UniLodge | Park Avenue

2027

RESIDENT HANDBOOK

8 Leonard Street, Parkville Victoria 3052 Australia

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Welcome to UniLodge Park Avenue

On the lands of Wurundjeri Woi Wurrung people, of the Kulin Nations, and whose Elders past, present, and emerging we acknowledge.

We trust that your stay here will be both enjoyable and productive. We understand that you are here not just to study, but also to enjoy yourself and be at ease. We hope to alleviate some of the pressures you will face, through our Residential Life Program, which includes a variety of social events, life skills and links to the University's extensive student services.

The Resident Handbook is designed to enhance everyone's understanding of the building and to understand your obligations in observing the "House Rules" in relation to the Residential Tenancy Agreement. The aim is that through a better understanding, all residents can enjoy their stay.

Most of the issues in this Resident Handbook are based on common sense and outlined during the initial sign-up process, and subsequent orientation. The regulations are designed for your comfort, safety, security and wellbeing.

We hope you find this guide useful in answering any questions you may have - but should you still have any queries, please feel free to ask – we're here to help!

UniLodge management is committed to developing an atmosphere and environment that provides students with the support you need, and the best possible opportunities to maximise your potential to achieve success and an all-round student experience.

A very warm welcome to UniLodge Park Avenue

The UniLodge Park Avenue Team

Enjoy your stay!

ARRIVAL AND SETTLING IN

This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Residential Tenancy Agreement'. You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as an agreement to abide by the building rules and contract obligations. You are also entitled to a copy of the signed Residential Tenancy Agreement.

The items you will receive upon check in are:

- A security fob and mailbox key
- A copy of the Entry Condition Report for your room
- A copy of the Residential Tenancy Agreement

Most students arriving from overseas experience a certain amount of 'culture shock'.

The people, the weather, the food, and the buildings may be new, and it may take you a little time to get used to your new surroundings.

Many new students, including Australian students, are living away from their family and friends for the first time. So, we encourage you to become involved in our Residential Life Events, where you can make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staff are here to help you! We also have many students from different countries that are going through the same experiences as you. Please come and see us - if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

UniLodge Office hours- Monday to Friday 9AM TO 5PM
Issues outside of office hours? Please contact our Residential Advisor – a student and resident just like you, who is on duty when the office is closed – on
0433 503 418.

INDUCTION PROGRAM

To introduce you to our building, we run an induction program that tells you more about who we are, what we do, and how you can make the most of your time here.

All residents are required to complete this induction program within seven days of moving in – but in good news, most of it can be completed before you even arrive, which will mean you'll be ready to fully embrace your new home as soon as you arrive.

The first part of our induction program is a set of online modules. These modules will only take a few minutes to do for each module, and each is followed by a short quiz.

All residents are required to complete these modules within three days of moving in – but as they contain handy information like video tours of the building and hints for getting around Melbourne, we recommend you complete them before you even arrive. You never know, it might just help you adjust what you pack to bring with you!

How to complete the modules:

Once the booking is confirmed, the resident will receive an email with instructions to gain access to complete online modules.

The second part of our induction program is after you arrive. During intake periods, we run induction program once a week, where you'll get to meet an RA, learn more about your new home, go on a tour, and share a meal with your fellow residents. This is the best way to start to meet your neighbours, so make sure you get along to the first sessions that you're available for when you arrive!

Outside of our main intake periods, our onsite staff will arrange to meet with you for a personalised tour around the building and induction session.

ARRIVAL CHECKLIST

Before you arrive

- Book an arrival time.
- Have your passport (or other ID if an Australian citizen), proof of university enrolment, a copy of your student visa and any other documentation you've been requested to provide ready to go.
- Complete the ADES introduction modules (instructions on how to complete them in the section 'Induction Program')
- Put the RA phone number 0433 503 418 and the Park Avenue office number (03 9966 5420) in your mobile phone

Within three days of checking in

- Complete your Entry Condition Report and ADES modules – your swipe card will expire after three business days, meaning you will temporarily lose access to your room, unless these are completed and handed in.
- Attend an induction evening to meet an RA and other residents.
- Make sure you have access to the Wi-Fi and the residential Portal.

RESIDENTIAL LIFE PROGRAM

What is the Residential Life Program?

Our Residential Life Program consists of a range of events, activities, and support networks to help you meet new people, settle into Melbourne, do well in your studies, and make the most of your time here at Park Avenue. It's run by our Residential Advisors – and we love suggestions from you too!

You'll see our Events Calendar on our notice boards around UniLodge Park Avenue – you can also check for events Resident Portal!

What types of activities underpin the Residential Life program?

- Barbeques and nights full of entertainment that encourage interaction, fun and friendship.
- Trips away –indoor rock-climbing, bike riding, and travel to great Australian icons
- Educational and special interest forums, seminars and focus groups.
- Life skills sessions such as budget workshops, interview skills, and resume writing workshops.
- Socially responsible activities such as raising much needed funds for a charity such as November, or participation in community activities.
- Games and movie nights
- Sporting activities such as netball, basketball, Australian footy and cricket
- International parties and cultural activities

FACILITIES s SERVICES

Services from Reception

Service	Cost
Lock out fee	$30 during Office Hours $65 After Hours
Replacement access fob	$75
Replacement mailbox or locker key	$65 per key
Printing	$0.50 per page black C white $1.00 per page coloured
Photocopy & scan	$0.50 per page black & white $1.00 per page coloured
Vacuum Cleaner	Free for 30 min, then penalties apply
Your location Iron	Reception
Trolley	Free for first hour, then penalties apply

BBQ

The BBQ is located in the outdoor Rooftop area on Level-3 and also on ground floor. Both BBQ are available to residents every day for free use. Please ensure that you clean the BBQ after use and do not leave personal items in the area. You will have access to this area between 8pm to 8am.

Bicycle Storage

Bicycle racks are located in the security bike storage area on the ground floor, next to basketball court. All bikes need to be registered first with UniLodge reception, and we will then give you access to the bike storage area. Bikes cannot be stored in your room, or the corridor.

Car Parking

Car parking is not available at the property. Paid street parking is available, or the closest undercover carpark is located at Royal Parade Car Park, 11 Royal Parade, Parkville VIC 3052.

