, bed linen and electrical appliances. Microwaves, fans, heaters and study lamps are supplied at all residences. Televisions are supplied in the common living area at Erica Underwood House; Vickery House; Guild House; Agricola and Kurrajong Village.

FAITH @ CURTIN

Information regarding places of worship, faith communities and religious equity can be accessed at Curtin University's multi faith services website http://life.curtin.edu.au/health-and-wellbeing/about_multifaith_services.htm or by emailing multifaith@curtin.edu.au

FIRE SAFETY

Instructions to be followed in case of fire are on the inside of your bedroom door. Please read them carefully. Should the alarm indicate evacuation, please do so in an orderly manner. Congregate at the emergency assembly area until the all-clear is given. Fire drills will take place at random times. Treat evacuation drills seriously. Failure to evacuate the flat/unit if the alarm is activated will result in disciplinary action and could result in the termination of your Residential Licence Agreement. Any resident who activates the fire alarm for any non-essential reason – including tampering and/or misuse of the equipment or break glass alarms – will be held liable. Any resident who activates the fire alarm for any reason may be charged for the fire panel to be reset. This amount could exceed \$750.00.

Interfering with the closing mechanism on any door or obstructing the emergency exits are also considered breaches of the Residential Licence Agreement. Objects that are found to be obstructing emergency exits or doorways WILL be confiscated. Any costs associated with inspecting, re- setting or re-calibrating any part of the system will be charged to the resident(s) responsible. In the case of this charge being incurred and the person responsible is unknown and does not come forward, the cost will be equally divided between all members of the flat/unit.

AGRICOLA FIRE SYSTEM

Wilson St Buildings have Fire Suppression sprinklers as well as multi sensors fitted throughout. (Any Damage caused by activating the Sprinkler system for non-essential reasons including negligence or interference will be charged to persons(s) responsible.

FURNITURE

Residents are provided with adequate furniture and are not permitted to bring any additional furniture or bulky items (including surfboards) as they may not fit into the flat/unit/ bedroom and no storage is available. Residents and visitors are not permitted to sleep on living room furniture. Living and bedroom furniture must not be removed from the common areas/bedroom or placed on balconies/patios.

GARDEN BEDS

Garden beds are to be kept clear of rubbish at all times and will be checked for cleanliness. Vandalism of reticulation or plants is a breach of both your Residential Licence Agreement and the Land and Traffic By-Laws and will result in disciplinary action http://policies.curtin.edu.au/local/docs/statutes-rules/Land_and_Traffic_By-Laws.pdf

GYMNASIUM @ AGRICOLA

The gymnasium is for use by residents only and **visitors are not permitted to use the gym at any time.**

HEALTH SERVICE @ CURTIN

The Health Service is available to all students and staff on the Bentley Campus. Doctors are available 8.30am - 4.30pm Monday to Friday. A nurse is in attendance from 8am - 6.45pm Monday to Friday. If you require assistance outside these hours or you reside at the **Kalgoorlie Campus** please call Healthdirect on **1800 022 222** for 24/7 health advice by phone, or check their website for opening hours for nearby medical centres <https://www.healthdirect.gov.au>

For further information please refer to HEALTH AND WELLBEING, page 24 in this handbook.

H-I



HEATERS OR COOLERS

All bedrooms are supplied with a standard heater and fan. No additional heating or cooling equipment is permitted as it poses a safety hazard and increased utility charges. For this reason, they are not permitted and will be confiscated. Drying clothes on or beside heaters provided is

a safety risk and is **NOT** permitted. Excess usage may result in charges. Please dry your clothes in the laundry area either on the clotheslines or by using the dryers provided.

ILLEGAL SUBSTANCES/IMPLEMENTS

Anyone found using, or in possession of, illegal substances or implements associated with their use will be dealt with by Residence Management and the relevant authorities. Immediate termination of the Residential Licence Agreement will result from the use or possession of illegal drugs. If someone you know is being affected by the use of illegal substances, you may like to seek assistance or advice from one or all of the following: the Management of your residence, Counsellors, the University Counselling Service and/or a doctor.

IMAGES

Images will be taken of you throughout your stay at Curtin. You will be asked to consent to this and you have the right to refuse. All images are handled in accordance with relevant privacy principles. For more, visit <http://rim.curtin.edu.au/privacy/>

INFRINGEMENTS OF THE RESIDENTIAL LICENCE AGREEMENT

You must not permit yourself to be forced or coerced by anyone into supporting, or not reporting, situations which are clearly a serious infringement of the Residential Licence Agreement (like alcohol or substance abuse, shared rooms or overnight visitors).

It may be difficult if you find yourself under pressure from your peers not to report the matter, but this type of stand over tactic is clearly harassment and should not be tolerated. You have a right to speak out.

We encourage you to come forward and talk confidentially about the situation. If the issue is of a very sensitive nature, you may wish to go straight to your Residence Manager personally or write a letter of complaint. Letters should be dated and signed by the complainant. The Manager will then endeavour to assist with a resolution while respecting your confidentiality.

It is impossible for anyone to deal with an "anonymous situation," especially if the flat/unit or person concerned is not clearly mentioned. It is also difficult to address any problem if the details are "hearsay" and inaccurate.