Laundry

A laundry with washing machines and dryers is located on the lower ground of the residency. For effective cleaning and drying, do not overload the machines. Please don't leave washing or baskets in the laundry room unsupervised. If you experience a problem with one of the machines, please fill out a Maintenance Report. If you are unsure about how to use laundry machines, please refer to the instructions provided on the laundry machines and laundry posters.

- *Washing detergent is included automatically in some machines - please refer to laundry signage. Please don't add your own, otherwise you will end up in a soapy mess!*

Laundry payment method: UniLodge Residents can pay for their wash the instant they walk into the laundry from their mobile phone; no account setups are required, just scan a QR, select washer or dryer number, pay and start.

Mail, parcels, and other deliveries

All mail and parcels are received by reception and can be collected between allocated reception hours, usually between 9 am and 10 am and 4 pm to 5 pm (subject to change without notice). Please refer to the notice board on the ground floor for the updated parcel collection hours.

You will be notified via email when we receive your parcel at the front desk and when to come in to collect it.

If you are not available during parcel collection hours to collect the parcel, you can email us at parkavenue@unilodge.com.au to authorise someone else to collect the parcel. Alternatively, you can advise the UniLodge staff via email to STOP collecting your parcel. Then you can collect the parcel at the nearest post office at 55 Royal Parade, Parkville.

Please note that we will not be responsible for any unattended parcel left by the postman in the mailbox.

Please note that UniLodge cannot accept groceries and meal deliveries and cannot be left unattended inside the foyer – be sure to have your deliverer contact you.

Reception

Our staff will assist with questions and queries regarding the property and have a range of knowledge concerning the local area, food, travel and general information. Reception hours are as follows:

Monday to Friday 09:00am – 5:00pm

Saturday, Sunday and public holidays - closed (RA on duty)

Resident Lounges

There are resident lounges on the lower ground, ground, 1st, 2nd, 3rd C 4th floors.

- **Lower Ground Floor:** cinema C courtyard area
- **Ground Floor:** Study rooms, communal kitchen, BBQ, lounge, gym, Tv room, external playground, internal courtyard and garden C outdoor lounge
- **1st Floor:** Study room, kitchen and donut breakout lounge
- **2nd Floor:** Study room, kitchen
- **3rd Floor:** Study room, kitchen, lounge and donut roof terrace
- **4th Floor:** Study room

Please show consideration to your fellow residents by cleaning up after yourself when using these areas.

Rubbish

Please empty your rubbish and recyclable items into the respective chutes (general garbage and recyclable) which are located on each level. This should be done on a regular basis for health and hygiene reasons. If something does not fit in the chute, it is preferable you dispose of your rubbish and recyclable items in the Ground Floor garbage room.

Penalties apply for any rubbish and recyclable items left outside of the garbage chutes. Ensure rubbish bags are tightly closed before you put them down the chute. For recyclables, it is important that you flatten boxes and place them in the recycling bin outside the ground floor kitchen.

- *Chutes are located next to apartment number 23 on level 1 to 5.*
- *Lower ground & ground floor residents need to go to rubbish bin area to throw away the rubbish. The rubbish area is located on the ground floor next to apartment number G23.*

Study Rooms
You can invite your friends to join a study group and share your creative ideas in one of our two Study Rooms located on the ground floor. These rooms are fully equipped with large flat screen TVs, wall-sized whiteboards, tables and multiple PowerPoints. We also have study rooms located on each floor from level 1 to 4.

Transport
Information on public transport can be obtained from the Public Transport Victoria website or you can download the PTV app on your mobile phone. Our friendly customer service staff can assist you to navigate the website or the app.

Utilities - Electricity, Gas s Water
Electricity, gas, water and wi-fi costs are included in your rent.

LOOKING AFTER YOUR ROOM

Floorboards
You can borrow a vacuum cleaner and mop C bucket from Reception to clean your floors. We recommend you vacuum at least once a fortnight. The cleaning equipment's are available whenever Reception is open.

Departure Cleaning
Your room has been professionally cleaned prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, UniLodge has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of a very high standard which meets our expectations.

Please do not remove any item from your room or equipment that has been provided by UniLodge.

Ensuite bathrooms
Keep the grout and silicone clear of mould and stains through regular (we recommend weekly) cleaning using water, a cloth, and a shower cleaner or natural alternative.

Air conditioners
The air conditioner unit has dust filters that need regular cleaning. It's usually a simple matter of popping open the plastic cover and removing the filter. Take the dust filters outside for a good brush or shake. They can usually also be vacuumed for a thorough clean; use the vacuum cleaner's dusting brush head if you have one. If the dust filters are very dirty and grimy, you can wash them in warm water with some mild detergent and rinse them clean. Make sure they are completely dry before putting them back in the unit.

Hanging items on walls
You can hang items on your walls, but you must ensure you do not damage the walls in the process, and that you remove everything before you leave. You can buy special hooks, such as 3M removable hooks, from supermarkets or hardware stores, which are designed not to damage the walls once removed. Please do not use sticky tape or blue tac, as both of these will cause damage. Any damage caused as a result of removing these hooks will be your responsibility and repair will be at your cost.

Hard floors (ensuite rooms only)
Use a light floor detergent mixed with water. Make sure the flooring is dry to avoid slipping when you walk across it.

Hard surfaces (desks, cupboards etc.)
A wipe over with a clean, soft damp cloth should be sufficient to keep all Laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

Mattress
Please ensure that you use the mattress protector on your bed between the mattress and your sheets to prevent stains or damage to your mattress.

Roller Blinds
You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off, it will be at your cost to have it re-attached.

Smoke Detector

Your room has been installed with a smoke alarm. Generally, they are located on the ceiling of your room. Each one is connected to a 240V power supply via your room switchboard. **If you attempt to tamper with or remove your smoke alarm, you may be fined more than $3,000 by Melbourne Fire Brigade.**

Windows and mirrors

Clean your windows and mirrors with a soft, lint-free cloth and water, white vinegar or a window cleaner – please don't use abrasive cleaners, scouring pads or anything else that's abrasive on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products.

YOUR SHOP



UniLodge residents don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with them. Our online shop, called "Your Shop", is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive. Items are available for purchase throughout your stay with us at Park Avenue.