INSPECTIONS

All flats/units and rooms are checked for cleanliness at regular intervals. Residents will be given prior notice of the dates for these inspections. The Residence Manager reserves the right under the Residential Licence Agreement to authorise immediate entry to a resident's room by administrative/maintenance personnel without prior notice if the circumstances so require. Residents are required to keep their own room and flat/unit clean and tidy at all times. Vacuum cleaners and other cleaning equipment are provided in each flat/unit, however, residents must provide their own cleaning products. Unclean premises are health hazards and residents are expected to maintain a high standard of cleanliness at all times. Residents with unclean premises may be placed on more frequent inspections and/or receive a non compliance cleaning service charge.

INSURANCE - PERSONAL PROPERTY

Residents should arrange insurance on personal property. Insurance is highly recommended. Curtin is not responsible/liable for any residents' electrical equipment malfunctioning, property loss or damage.

KEYS/ACCESS CARDS

Lost keys/access cards must be reported to the Residence Staff immediately. If lost after hours, Curtin Security should be contacted on **9266 4444**.

Temporary keys/access cards may be issued, but they must be returned as requested. Lost keys/access cards will incur a replacement charge including, but not limited to, the cost of the keys and any recoding required to ensure the flat/unit's security.

DO NOT give your keys or access to anyone else they are for your use only.

KITCHENS

Always turn on the exhaust fan prior to cooking and never leave a stove unattended. Never attempt to extinguish an oil or fat fire with water and **do not** move burning pots or pans. Instead extinguish them with fire blanket affixed to the kitchen wall if possible.

Only use approved plastic or glass containers in the microwave ovens. **Never place anything metallic in the microwave ovens.** Cover all containers being heated in the microwave to prevent food splatters. Food splatters cause rapid deterioration of the microwave so clean immediately after each use.

Always cover food when stored in the fridge. Do not leave food in opened packaging or cans and place any remaining contents in a sealed container and refrigerate if required. Do not refreeze food that has been defrosted. This is a health risk! Regularly clear food that has expired or gone bad from the fridge and the kitchen cupboards.

As you are required to keep your flat/unit and bedroom **clean on a daily basis**, we recommend that you share the cost when purchasing good quality cleaning products that are appropriate for the various cleaning tasks required. Using dish washing

liquid to make soapy water for cleaning will not remove the build-up of grease around the stove - nor will it clean mould and soap scum from shower recesses.

The kitchen rubbish/waste bin and kitchen recycling bin **must be emptied on a daily basis or when required**. Do not allow internal rubbish bin to overflow and cause a health risk or hazard. Do not accumulate bottles, cans, boxes, papers and magazines as it attracts vermin and this is also deemed to be a hazard.

LAND AND TRAFFIC BY-LAWS 2008 (CURTIN UNIVERSITY OF TECHNOLOGY)

By signing your Residential Licence Agreement you agreed to all the terms and conditions set out in the Licence and acknowledged receipt of a copy of all documents. The link below will direct you to a current copy of the University Land and Traffic By-Laws. Please read the document to ensure that you are aware of all the condition of your Licence. For more, visit http://policies.curtin.edu.au/local/docs/statutes-rules/Land_and_Traffic_By-Laws.pdf

LAUNDRY

Residence Laundry washing machines and laundry drying machines are located at each residential complex and are free to use. However, residents will be required to purchase their own laundry detergents and softeners.

To guard against theft do not leave washing unattended on the lines. Clothes should be pegged, not draped, to the clotheslines. Clothes found lying around will be removed and treated as lost property. Do not string lines for drying clothes in your bedroom, the common areas, or balconies/patios in your flat/unit. An ironing board is provided in each flat/unit, though residents will need to provide their own iron. Guild House residents can request an ironing board from the Guild House Office. Flat/unit heaters are not to be used to dry clothing.



LIGHT GLOBES

Replacement light globes for desk lamp and ceiling lights are available from your Residence Office.

LOST OR DISCARDED PROPERTY

Lost property or property left after departure is held at the residence office for a period of one week. Property not claimed within (1 week) will be disposed of.

MAIL

Mail is delivered weekdays to each flat/unit letterbox. Parcels, express post, registered and certified mail is delivered to the Residence Office and held for collection. You will receive either a notification card in your letterbox or an email via your Curtin student email account. Student email accounts must be checked regularly as they are the official method of communication between University and its Curtin students.

If you are studying at another institution please advise the Residence Office of your preferred email address. Mail will not be held or redirected after your departure. Once you depart, please change your address at the university and with ALL relevant parties or have your mail held by Australia Post please visit <https://auspost.com.au/parcels-mail/manage-your-mail/redirect-hold-mail/redirect-mail> or <http://www.movingservices.com.au/planning-a-move/changing-address/organise-your-mail-redirection-early/>

MEDICAL ISSUES

Any resident feeling unwell may contact their Residence Staff for assistance in making a doctor's appointment or for transport to the Curtin Health Services. You may choose to call Curtin Health Services direct by dialing **7345** from your unit/flat telephone or **9266 7345** from a mobile or outside Security by dialing **4444** from your flat/unit telephone. If you are unable to contact Curtin Security and an ambulance is required for emergency medical attention, dial **0 000** and request an ambulance. You should also provide all requested information to the operator. Curtin Health Services website http://life.curtin.edu.au/health-and-wellbeing/health_services.htm. In the case of illness that needs hospital attention but is not an emergency, transport to the hospital is a private matter. We recommend the use of a taxi where this is appropriate. If you choose to go in a private vehicle, we recommend that a friend in addition to the driver accompany you. The only transport in an emergency is an ambulance and Residence Staff may call an ambulance if they deem it necessary.