Here's what one of our current residents had to say about Your Shop:

"I am satisfied with my product. It was very good value for money, & having everything already in my room when I moved in was a great relief."

- Tom, UniLodge Resident

Visit Your Shop now and order today!



COMMUNAL KITCHEN

The common area kitchen and dining area are regularly cleaned by cleaners appointed by UniLodge. The cleaners' duties do not include tasks that are your responsibility such as:

- Washing up your dirty dishes
- Removing your rubbish and placing it in the rubbish bins

Any items left in the common area kitchen will need to be cleaned and put away off the benchtops into your reserved wooden lockers or assigned fridge space. Pots and pans can be stored under the stoves provided they are clean and tidy, but please remember that this space is communal, and others may use them.

If you see any issues in the kitchen, such as blocked sinks or faulty stovetops, please report them to a staff member or file a maintenance report.

Please keep all frozen items in a bag that you can close in the freezer – we recommend a zip up insulated bag from the supermarket. Please ensure you write your name and room number on your bag. You can put it in a freezer of your choice.

You are welcome to purchase a lockable bag or basket to store your food in instead.

We conduct regular cleanouts of all the fridges and freezers in the building. When we are doing this, we will give you a week's notice, sending out an email, and putting posters on the fridges or freezers to let you know what's being cleaned out and how to prepare.

Please also ensure you always close the fridge and freezer doors properly behind you – if they are left propped open, the appliance can warm up and food spoil.

BE SUSTAINABLE

We're trying to ensure life at Unilodge Park Avenue is as envionmentlally friendly and sustainable as possible, which is why we've got a range of energy and water saving initiatives in the building, as well as aim to keep as much waste out of landfill as possible.

But to do this we need your help! Some things that you can do to help us include:

- Keep your showers short – use a timer to keep your shower length to four minutes.
- Say 'no' to single use plastic – have a set of re-usable bags for your shopping, and keep a set of reusable cutleries, straws and a reusable coffee cup in your bag for takeaway. You can even get reusable takeaway containers that flatten down and you can get your takeaway food put into it!
- Separate recycling from landfill, and put each down the right rubbish chute



GETTING HELP

We promote a culture of mutual respect, inclusion and celebration of diversity. We aim to provide opportunities for the building of intercultural understanding and friendship. This means everyone feels respected, looks out for everyone else, and shares a sense of family, friendship and belonging.

UniLodge strives to provide community-based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. Confidence is kept, and you can be assured of a sympathetic ear regardless of the size or nature of your problem.

Things that can take time to adjust to include:

- Transitioning school to tertiary/university life
- A different education system with different demands
- Living away from home, family, and friends, and looking after yourself
- Settling into city life, a new state or a new country
- Language barriers and lifestyle and cultural changes
- The administration involved in setting up life in a new place, such as signing up to bank accounts, tax file numbers, superannuation and more.
- Managing your study loads

UniLodge staff are here to assist you with all these issues and more. Feel free to pop into reception and we will be happy to give you the information you need or direct you to other people and services who can assist further.

If you, or a fellow Park Avenue resident, is affected by illness, accident, death of a relative, or any other challenges, please contact our Customer Service Manager. If necessary, we can refer you to the appropriate counsellors for further support. We're here to help in any way we can.

Complaints

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

Here are the steps to follow if you need help to resolve a problem:

Step 1 - Talk politely and openly to the person involved.
Step 2 - Inform the person that you will take the matter to UniLodge management
Step 3 - Inform the UniLodge manager of the complaint, and they will work with you to resolve the issue.

If you have a complaint against UniLodge Park Avenue, please come and speak with us about it; we will always do our best to help you! Please note complaints must be processed with UniLodge Park Avenue, and not with the University unless you wish to escalate an unresolved complaint that has not first been addressed by Unilodge Park Avenue staff, or secondly by UniLodge Australia's head office in Brisbane at (07) 3233 3700.

Financial Difficulties

If you are experiencing any financial difficulties, please speak to the Customer Service Manager. Often, these difficulties can be managed by the implementation of a financial plan.

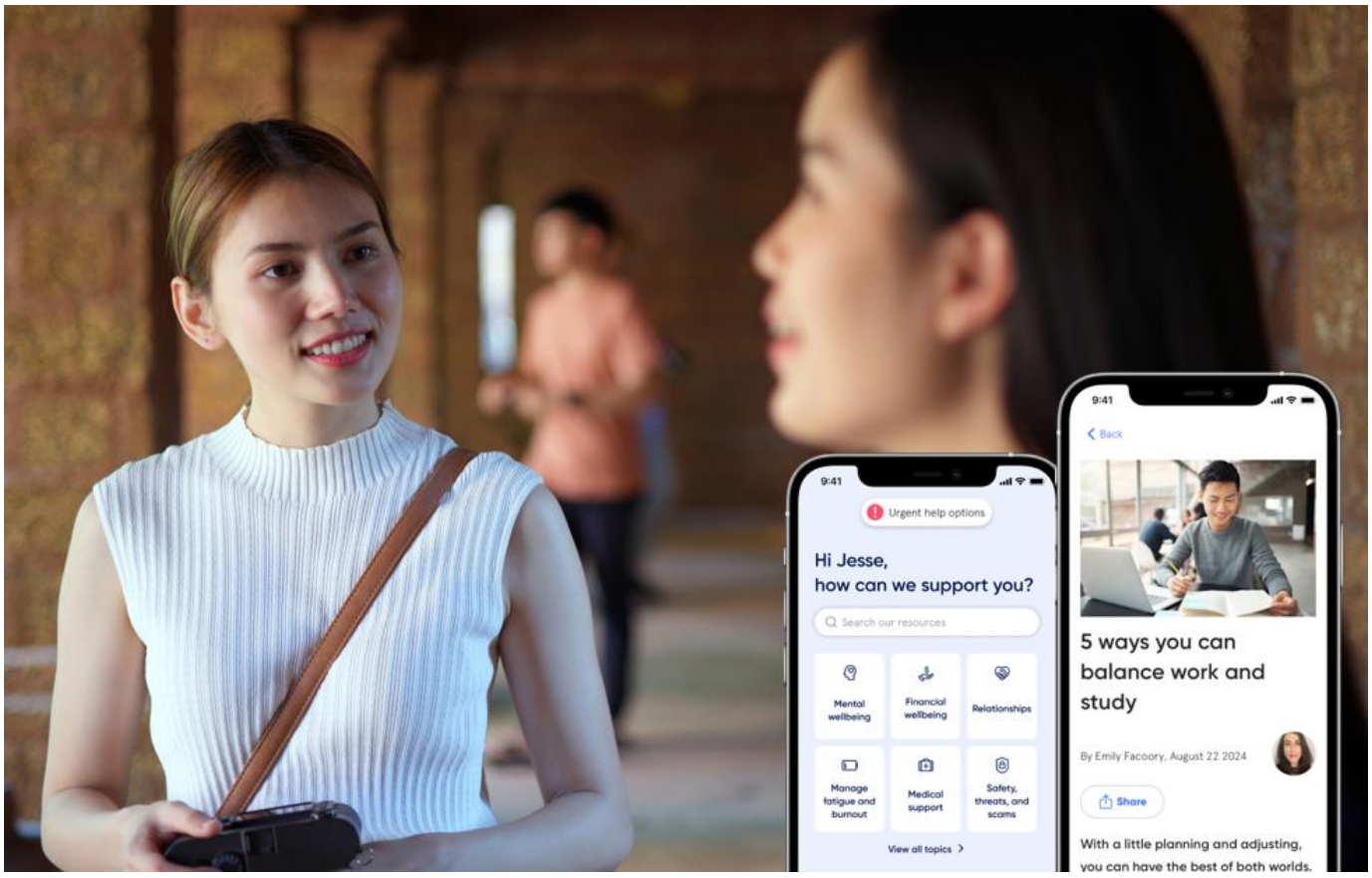
The Customer Service Manager can also help connect you to the University, which may be able to offer some form of assistance through their Financial Aid team. The Financial Aid team provides student loans, advice and advocacy around Government student payments, grants based on financial need (including housing/rent assistance grants) and welfare support.

Sonder

When Australia feels brand new, we're here for you – 24/7

Get help, answers, or someone to talk to - 24/7. Sonder provides you with free, confidential medical, safety and wellbeing support.

Scan to download the Sonder APP



Sonder

sonder.io/members

Here's how Sonder can support you

Popular help topics

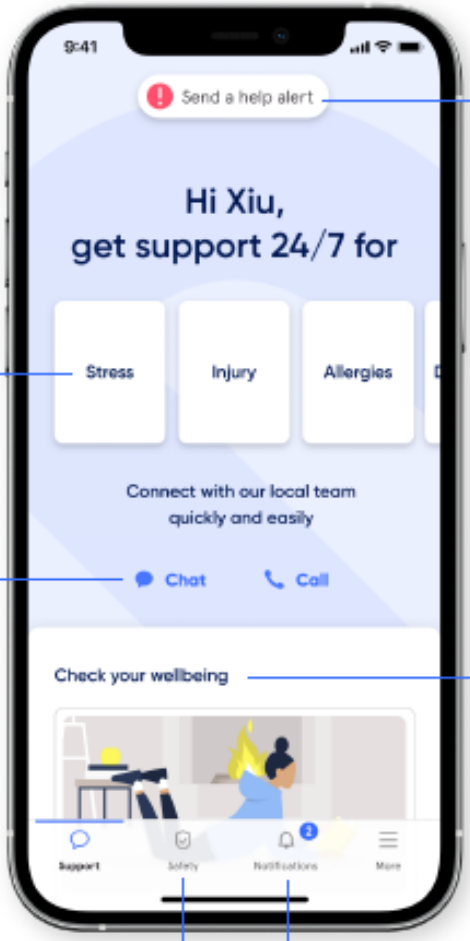
Start a live chat, call or discover helpful resources across these common topics

Live chat or call

Connect with nurses, psychologists, wellbeing experts and emergency responders directly

Track my journey and check on me

Feel safe and secure knowing someone is always looking out for you when you travel home, after class, meet someone new or walk alone in an unfamiliar area



24/7 help alert

Instantly connect with the Sonder team or emergency services

Resources

Access information on a wide range of topics such as:

- COVID-19
- Mental health
- University support resources
- Stress and anxiety
- Fatigue and sleep
- Family and relationships

... and much more

Wellbeing assessments

Our quick and easy questionnaires will allow you to reflect on your wellbeing and overall health

Notifications hub

Sonder constantly scans the environment for events that might impact your safety, such as natural disasters, COVID-19 changes or criminal incidents nearby. Find all relevant updates here

Access your free Sonder account

Scan QR to download Sonder

Sonder. Right care, right time.
sonder.io

Sonder

LIVING TOGETHER AT UNILODGE PARK AVENUE

Living in a close community like Unilodge Park Avenue can be a lot of fun, but it will take effort and compromise. Follow these escalation steps if conflicts arise.

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 the issue becomes a major problem and try to come to an agreement.

↓

If you feel that you are unable to come up with a suitable solution, you can call Customer Service to discuss your problem. If needed, Customer Service Manager will arrange a meeting with all relevant residents to discuss concerns and help resolve the problem.

↓

If these steps have been followed and you find that the conflicting issues are still present, please contact the Customer Service Manager or the General Manager for further assistance with dealing with the matter.

Tips for happy living around others

- Tidy up after yourself.
- Keep your room clean and tidy.
- Be aware of the noise you and any guests you have over produce.
- Be considerate with your use of shared facilities and equipment.
- Always put your rubbish in bins or down the chute
- Don't leave food lying around (it encourages pests)
- Store valuable items in your room

Personal Problems

Do not be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are getting you down. Our team is here to support you and provide guidance, assistance and referral where necessary.

The University of Melbourne Counselling and Psychology team can be contacted through their webpage, or by phone (+61 3 8344 6927).

Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, simply ask.

All matters discussed will be kept confidential.

Sexual Harassment

Sexual harassment is both unacceptable and may break the law. It occurs where:

- a person subjects another person to an unrequested act of physical intimacy; or
- makes an unrequested demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person.
- Also if the person engaging in the conduct described above does so:
  with the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be

offended, humiliated or intimidated by the conduct.