Ambulance costs are the responsibility of the person seeking, requiring or having been deemed to require urgent medical care. It is recommended that you have health cover that includes ambulance travel.

MAINTENANCE

Please enter a detailed description of the maintenance required in the maintenance book located at the Residence Office. Any maintenance or defect should be reported immediately. Maintenance **NOT** reported immediately that causes excessive damage may incur a charge. Maintenance required due to fair wear and tear will be repaired free of charge. Don't rely on claims from others that the report has already been made as this may not be the case. The Residence Office may not be aware that your problem exists. In case of an **EMERGENCY** maintenance issue after Office hours, contact Curtin Security on **9266 4444** and request immediate attention.

NETWORK - IN RESIDENCE INTERNET ACCESS

Residents have various options for Internet and network access. Curtin Student Wireless Network is available in bedrooms and common areas. External Internet access is currently provided by a Contracted external Internet Service Provider (ISP) and will incur charges that are in addition to your Residential Licence Fees. Please contact your Residence Office for information on current Internet Service Providers in your bedroom and what other alternatives are available.

NETWORK "WIRELESS" @ CURTIN

The Curtin Wireless Network provides students, staff with enhanced teaching and learning opportunities through more flexible access to online materials. Wireless network connections are available across Curtin's Bentley, Murray Street and Kalgoorlie campuses. The wireless network utilises industry standard authentication and encryption technology to provide a secure environment for students, staff and visitors to connect portable devices. Please see Installation Guides below on how to configure your desktop, laptop or mobile device to gain access to the wireless network.

Please note only residents enrolled at Curtin University will have limited wireless network access in and around the residence. For more, visit the following website <http://cits.curtin.edu.au/support/wirelessandeduroam.cfm>

NOISE CONTROL

Noise control is essential in a communal environment. Residents should remember that we all have different levels of concentration. Some can study with noise, others cannot. Please practice consideration for others when listening to music or watching television. Unreasonable noise will not be tolerated. If a resident near you is making too much noise, approach them politely yourself. If you do not receive a cooperative response then you should speak with your Residence Staff.

The following noise rules should be observed:

- Musical instruments such as guitars, drums or amplifiers should not be played in flats/units, but rather used in Common Rooms
- The playing of music from sound equipment should not be heard in adjoining rooms or flats/units
- Room doors and windows should not be left open to allow noise to pervade the house
- After 10pm Sunday to Thursday, and midnight Friday and Saturday, there should be no noise around the complex
- Use the Common Room to entertain your visitors instead of your flat/unit to allow residents who want to work quietly in their room to do so.

A total noise ban will be in effect during examination periods. Noise will not be tolerated in any form during this period. Any resident found creating noise during a total noise ban period will face disciplinary action, which may result in their Residential Licence Agreement being terminated.

Residents should report any noise complaints as and when they occur. You should direct your complaints to the Residence office during office hours and to Residential Assistants when they are on duty. For all after hours complaints, please contact Curtin Security to have your complaint recorded and addressed at the time of the Incident.



O-P



OFFENSIVE MATERIAL

Displaying or distributing printed, electronic or audio-visual material considered to be offensive by Management will result in the offending material being removed and further action taken depending on the type, nature and severity of the offence.

OUTDOOR EQUIPMENT

To ensure the safety of residents, staff, visitors and the community the following items are prohibited in or around the residence: pools of any kind (wading, paddle or swimming), tents, portable shade structures, slippery slides of any kind, outdoor furniture or objects that are not provided or approved by the Residence Management. If these are found within the residence they will be confiscated and may be disposed of by the Management if required.

PARTIES

Residents wishing or wanting to hold a function/party must obtain a party permit from their residence office and get it approved by the Housing Manager at least five (5) working days prior to the function date.

Please note that at least 50% of your invited guests must be current residents of your residence. Your function/party permit must contain the following information:

- List the names of all invited guests
- State the quantity and type of alcohol to be consumed at the function.

The permit application will require the signature of two residents who will be held responsible for the cost of damages. A risk management plan may be required to support your permit application. Please be advised that a congregation of two (2) or more people within the residence can be considered an unauthorised gathering/party and may result in a breach of the Residential Licence Agreement.

PARTY/UNAUTHORISED GATHERING-SPECIAL FLAT CLEANING

Residents found to have breached the Residential Licence Agreement section referring to "PARTIES" within A to Z of this Residence Handbook, by hosting or organising an unauthorised party/gathering outside of the residence Common Room, within flats/units or the residence grounds, will incur a full flat/unit inspection inclusive of all bedrooms.

If any part of the flat/unit is deemed to be in an unacceptable condition then a **SPECIAL FULL FLAT/UNIT CLEAN** will be conducted without prior warning or notification being given to the residents of the flat/unit. The full cost of the **SPECIAL FULL FLAT/ UNIT CLEAN** will then be passed to the residents of the flat/ unit for payment.

The minimum charge incurred will be no less than the Deficient Cleaning Charge of \$55.00 per resident of the offending flat/unit.

If a situation arises where proof can be submitted that not all residents of the flat/unit are involved in making the mess then, after negotiation with the Residence Management, those not involved may be excluded from the party cleaning charge, with their share of the charge to be passed on to - and divided equally amongst - the remaining residents involved.

PETS

Curtin University By-Laws prohibits the keeping of animals. Please do not encourage or feed stray animals as they may kill Australian native birdlife and suffer badly when deserted at the end of semester.