UniLodge is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains this way. Anyone at Park Avenue who indulges in any form of discrimination or sexual harassment will be asked to leave.

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

If you think you have been subjected to any form of discrimination, please contact the Customer Service Manager or General Manager and the appropriate steps will be taken.

Social Support

We will organise events and activities throughout the year as part of the Residential Life Program. We encourage you to participate in these activities as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Participating in the organised social events will help you make friends and develop long lasting relationships that will enrich your experiences here at Unilodge Park Avenue and your time spent as a student.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and, as such, this puts responsibilities on both management and residents. As a resident, you must not cause or contribute towards an accident, such as by preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits or interfering with any fire safety notice or equipment.

Gender Based Violence

At UniLodge, we are committed to fostering safe, respectful, and inclusive environments across all our student accommodation properties in line with the National Higher Education Code to Prevent and Respond to Gender Based Violence 2025.

Gender-based violence (GBV) includes any form of harm, coercion, or control rooted in gender dynamics, including (but not limited to) sexual assault, harassment, stalking, coercive control, and technology-facilitated abuse. Recognising that GBV disproportionately affects women, and is compounded by intersectional factors like cultural background, disability, or diverse sexual orientation and gender identity, our whole-of organisation approach prioritises primary prevention through evidence based strategies that challenge gender inequality, promote cultural change, and ensure trauma-informed support for residents and staff.

Our Strategic Plan comprehensively addresses GBV prevention and response, tailored to the specific requirements of Standard 7 of the Code.

Our Plan integrates dynamic policy, continuous education programs, and a 'No Wrong Door' disclosure process that empowers community with choice and agency, while working to mitigate systemic risks, barriers and enablers.

To learn more about our initiatives and how we are driving long-term change, view our full Strategic Plan here.

DISCLOSURE

If you or someone you know has experienced Gender-based Violence, there is support available. You can make a Disclosure via any of the following channels:

- Speak directly to your Res Life Manager (RLM), Res Life Coordinator (RLC), General Manager, or Residential Assistant (RA).

- Call your Res Life Team or General Manager on the number provided for them.
- Use the online Disclosure and Support Form via the QR Code.
  You can remain anonymous.



UniLodge

GENDER-BASED VIOLENCE
UNILODGE POLICY



GENDER-BASED VIOLENCE UNILODGE POLICY

DEFINITION

Gender based Violence means any form of physical or non-physical violence, harassment, abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or deprivation of liberty or autonomy, and where the conduct is:

(a) Driven by unequal gender power dynamics or relationships, and/ or

(b) Connected to gendered expectations or stereotypes, and/ or

(c) Extended to Gender Identity and/or expression.

MISSION STATEMENT

At UniLodge, we are committed to providing safe, inclusive, and supportive living environments for all residents, staff, and visitors.

UniLodge adopts a proactive, evidence-informed, and risk-based approach to the prevention and response of Gender-based Violence, prioritising the safety, dignity, and autonomy of those impacted.

Gender-based Violence in any form is unacceptable and will not be tolerated in the UniLodge community.

Through strong leadership, clear policies, ongoing education, accessible support, and robust accountability, UniLodge maintains a culture of respect, equity, and responsibility across our student accommodation portfolio.

PRINCIPLES

UniLodge adopts five (5) core principles in working to prevent Gender-based Violence:

1. **Safety First**: Safety and wellbeing are the overriding priorities in all decisions and actions.
2. **Accountable Leadership**: UniLodge leaders own this policy, model respectful behaviour, drive prevention, and ensure measurable progress and continuous improvement.
3. **Education is Critical**: Continuous evidence-based education is coupled with robust ongoing assessment to identify systemic risks, enablers, and barriers, with measurable, action-based targets to ensure safe environments.
4. **Person-Centred and Trauma-Informed Systems**: All processes are designed to be trauma-informed, person-centred, and culturally safe. The agency and confidentiality of the person who has experienced harm are upheld, and procedural fairness is maintained for all parties. Through collaboration with universities and the UniLodge community, our systems are designed for transparency, integrity, and impactful consultation.
5. **Shared Responsibility**: Every member of the UniLodge community has a role in preventing Gender-based Violence and fostering a respectful environment.

ROLES AND RESPONSIBILITIES

All Members of the UniLodge Community (residents, staff, visitors, and contractors): Every person in our community plays an active role in preventing and responding to Gender-based Violence by:

- Promptly disclosing any incident or concern involving Gender-based Violence.
- Completing all mandatory education, orientation sessions, workshops, and awareness campaigns.
- Consistently modelling respectful, inclusive, and equitable behaviour and, where it is safe to do so, using ethical bystander intervention to support others.
- Contributing honest feedback through anonymous surveys, focus groups, and forums to help shape policies and practices.

Accommodation Staff (in addition to the above): Frontline and residential staff are required to:

- Actively participate in regular, ongoing training on prevention, recognition, and trauma-informed response to disclosures.
- Follow all Gender-based Violence procedures, and support colleagues and residents to do the same.

- Engage in regular wellbeing check-ins and access professional support to manage vicarious trauma and maintain their own capacity to help others.

UniLodge Leadership (Executive and Senior Management): Leadership is accountable for:

- Owning, championing, and regularly reviewing this policy and its implementation.
- Proactively addressing the known drivers of gender-based violence and ensuring full compliance with relevant legislation and standards.
- Ensuring all residents and staff have ongoing access to high-quality education and training.
- Ensuring that disclosure and reporting pathways are safe, trauma-informed, person-centred, culturally safe, and accessible — particularly for women, First Nations people, CALD communities, people with disability, and people of diverse sexual orientation and gender identity.
- Regularly seeking and acting on community feedback and maintaining strong collaboration with university partners and other providers.
- Publishing transparent, measurable progress reports to the UniLodge Board.

Gender-Based Violence Executive Officer: The designated Executive Officer is responsible for:

- Implementation of the UniLodge Gender-based Violence Strategic Action Plan 2026-2028.
- Coordinating the rollout of the policy, education programs, system uplift, and budget allocation.
- Facilitating annual risk assessments and data collection to identify and mitigate emerging risks.
- Leading a formal policy review at least every three years, incorporating community consultation and independent expert input where needed.

A breach of this Policy may result in action by UniLodge. Alleged or actual conduct by staff, residents and contractors that constitutes Gender-based Violence will be handled in accordance with the UniLodge Gender-based Violence Procedure. It may also fall under the relevant Code of Conduct, UniLodge Grievance and Complaints Procedure, Workplace Health and Safety Policy, or the relevant Resident Handbook, as applicable.

Any reports of non-compliance with this policy must be made in writing to feedback@unilodge.com.au.

This Procedure supports UniLodge's compliance with the National Higher Education Code to Prevent and Respond to Gender-based Violence 2025.



Vicki Nagle
Chief People Officer
December 2025

YOUR AGREEMENT WITH US

Condition Report

At the commencement of the Residential Tenancy Agreement an Entry Condition Report will be completed and signed electronically by the resident and Unilodge staff. This Condition Report will be used at the end of the Residential Tenancy Agreement to assess any damage to the room, its furniture and equipment.

The completed Condition Report must be **submitted within 3 business days** of you receiving the report. Failure to do so, means any changes you feel are necessary cannot be included in the report if it is not returned; or if you turn it in late.

Eviction

UniLodge Rules of Tenancy promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or violate these guidelines, he/she shall receive written warnings from the UniLodge management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a "Notice to Vacate" and an application will be made for eviction.

In addition to the termination provisions, "Notice to Vacate" will be given to any resident who:

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

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

Bond

The Bond is sent to the **Residential Tenancy Bond Authority (RTBA)** – a government organisation. There it is held in trust for the term of the tenancy. The bond cannot be used for rent at any time. The cost of any repairs or excessive cleaning may be deducted from the bond upon departure.

Termination of Tenancy Agreement

A Residential Tenancy Agreement may be terminated if:

1. The resident fails to pay the rent within fourteen (14) days of the due date. Also, if the resident fails to pay all outstanding expenses within seven (7) days after receiving their account. Eviction notices require the resident to vacate the property within fourteen (14) days.
2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.
   At the termination of a Residential Tenancy Agreement, the president's personal property must be removed. Any property left in the room will be disposed of in accordance with the Residential Tenancies Act 1997.
   The Residential Tenancy Agreement is a legally binding document. If broken, you will incur penalties.
   Where a resident believes that they cannot continue to stay in the room, they must notify UniLodge Park Avenue management in writing as soon as possible.

Breaking the Residential Rental Agreement

When considering the early termination of your Residential Rental Agreement, it is your responsibility to:

- Continue to pay all rent charges until a new resident can be secured or the Residential Rental Agreement ends, whichever comes first.
- Pay all associated costs including applicable advertising and break lease fees as set out in your Residential Rental Agreement. In all cases, a departure cleaning fee applies.

You are required to give us 28 days' notice if the reason for the early termination falls under "special circumstances". However, it is in the resident's best interest to give as much notice as possible.

Cancellation of confirmed booking prior to arrival

The payment of the first two week's rent and bond is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special circumstances (with appropriate support documentation) would a refund be considered, subject to the Residential Tenancies Act 1997.

Please refer to the UniLodge Park Avenue Cancellation Policy for full details on cancellation scenarios and associated fees.

RULES OF TENANCY

These rules form part of your Residential Tenancy Agreement with UniLodge. Please read these rules, and if you have any questions or need a translator, advise reception.

Absent from your Room.
If you intend to leave your room for any length of time, please complete the vacation form using the QR code at Reception. This will help us to locate you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is always prepaid.

Access to other rooms
Entering another resident's room without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. If you are invited into a room, and subsequently asked to leave, you must do so immediately. To prevent trespassing and, in particular theft, all residents should keep their doors closed and windows locked regardless of whether or not they are in their room.

Access to the Building
The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors.

Additional Furniture
The installation of other furniture into a resident's room is not permitted unless a written application is submitted to and approved by UniLodge management. Every request will be looked at separately depending on the size of the room and furniture required. This includes items such as fridges, freezers, portable aircons, etc.

Alcohol
Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own room. Alcohol is NOT permitted in common areas, hallways, or outside the entrance of the building.

Under 18s are strictly NOT allowed to consume alcohol on the UniLodge premises.

Behaviour
Residents must agree to abide by the code of conduct. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Residential Tenancy Agreement. Residents can contest any disciplinary action by first contacting UniLodge Australia head office (07) 3233 3700 and secondly Consumer Affairs Victoria 1300 558 181.

Building Security
All residents and visitors agree to be bound by the security regulations and as instructed by management.

- Residents must always carry ID and, if requested, show it to management, security or staff.
- Under no circumstances are residents to loan out their security swipe card.
- Residents must not let non-residents enter behind them. If in doubt, they must call the RA on duty or notify reception.

Candles
It is forbidden to use candles and incense in the building, as they risk setting off the smoke alarm. Residents who set off the fire alarm are liable for the costs passed onto the property by the Melbourne Fire Brigade (see Cooking).

Children
The property has not been built with the safety of children in mind, and therefore children are not permitted to reside within the building.

Cleaning and Inspections
You are responsible for the day-to-day cleaning of your room. In addition to this, your room will be inspected every six months after the initial first inspection of your room. We will notify you in writing before we come to inspect your room for cleanliness and possible property damage. Residents who fail these inspections will be required to rectify any issues and a further inspection will be arranged.

Common Property
You must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The resident is liable for all damages caused. You must not remove furniture (chairs, beanbags) from common areas. When vacating, do not leave unwanted items in common areas to give away. If your items are in good condition, you can leave them in our charity bins in the Bin Room or give them directly to friends. If not, please dispose in the bins in the Bin Room.

Cooking
To ensure the safety of yourself and other residents, and avoid a false fire alarm, never leave your food unattended. Always keep the rangehood exhaust fan on high**.** The rangehood is located above the cooktop. Make sure it switched on (you will be able to hear a low sound) at all times – even when you don't anticipate smoke.

If your cooking triggers the smoke alarm, the Metropolitan Fire Brigade will come to Park Avenue. If the brigade deems it a false fire alarm, they will charge you for all costs associated with their emergency call out. This can be a costly exercise – that is a minimum of $3500. Please exercise care when cooking.