POSTERS OR STICK-ONS

Do not affix posters, pictures, stick-on hooks or brackets to walls, doors, ceilings or furniture of bedrooms or common areas. Any damage caused by these items, or the use of screws, Blu-Tac or other adhesive materials, will be charged on departure.

PROPERTY CONDITION REPORT

All residents are required to complete a Property Condition Report in accordance with their signed Residential Licence Agreement (see TERMS AND CONDITIONS clause 12, page 21). This is required to be completed and returned within seven (7) days.

Please inspect all areas of the flat/unit and your bedroom as per the list of Items provided in the Property Condition Report and note any Items of concern. We recommend that you pay particular attention to the following Items: all work surfaces (including kitchen benches, tables and your study desk), your mattress (on both sides), floor coverings and painted surfaces. Report any damage or stains/marks in your completed Property Condition Report. On departure, your room will be checked against the Property Condition Report for discrepancies. If your Property Condition Report is not completed and returned to your residence office then it will be deemed by management that your flat/unit and room are in perfect condition and there is no damage to be reported.

REAPPLYING FOR ON-CAMPUS ACCOMMODATION

Accommodation is not guaranteed for the duration of your course. Re-admission to residence is not automatic and is by invitation only. Residence staff will request applications from continuing residents during the month of September and residents will be notified of their status within two weeks. Applicants will be assessed in terms of their contribution to the residence, need for continuing accommodation, access to personal transportation and length of previous stay. Housing Services' priority for allocation of rooms to new incoming students will also be a factor in the decisions made.

RECREATION @ CURTIN

Residents can participate in a variety of sport, fitness and recreational activities at the University's award-winning sport and recreation complex, Curtin Stadium. For those interested in sport, there are options for everyone with any skill or commitment level. Residents can enter a team in the social sports program run each semester, try out for the Intersports program and Australian University Games or join a Curtin sporting club. The Fitness Centre features a competitive range of gym equipment and experienced staff for those interested in achieving their fitness goals. For a fun group exercise workout, the Stadium also runs a range of Group Fitness classes. Recreation programs are run throughout the year and offer residents the opportunity to experience a variety of alternative activities.

To find out more about Curtin Stadium visit <http://life.curtin.edu.au/curtin-stadium.htm>



R-S



RECYCLING

Residents are encouraged to recycle their waste/rubbish as it is seen as a very important process for our environment. Recycling preserves raw materials that would otherwise be discarded and these items assist in making other products from the recycled materials, which in turn uses less energy. This

process reduces the need for land to be used as landfill, which reduces the amount of toxic material leaching into the ground. Please refer to the information and instructions provided within your residence on **WHAT** is recyclable and **HOW** to process it and **WHERE** to place your recycled materials or visit <http://www.cleanaway.com.au/our-services/recycling/>

RECYCLING AND KITCHEN RUBBISH BIN

The kitchen rubbish/waste bin and kitchen recycling bin must be emptied on a daily basis or when required. Do not allow internal rubbish bins to overflow and cause a health risk or hazard. Do not accumulate bottles, boxes, papers and magazines as this attracts vermin, which is also deemed to be a hazard.

ROOM CHANGES

An opportunity to change rooms will be provided at the end of each semester. However, if you wish to change rooms during the mid year- break, you must apply in writing to the manager. A facilities fee will be incurred if your room change request is approved.

Changes will be made only on the basis of:

- Places being available
- Maintaining a harmonious environment
- Agreement of the residents of the proposed flat/unit
- Administrative ability to arrange the change.

SANCTION FOR UNPAID FEES

Any resident who has not paid all of the relevant fees or charges by the due date will have a sanction applied to his or her student record. A sanction may prevent students from accessing results, re-enrolling or graduating. The sanction applied for non-payment of fees or outstanding charges will be removed when full payment is received.

SECURITY

Security screens and doors are installed for your safety and security. However, please do not leave valuables in view on window sills, beside windows or on desks. This includes laptop computers, portable music devices, watches, wallets, passports and mobile phones. Please ensure that doors are kept locked at all times. Curtin Security Officers undertake regular patrols of the campus, including student residences, and are available by phone 24 hours a day, seven days a week, by dialing **4444** on your flat/unit phone or **9266 4444** from a mobile or outside phone. For detailed information please refer to the Security and Safety Tips for Student Housing page within this handbook or visit <http://properties.curtin.edu.au/safetyatcurtin/>

**Curtin Security
can be contacted
on your flat/unit
phone by dialling
4444 OR 9266 4444**

SECURITY PERSONAL ESCORTS @ CURTIN

Personal security escorts are available at the Bentley Campus, Monday to Friday, from 4pm onwards and all day on Saturday and Sunday. The Security staff can be contacted either via the residence security intercom call point or on extension **4444** internally from the residences. The external number is **9266 4444**.

SHOPPING/SHOPPING TROLLEYS

Shops are located within walking distance of each residence. Larger shopping complexes can be easily accessed by public transport. Shopping trolleys must not be brought into the Residence. Removing a shopping trolley from the shopping complex is a criminal offence. Bringing and leaving shopping trolleys in the Residence will be treated as theft and littering and offenders will be fined in accordance with the Land and Traffic By-Laws. (This carries a **\$500** maximum penalty.)