Store your items and spices in your assigned cupboard. Do not hang dish towels on your locker. Fridge space is assigned, and you will be given a box for your items. However, you are welcome to use whichever freezer you prefer.

Please note that we have a right to dispose of your items if your food items and storage boxes are not labelled.

Drugs and illegal Substances
The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under NO circumstances are any illegal substances permitted within the complex, including possession or use of equipment associated with the use or manufacture of illegal drugs/substances. Failure to comply with this rule can result in eviction. If you or someone you know is struggling with drug use, please speak to our team so that we can help connect you with appropriate support services.

Furniture and Equipment
The furniture, and other items provided in the rooms are to be used for the purposes for which they are made. The resident is liable for damage to this property.

The resident is not permitted to make alterations or additions to the room or the furniture and equipment within the room, unless the request has been given in writing and approved by management.

Gambling and Gaming
Gambling is not permitted on the premises.

Guest Policy
Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building. Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.
Guests are not permitted to stay overnight. The maximum occupancy under the building fire regulation is ONE. Guests who are found to be staying overnight will be asked to leave immediately.

Identification
Identification should be carried at all times as it allows management and security to determine if a person is a resident at Unilodge Park Avenue. It also allows after-hours access should you lose your swipe card. **You should always keep your swipe card and ID separate.**

Lockouts
A charge of $30 for office hours lockout and $65 for afterhours lockouts will apply each time you are locked out of your room. If you have lost your swipe card, you will be issued with a new building access fob – note, a fee of $75 will be charged for replacement. Make sure your key card is not in your room when you request a new card; we cannot refund your money if you find your card at a later date. Please remember to keep your room key with you at all times, including during fire alarms.

Noise Curfew
As this is a student residency, people are here to study and as such noise must be kept at a minimum after 10pm. If you are being bothered by excess noise, you are reminded to call the Resident Advisor on duty, they will then investigate the situation and revert back to you. Special curfew hours apply during exam times – You will be notified via email.

Neighbours
You are further reminded to keep the noise down when entering and exiting the building, especially at night. Please be respectful to our local neighbours, who can be bothered by loud noises residents make

coming home late at night. Residents who do not respect this may receive a breach. A breach notice is a formal warning that one of the parties is not fulfilling their obligation. The notice details what must be done for the party to be compliant and how much time is allowed for the party to respond.

Parties

Residents are not permitted to have parties in their rooms and management reserves the right to shut down a party if necessary.

Pets

Under no circumstances are you are permitted to bring any pets or animals into the building as the building is not suitable for pets. This includes fish.

Requests by Staff

Residents must comply with all reasonable requests from UniLodge management and support staff. Note that Resident Advisors are UniLodge staff and often represent management in after hours. Requests by UniLodge management/administration for face-to-face meetings with residents, are not optional, cannot be rejected, and must be complied with - as they are always very important. All reasonable efforts will be made to find a mutually convenient meeting time and location.

Security and Swipe Card

- You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building, after-hours access to eligible areas, your room and the recreation areas.
- The swipe card should be always carried by residents. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your room to ensure your room is secured.
- Should you lose your swipe card or be locked out of your room, you must contact reception or the Resident Advisor on duty, immediately to regain access and/or replace your card accordingly.

Smoking

UniLodge is a smoke free building which includes the room, balconies common areas, and outdoor communal areas (such as the rooftop and courtyard. Any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible. Residents who wish to smoke outside are not permitted to smoke on UniLodge Park Avenue property. This includes the use of e-cigarettes and vaping.



Tenancy requirements

- All residents and other occupants must be registered and sign a Residential Tenancy Agreement
- Residents must not sub-let the room under any circumstances

RIGHTS & RESPONSIBILITIES

Resident Rights

- To start the tenancy with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the lease

UniLodge Rights

- To send Remedy of Breach notices to residents who break the terms or conditions of the Residential Tenancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Remedy of Breach notices to residents defaulting on their rental payments, and to send a Notice to Leave if not remedied.
- To inspect the condition of the property between 9am and 5pm at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.

Resident Responsibilities

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

UniLodge Responsibilities

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

If you have any concerns with the terms of your leasing agreement, please contact **your UniLodge property team on 03 9966 5420** or **parkavenue@unilodge.com.au** who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office on feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer Affairs Victoria at https://www.consumer.vic.gov.au/

For any general concerns, suggestions, or feedback, please speak or write to one of our friendly staff, or alternatively email our Operations Head Office team at feedback@unilodge.com.au.

Payments

Rent

- Rent must be paid two weeks in advance at all times, as required by your Residential Tenancy Agreement.

- Direct debit from an Australian bank account is our preferred method for ongoing rent payments. Once authorised and set up, your rent will be collected fortnightly on the scheduled payment dates. You can arrange setup through your Resident Portal, and our reception team can assist if needed.

- Online card payments remain available through the payment link provided by our team. Please continue paying by your current method until your direct debit setup and first collection date have been confirmed. Ensure sufficient funds are available before each scheduled collection.

Notice to Vacate

Residents whose payments are in arrears may be issued with a notice to vacate.

Room Repairs

UniLodge employs contractors to repair any damages or problems that occur on the premises. The resident is liable for any damages or loss caused by negligence or misuse and will be charged for labour and any associated costs. For any damage caused, UniLodge Park Avenue will utilise their own contractors for quality of work, legislative compliance and site inductions. You are not permitted to engage your own private contractors.

CONTACT DETAILS

Emergency Services Contacts (Police, Fire, Ambulance)
Call 000

Property Address
Please address your mail and parcels with full details (name, room and street address) Each room is allocated a mailbox, located across from Reception. This is available during office hours (only). Example of how mail should be addressed as follows:

Example:
Your full name
UniLodge Park Avenue
(ROOM NUMBER) / 8 Leonard Street,
Park Avenue VIC 3052

If your mail does not include your room number it will cause delays in delivery to your letterbox or may result in the mail item being returned to sender. Please note that we are unable to accept groceries, meal deliveries, or perishables at Reception – drivers will need to contact you directly to deliver any of these.