SMOKE-FREE CLEAN AIR CAMPUS

Curtin University is now a **SMOKE-FREE** environment. As such all Residences are smoke-free. Residents who smoke **MUST** leave the residence to smoke. Cigarette butts are litter, so please dispose of them correctly. For further information on this, visit <http://smokefree.curtin.edu.au>

SOCIAL SUPPORT ADVISORS (SSA)

The Social Support Advisors (SSA's) will help you identify social wellbeing concerns and work with you in an individual consultation to help find healthy and useful solutions. For further information refer to the HEALTH AND WELLBEING pages in this handbook or visit <http://life.curtin.edu.au/health-and-wellbeing.htm>

STUDENT EXPERIENCE

Being a student is a unique time in your life, and presents many opportunities and challenges.

The Student Experience and activities listed on the website are designed to help you cope with the transition to Curtin and the expected requirements of you as a student. The services will not only support your transition to University but will also help you get the most out of life on campus, both now and in the future. For further information visit <http://life.curtin.edu.au>

STUDENT WELLBEING @ CURTIN

To support your welfare and learning, Curtin has established a Student Wellbeing hotline (which is available during office hours) and email address. For further information refer to the HEALTH AND WELLBEING pages in this handbook or visit <http://life.curtin.edu.au/health-and-wellbeing.htm>

SURVEYS

Surveys are **NOT** permitted to be conducted within or around the Residences. If you are a resident found to be conducting a survey, your survey forms will be confiscated and destroyed, along with any results collected. The Unit Coordinator for your course will be notified that you conducted a survey without permission, which may result in you and/or your group failing the assessment of the unit.

If you are asked to complete a survey of any kind that is not being conducted or approved through Housing Services or the Residence office, please advise your Residence office as soon as possible and provide us with as much information relating to the survey as you can. Additionally, **DO NOT** enter into discussions with people conducting telephone surveys as, in the past, they have been of a very personal nature in which very inappropriate questions have been asked.

We recommend that you:

- Hang up the phone immediately
- Take note of the date and time of that the call was received
- Notify the Residence Office as soon as possible.

T-Z

TELEPHONES

A telephone is provided in the living area of each flat/unit for incoming and outgoing calls. Outgoing calls are made using a pre-paid calling card, which is available for purchase at various retail outlets and online. Accepting reverse charge calls is prohibited and an infringement of this nature will result in disciplinary action. Please note that internal flat/unit telephones will be automatically connected to Curtin Security if you take the receiver off the hook for an extended period of time. The telephone equipment and line provided are Curtin University property, and anyone using this equipment is subject to information and Communication Technology (ICT) Use Policy, which can be found at <https://cits.curtin.edu.au/local/docs/ICT-AppropriateUse.pdf>

TRANSPORT

A bus port is located on Hayman Road and bus stops are located around the perimeter of campus. Bus timetables are available from all Residence Offices. The Transperth website is <http://www.transperth.wa.gov.au> or you can call them on 13 62 13.

TRESPASSERS

The residence grounds and facilities are private property and anyone who is not authorised to enter or has not been invited by a current resident will be deemed a trespasser and required to leave immediately. Failure to do so will result in Curtin Security and/or the Police being called to remove any trespasser.

VISITORS

Visitors are welcome and, as a guide, are permitted between 8.30am and 10pm. However, they must abide by the following conditions:

- Remain in the company of the resident they are visiting **AT ALL TIMES**

- Show consideration to the other occupants of the flat/unit and residence
- Abide by the visiting hours permitted (between 8.30am and 10pm)
- NOT stay overnight (unauthorised stays will incur the current minimum short stay fee of \$65.00 per night). The resident permitting the stay will incur the overnight charges
- Depart from the residence if they become intoxicated
- Ensure that they obtain a temporary parking permit from the respective residence office and park in the designated visitors parking area to avoid incurring a fine.

Remember that visitors are not residents and, as such, must act accordingly.

Residents are reminded that visitors are their personal responsibility **AT ALL TIMES** and that any breaches of the above conditions and those set out in their signed Residential Licence Agreement and this Residence Handbook - will result in disciplinary action.

VISITORS REQUESTED TO LEAVE

The Residence Manager reserves the right to request any visitor to leave the residence facilities and/or grounds if they are deemed to be detrimental to the Residential Licence Agreements' "quiet enjoyment" of the residence by other residents. Failure to do so will result in Curtin Security and/ or the Police being called to remove the visitor. Residents are reminded that they are responsible for the behaviour of their visitor **AT ALL TIMES**.



UNACCEPTABLE BEHAVIOURS OF STUDENTS LIVING IN RESIDENCE

The following behaviours are unacceptable in Residence and are deemed to be serious breaches of the rules. These behaviours are not tolerated and will result in disciplinary action.

This includes:

- A written warning
 - A written apology from the resident/s involved.
 - Immediate termination of the Residential Licence Agreement.
1. Actions which are threatening, humiliating or degrading to resident(s), visitors or staff
 2. Harassment or discrimination in any form (be it sexual, racial, verbal or physical)
 3. Invasion of privacy (such as the inappropriate use of an image capturing device or the uninvited entry into a room of another resident)
 4. Indecent behaviour, suggestions or exposure, including the displaying of sexually explicit or offensive material
 5. Consuming, manufacturing, distributing/selling or possessing an illegal substance within the residential area
 6. Possession of any offensive weapon within the residential area (including knives, pellet or air pistols)
 7. Activities that endanger or potentially endanger residents, visitors or staff or activities which are latently dangerous by their very nature (such as climbing on building structures, security fences and roofs)
 8. Interference with residential safety equipment, fire, telephone, security or locking systems (like giving keys/ access cards to other persons or leaving entry doors open)
 9. Unacceptable noise (such as slamming doors, disruptive visitors, loud music or after hour noise as advised in Noise Control)
 10. Drunk and/or disorderly behaviour where conduct negatively affects other residents, visitors or staff (through excessive noise, abuse, threats, intimidating behaviour or damage to property)
 11. Deliberate damage to property within the Residence, including defacing any residential property or signs with graffiti
 12. Refusal to follow a reasonable instruction from a Residential staff member or Curtin Security Staff
 13. Refusal to participate in maintaining the cleaning standards
 14. Behaviour which in the Residence Manager's opinion is considered uncondusive to maintaining a living environment in which the rights of fellow residents are fully respected
 15. Using social media networks (like Facebook, WhatsApp, Instagram, Weibo and Twitter) to promote unauthorised gatherings or activities within the residence, such as parties or drinking games as defined in the Information and Communication Technology (ICT) Appropriate Use Guidelines, which can be found at <https://cits.curtin.edu.au/local/docs/ICT-AppropriateUse.pdf>
 16. Dishonestly and misrepresentation, particularly when it comes to knowingly furnishing false or written or oral information – including false identification – to staff
 17. Failure to evacuate and/or follow instructions from fire wardens, staff or DFES in the course of a building evacuation.

SECURITY AND SAFETY TIPS FOR STUDENT HOUSING



CURTIN SECURITY

Curtin University Security services include patrols, medical assistance, after hours lock out, safety escorts, emergency response, crime prevention and safety programs, statistical analysis as well as investigations into complaints and criminal activity.

The security communications centre is located on the Bentley campus in building 115 operating 24/7 monitoring CCTV, SafeZone, intruder and access control systems and providing assistance to the campus community.

If you would like to contact the security team require security - related information please dial **4444** from flat/unit phone and **9266 4444** from your mobile phone. A call point is also located at each residence Office and when pushed you are directly connected to security. Each call point is equipped with a surveillance camera.

CCTV

There are CCTV cameras strategically located across the campus and are also located within the student residences that are recording 24 hours a day. As well as being an effective crime deterrent they also provide evidence that is used for investigative purposes. Residents are welcome to visit the Security communications centre.

MEDICAL RESPONSE

Security members are First-Aid trained and will respond to all medical incidents, calling an ambulance when considered necessary.

MECHANICAL ASSISTANCE

If your battery is flat, telephone security who can assist you with a jump start to your vehicle and get you back on the road.

SECURITY ESCORT SERVICE

Curtin security officers are available to provide walking or vehicle security escorts to residents who feel uncomfortable walking alone, in need of transportation assistance around campus and for safety reasons.

Note: this is not a service designed for convenience.

GENERAL SAFETY TIPS

You can contribute significantly to your own personal safety by doing small but important things.

- Always be alert to your surroundings and the people around you
- If you feel uncomfortable in a situation or with a person, leave and where possible contact Security
- Lock your residence every time you leave, even if it's for a minute or two
- Immediately notify Security if you see any suspicious activity, or anything else that appears to be unusual or out of place around the residential areas. Dial **4444** from flat/unit phone and **9266 4444** from your mobile phone
- Do not leave personal belongings unattended
- Avoid carrying large sums of money or too many credit cards. For detailed information please refer to Safety At Curtin website <http://properties.curtin.edu.au/safetyatcurtin/>

SafeZone



curtin.edu.au/safezone

CURTIN CAMPUSES

SafeZone is a **FREE** app for all Curtin students and staff that connects you directly to the University's Security Team when you need help or first aid while you are on campus.

When you raise an alarm or call for help, all on campus security team members will be alerted to your situation and location so that they can quickly and effectively respond to help you **SAFE ZONE APP** for **BENTLEY AND AGRICOLA CAMPUSES**.

By using the Safezone App it allows residents to travel safely, they can communicate with security after hours and have security escort them if traveling by foot from both WASM to Agricola and also back to the Bentley campus Student residences download the SafeZone app **FREE** on the iTunes App Store <https://itunes.apple.com/au/app/safezone/id533054756?mt=8> or Google Play <https://play.google.com/store/apps/details?id=com.criticalarc.safezoneapp>

SAFER COMMUNITY RESPONSE TEAM (SCRT)

The Aim

SCRT is a multi-disciplinary team aiming to provide a safe and secure environment for the Curtin community by working together to prevent people from harming themselves or others and assisting people in need.

How you can help

Reporting incidents or behaviours of concern to SCRT.

What you should report

- Threat of suicide or self-harm
- Threat of physical violence towards others
- Alleged criminal acts including assault, domestic violence and stalking
- Mental Health concerns (stress) which have an effect on students and/or staff of the University community.

Who to contact to make a report

Contact Security on **9266 4444** or visit <http://properties.curtin.edu.au/safetyatcurtin/reportconcern.cfm> to submit a report online.

The SCRT team will accept anonymous reports.

In life-threatening emergencies call 0000 (internal phones) or 000 from a mobile phone.

For all other assistance please call Security on **4444** from flat/unit phone and **9266 4444** from your mobile phone.



HEALTH AND WELLBEING



HEALTH SERVICES

The Health Service is available to all Bentley campus students and staff. Its team of doctors and nurses offers management of all health problems, including issues relating to injuries, sudden illness, mental health, check-ups, sexual health and contraception, travel health, immunization and pregnancy - related support as well as diving medicals. They give advice and support for health and wellbeing improvement including weight loss, giving up smoking and support for drug and alcohol related problems.