Property Main Telephone Number
03 9966 5420

Outside Office Hours (Resident Advisor) Mobile
0433 503 418

Customer Service Details
- Email: parkavenue@unilodge.com.au
- Telephone: 03 9966 5420
- https://www.unilodge.com.au

Wellbeing Related Issues
- Email: parkavenue@unilodge.com.au

EMERGENCY PROCEDURES

UniLodge will provide residents with emergency assistance in the event of:

- Personal, physical or mental emergencies (eg theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building emergencies (eg fire or storm damage)
- Maintenance emergencies (eg loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Tenancy rule breaches (eg excessive noise, trespassing, other disturbances)
- Lockouts – where a resident is locked out because he/she misplaced the key swipe.

Assembly Location Point - Evacuation

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level as outlined in the Evacuation Diagrams throughout the building and await further instructions from the UniLodge staff. Before re-entering the building, please wait until instructed to do so by the fire department authority and/or UniLodge staff, as it may not be safe to automatically re-enter the building.

Assembly location point:

1. Corner of Leonard Street and Royal Parade
2. Corner of Leonard Street and Mile Lane

Fire Sprinklers and Smoke Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Metropolitan Fire Brigade has within its powers to levy fines and commence prosecutions (current fines exceed $3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

False alarm callouts by can result in fees in excess of $3,000 that you are required to pay.

Please open your nearest **window** and "fan" the fumes away from the detector which will then cease its alarm if cleared.

Each bedroom has a fire sprinkler. In the event of a fire, you should always remove yourself and others (if safe to do so) from the immediate danger, closing the doors behind you.
The building has fire rated doors and advanced systems for your safety

Do not touch the smoke detectors and sprinklers
Do not hang coat hangers from the sprinkler device

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

In the event of Fire

- Assist any person in immediate danger, only if safe.
- Close doors to stop oxygen fueling the fire.
- Call the Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone else, only if safe to do so.
- Remain at assembly area and await all clear or roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

HEALTH & SAFETY

IN CASE OF AN EMERGENCY
(Fire, Ambulance, Police)
DIAL '000'

Health services

First Aid
If you require minor first aid, please go to reception or call for assistance at 03 9966 5420.
You can also contact the residential advisor on duty after hours at 0433 503 418.

Royal Melbourne Hospital (including emergency room)
The Royal Melbourne Hospital, which includes a 24-hour emergency room, is 1.4km from UniLodge Park Avenue. Please let a Residential Advisor or other staff member know if you are being or have been admitted to the hospital – we will be able to offer you support while you are there and when you return.

300 Grattan St, Parkville; (03) 9342 7000; open 24/7

Health Smart Pharmacy VCCC
The closest pharmacy to Park Avenue is the 24 hours Healthsmart Pharmacy at the Victorian Comprehensive Cancer Centre (VCCC). This is a 'super pharmacy' – open 24/7 and staffed with nurses from 6-10pm each evening.

311 Grattan St, Parkville; (03) 9045 9777; open 24/7

Health information

Overseas Student Health Cover
International students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a six- or twelve-month period. On arriving in Australia, you will need to confirm your OSHC with the insurance company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

- You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc. confirming you re enrolment.
- Under OSHC, you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.
- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

Ambulances in Australia

Ambulance services in Australia are very expensive and ambulance insurance cover is recommended if it's not already included in any insurance you have. For more information on ambulance cover go to the Ambulance Victoria website.

Security information

Insurance

We recommend taking out contents insurance to help protect your personal possessions. Contents insurance is available from a range of providers, or you can access it through us – visit us at Reception or send us an email to find out more about the packages we offer.

Intruders

Although we take all possible precautions, intruders may occasionally gain entry to our building. If you see anyone behaving suspiciously, call reception immediately and watch the person or persons from a safe distance but **do not put yourself at risk**.

- UniLodge has 24-hour video surveillance.
- Do not show any person to a resident's room or tell them where they live - the resident concerned may not wish to see the visitor.
- Do not swipe your building fob for any other person in the lifts or open the front entry door.
- Tell any visitors requesting entry to call reception or the person they're visiting.
- Do not write your room number (or your name) on your key card (if lost, it should not indicate where or who it belongs to)

Park Avenue security

If you ever have security concerns within our building, please contact Reception in person, by phone, or email. Outside of office hours, you can also contact the duty Residential Advisor. In an emergency, contact emergency services as well as the RA or office staff.

Local Police

Our local police station is Melbourne North. For non-emergency assistance, you can contact them directly by visiting in person (they are open 24 hours a day) or by phone. If you'd like support in accessing police services, please see our Residential Life Manager or another staff member.

36 Wreckyn St; North Melbourne, (03) 8379 0800; 24/7

You can also access non-emergency police support using the Police Information Line on 131 444.

Important Numbers

Emergency (Fire, Police, Ambulance) 000			
Melbourne Uni Student Services	136 352	**Lifeline (24 Hours)**	13 11 14
AIDS Helpline	1800 133 392	**Medicare**	13 20 11
Asthma Victoria	1800 645 130	**Mental Health Foundation of Australia**	03 9427 0406
Cancer Hotline	13 11 20	**Men's Line Australia**	1300 789 978
Centre Against Sexual Assault (CASA) - Crisis Line	1800 806 292	**National Security Hotline**	1800 123 400
Centrelink	13 10 21	**Nurse on call 24Hours**	1300 606 024
Direct Line (Drug s Alcohol Counselling 24 Hour Line)	1800 888 236	**Poisons Info Line**	13 11 26
Eating Disorders Foundation of Victoria	03 9885 0318	**Pregnancy Help Line (24 Hours)**	1300 139 313
Epilepsy Association	1300 374 537	**Quit Line**	13 18 48
Gambling Helpline	1800 156 789	**SANE Mental Illness Hotline**	1800 187 263
Gay and Lesbian Switchboard	03 9663 2474	**Suicide Call Back Service**	1300 659 467
Grief Line	03 9935 7400	**Suicide Help Line (24 hours)**	1300 651 251
Immigration / Multicultural Affairs	13 18 81	**Vic deaf**	03 9473 1111
Information Victoria	1300 366 356	**Women's Domestic Violence Crisis Service**	1800 015 188
Interpreting Service (24 Hours)	13 14 50	**Women's Info and Referral Exchange (WIRE)**	1300 134 130
Kids Helpline	1800 551 800	**Tenants Union of Victoria**	03 9416 2577
Victorian Legal Aid	1300 792 387		