Appointments can be made by calling **9266 7345** or using their online booking system http://life.curtin.edu.au/health-and-wellbeing/make_an_appointment.htm

Appointments can also be made with a dietician and mental health nurse. All visits are confidential and male and female doctors are available.

Doctor's visits are usually directly billed to Medicare or OSHC insurance so there is no cost to you. However, there may be fees for vaccines or dressings.

The Doctors are available 8.30am - 4.30pm Monday to Friday. A nurse is in attendance from 8am - 6.45pm Monday to Friday. Health Services on the Bentley Campus are located on Level 1, Building 109.

Kalgoorlie Campus: Residents should call or visit the Healthdirect website for a current list of health providers and opening hours, or enquire at the residence office.

If you require assistance outside these hours, call Healthdirect on **1800 022 222** for 24/7 health advice by phone, or check its website for opening hours for nearby medical centres <https://www.healthdirect.gov.au>

DISABILITY SERVICES

Disability Advisors can help you to overcome difficulties with your studies that are related to a short or long term disability or medical condition.

Services include assistance with:

- Making alternative exam arrangements
- Negotiating your support needs with academic staff
- Accessing specialised equipment, software, note takers or sign language interpreters
- Obtaining study materials in accessible formats
- Accessing the campus.

Please call **9266 7850** or email disabilityservices@curtin.edu.au to schedule an appointment with a Disability Advisor.

SOCIAL SUPPORT ADVISORS AND SERVICES

The Social Support Advisors (SSAs) will help you identify social wellbeing concerns and work with you in an individual consultation to help find healthy and useful solutions.

This may include:

- Financial and budgeting concerns
- Accommodation support – housing concerns or potential evictions
- Nutritional needs – lack of money for food and nutritional advice for a healthy, balanced diet
- Family and domestic violence concerns – safety planning, support with legal proceedings, referrals to external agencies
- Hygiene concerns
- Medical issues/hospitalisations – liaison with hospitals, support agencies and family members
- Relationship issues
- Support for victims of crime
- Adapting to a new culture.

The Social Support Advisors and Services conduct workshops in residences throughout the year with the aim of addressing different social wellbeing concerns to help you stay healthy.

The SSAs are located within Counselling and Disability Services on the Bentley Campus, in Building 109, up on the second level. To schedule an appointment with a SSA, phone **+61 8 9266 7850** or **1800 651 878** (free call outside metro area). For more, please visit <http://life.curtin.edu.au/health-and-wellbeing.htm>

STUDENT WELLBEING

To support your welfare and learning, Curtin has established a Student Wellbeing hotline (which is available during office hours) and email address. If you are affected by an incident or activity that might threaten or affect your sense of wellbeing, our staff will work with you to resolve the issue. In the event we are unable to resolve this immediately, an appropriate person will contact you to help you further. If you are unsure of where to go or who to ask, you are also welcome to contact this service with any query of concern. An appropriate person will contact you to help you further. If you are unsure of where to go and who to ask, you are also welcome to contact this Service with any query or concern.

Curtin Campuses

Tel: 9266 2662 or Ext 2662

Toll free: 1800 244 043

Email: studentwellbeing@curtin.edu.au

Visit: Building 103

Kalgoorlie Campus

Tel: (08) 9088 6029

Email: kalgoorliewellbeing@curtin.edu.au

Visit: Building 701, Room 1116

Hours: Monday to Friday 8.30am to 4.30pm

Web: http://life.curtin.edu.au/health-and-wellbeing/student_wellbeing_service.htm

CURTIN VOLUNTEERS (CV!)

Curtin has a student-driven volunteering hub doing exciting things right across WA. Get involved. This includes the John Curtin Weekends (JCW) and the Curtin Student Garden Projects <http://life.curtin.edu.au/leadership-and-community/cv.htm>

RESIDENCES INTERNAL TELEPHONE NUMBERS AND EXTENSIONS

All Bentley Campus Flat/Unit telephone numbers are 9266 (XX) (XX) (Residence Number) (Flat/Unit Number).

Incoming calls are unlimited, but outgoing calls are restricted. To make an external call from your flat phone, you must purchase a phone card. All calls to Curtin extensions (9266 XXXX) are free. To make an internal call just dial the last four (4) digits of the number ignoring the 9266.



AGRICOLA

Units	No phones
Residential Assistants	9088 6600

ERICA UNDERWOOD HOUSE

Flats	9266 96 XX (Flat Number)
Residential Assistants	9266 1316

GUILD HOUSE

Flats	9266 93 XX (Flat Number)
Residential Assistants	9266 93 93

KURRAJONG VILLAGE

Flats	9266 95 XX (Flat Number)
Studio 41A	9266 9561
Studio 42A	9266 9562
Studio 44A	9266 9564
Studio 45A	9266 9565
Studio 46A	9266 9566
Studio 47A	9266 9567
Studio 48A	9266 9568
Studio 49A	9266 9569
Studio 50A	9266 9570
Residential Assistants	9266 4647

VICKERY HOUSE

Units	9266 94 XX (Unit Number)
Residential Assistants	9266 1126

IMPORTANT HOUSING/ RESIDENCE DATES FOR 2017

First semester

- **13th February 2017** - Start of Residential Licence Agreement period.
- **24th March 2017** - 1st Semester University Census Date.
- **19th May 2017** - Payment due for second period Residential Licence Agreement fees.
- **3rd July 2017** - End of Residential License Agreement period.
- **3rd July 2017** - Residents concluding one period arrangement must depart by 10am.

Second semester

- **3rd July 2017** - Start of second Residential Licence Agreement period (only for two period agreements).
- **17th July 2017** - Start of second Residential Licence Agreement (only for one period Agreements).
- **25th August 2017** - 2nd Semester University Census Date.
- **11th September 2017** - Applications Open for returning to residence in 2018.
- **22nd September 2017** - Applications Close for returning to residence in 2018.
- **6th October 2017**- Offers for returning to residence sent (including Unsuccessful Applications).
- **23rd October 2017** - Close of Appeal Letter for unsuccessful Applicants for returning in following year.
- **4th December 2017** - End of Residential License Agreement period.
- **4th December 2017** - Residents concluding agreements must depart by 10am (unless approved for summer accommodation 2017/18).

Note

- Residential Licence Agreement periods.
- Two period Residential License Agreement (42 weeks in total = 20 weeks first period + 22 weeks second period).
- One Period Residential License Agreement (20 week period).



CHECK OUT/DEPARTURE PROCEDURE

ADVICE OF DEPARTURE TO THE OFFICE

Residents must depart no later than 10am on the final day of their Residential Licence Agreement. All residents are required to come to the Residence Office and make an appointment for their final inspection at least **two weeks** prior to departure.

Failure to notify us of your departure date and book an inspection time may be deemed as continued occupancy and an additional fee will be incurred at the short stay rate of \$65 per night. The 2016 short stay rate was \$65.00 per night with a minimum of 4 nights.

INSPECTIONS ON DEPARTURE

You will need to ensure that your flat/unit and room are thoroughly cleaned and ready for inspection prior to your departure. This hopefully will be done with the cooperation of your housemates. If this cooperation is not forthcoming, it remains the responsibility of each person leaving to ensure the flat is clean. If you fail to clean the entire flat/unit, and/or your bedroom, a deficient cleaning charge will be incurred and a sanction will be placed on your student record until the charge is paid. The flat/unit and bedroom will also be inspected for damage not reported in your Property Condition Report at the commencement of your agreement. Any unreported damage in excess of fair wear and tear will be charged accordingly.

DEPARTURES OUTSIDE OF OFFICE HOURS

If you will be leaving outside of Office hours, you are still required to notify the Office of your intended departure date. Upon your departure, you should leave your Residence keys in the top drawer of your desk and ensure that the door is locked behind you. Card access rooms will automatically lock on departure and your access will be disabled. Please ensure that you return any keys or temporary access cards prior to your departure as a charge will be incurred if they are not returned. We will inspect your room and flat/unit the following working day.

EXAM RESULTS (SANCTIONS)

Students with outstanding debts will have an academic sanction placed on their account. (Refer to section Residential Information A-Z, Sanctions for unpaid fees).

STANDARD FOR CLEANING

Please ensure that all areas – including the bathroom, toilet, kitchen and lounge/dining area - are cleaned thoroughly. The stove, refrigerator, freezer, sink and floors should be thoroughly cleaned as well as your own bedroom. Remove all luggage/bags or boxes from the flat/unit and bedroom so floors and carpets can be inspected.

DEFICIENT CLEANING CHARGES

Deficient cleaning is determined by an inspection of the flat/unit and bedroom by an authorised member of the Residence Management Team.

The resident/s responsible will be provided with an opportunity to rectify the deficient cleaning (if present during the scheduled inspection) to the required cleaning standards.

Failing to clean adequately or to rectify deficient cleaning will result in a non-compliance cleaning charge being incurred by the resident/s responsible.

DISPOSING OF UNWANTED ITEMS

Any unwanted items (like bedding, cooking equipment or clothing) can be left with the Residence Office for donation to a charitable organisation. Do not leave anything in your flat/unit or bedroom as it will be treated as abandoned property and you may be charged for its removal/disposal. This includes storage cupboards, bicycles and cars. All residents are reminded that they are not permitted to store or provide storage in the flat/unit or bedroom for returning or non-residents.

CHANGE OF ADDRESS

If you are not returning to the same residence the following semester, please ensure that you notify your change of address to anyone who may be sending you mail. We will not redirect mail after you have departed. All unclaimed mail will be returned to sender. You may like to apply to Australia Post to hold your mail until you return to Perth as redirections are not available for student accommodation. For more, visit <http://www.moving-services.com.au/planning-a-move/changing-address/organise-your-mail-redirection-early/>



ACCOMMODATION CONTACTS

CONTACTS FOR RESIDENCE	ERICA UNDERWOOD HOUSE	KURRAJONG VILLAGE	VICKERY HOUSE	GUILD HOUSE	AGRICOLA
Office Telephone	9266 1320	9266 4646	9266 1122	9266 9393	(08) 9088 6600
Office Facsimile	9266 1321	9266 4640	9266 1120	9266 9390	(08) 9088 6601
Residential Assistant	9266 1316	9266 4647	9266 1126	9266 9393	0418 146 928
Email Address	euh@curtin.edu.au	kurrajong@curtin.edu.au	vickery@curtin.edu.au	guildhouse@curtin.edu.au	agricola@curtin.edu.au
Manager	Leslie Bloxham	Norm Johnson	Paul Yates	Lana Dewar	Carole Fletcher
Supervisor	Tom McFarlane	Amanda Tan	Lui Lee	Mokshada Ramsurrun	Rowena Monger
Officer	Jeanette Liddiard	Yen Hieu	Ashlyn Martin		Deborah Barton

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