THE UNIVERSITY OF SYDNEY

Accommodation Operations

2027

Residential Handbook



Acknowledgement of Country

The University's Camperdown Campus sits on the lands of the Gadigal people with campuses, teaching and research facilities on the lands of the Gamaraygal, Dharug, Wangal, Darkinyung, Burramadagal, Dharawal, Gandangara, Gamilaraay, Barkindji, Bundjalung, Wiradjuri, Ngunawal, Gureng Gureng, and Gagadju peoples.

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

THE UNIVERSITY OF SYDNEY

Celebrating 175 years

Resident Handbook

2027

Residential Life

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Welcome to University Residences



On behalf of everyone involved with University Residences, On Gadigal Land, we would like to welcome you to life on campus. Our team works hard to maintain a living environment that supports both academic success and personal development. As a Resident, you have the opportunity to extend your education beyond the lecture theatre — where the ideas you explore in class can come alive in a vibrant and supportive community.

Creating a diverse and welcoming atmosphere is a key aim of the residential life program across all our University Residences. Our on-site Resident Assistants are here to support you in many ways — from greeting you and helping you settle in, to organising activities that encourage social connection and personal growth.

Throughout your time living on campus, you'll meet people whose lifestyles, backgrounds, personalities, and values may differ from yours. These differences might challenge your perspectives at times — but with curiosity and openness, you'll often discover common ground you didn't expect.

▮▮ Your Resident Handbook

This handbook outlines the services, policies, and resources that will help you be an informed and respectful member of our residential community. It also sets out expectations to ensure that shared living remains safe, respectful, and enriching for everyone.

We encourage you to read this handbook carefully and keep it handy for reference. If you ever need more information, please reach out to our staff or speak with a Resident Assistant. We're here to help you make the most of your time at the University of Sydney.

▮▮ Get Involved

Whether you're joining student associations, volunteering, playing sport, or getting involved with life at your Residence — we encourage you to take part. Wherever you're living, you bring something valuable to the residential community. We wish you all the best for the academic year and hope your residential experience becomes a meaningful part of your education.

-Accommodation Operations

Grow Your Living



- Accommodation Operations -

2. Living at University Residences

2 Living At University Residences

2.1 Reception and after - hours assistance

The University offers 24-hour support to all residents living in University Residences. During reception operating hours, dedicated staff are available to assist you. After hours, support continues through a Night Manager and/or security personnel who are available to respond to your needs.

For property-specific reception hours and after-hours contact details, please refer to section 8 Residences by Campus,

2.2 Doors and windows

Always remember to lock all doors behind you. It is important that Residents take responsibility for the security of their own rooms. Never lend your access card or keys to anyone.

2.3 Alcohol

Choosing whether to consume alcohol is a personal decision. You should never feel pressured, and if you do, speak with friends, staff, or a Resident Assistant — support is always available.

Alcohol is widely used, and its misuse can lead to serious health issues and impact your relationships, study, and wellbeing. It also contributes to increased risks of harm, including violence. During your time in residence, you may encounter situations involving alcohol. If you choose to drink, we encourage responsible and respectful behaviour at all times.

Refer to Appendix B – Alcohol Provision, for more information.

2.4 Drugs and illicit activities

The possession and use of illicit drugs is illegal in Australia. Consequences can be serious, including police involvement, legal action, and—for international students—potential deportation.

If you are found supplying or in possession of illicit drugs within any University Residence, the police will be contacted and you will be required to vacate the premises immediately.

If you are experiencing issues related to alcohol or drug use, we encourage you to speak with a member of staff or a manager. These conversations are confidential and focused on support — we'll help connect you with appropriate services.

Your wellbeing is our top priority. You can always contact the Duty Manager if you need assistance.

2.5 Smoking and Vaping

Smoking or vaping is strictly prohibited inside any buildings across University Residences. Breaching this policy may result in formal disciplinary action, including a breach notice or exclusion from university accommodation.

2.6 Electrical Appliances

To reduce the risk of electrical overloads and conserve energy, residents must limit personal electrical items in their rooms to essentials such as computers, study lamps, clocks, stereos, and similar appliances. All items must be in safe working condition.

The following appliances are prohibited in rooms:
Hot plates, rice cookers, pressure cookers, deep fryers, toasters, kettles, electric heaters (unless provided by University Residences), electric blankets, air-conditioning units, and any appliances with open heating elements.

Additional electrical items may be approved on a case-by-case basis. Residents are encouraged to visit their local reception or contact the accommodation team via email to seek advice on whether an item is permitted. If approval is granted, written confirmation will be provided.

2.7 Disposal of waste

Please remove garbage from your room regularly to maintain a clean and healthy living environment. Recycling and general waste bins are provided in designated areas. Please refer to the signage (or ask the friendly reception staff) for more information.

Do not leave rubbish outside your unit or in shared spaces such as hallways or in communal areas. Improper disposal affects everyone's living experience.

2.8 Cleaning

University Residences are supported by a professional cleaning team who provide weekly cleaning services. However, as a Resident, you are responsible for maintaining the general cleanliness of your own unit.

To support a respectful and sustainable living environment, please ensure your space is kept tidy and free of overflowing rubbish. Cleanliness helps everyone feel more comfortable — and contributes to a healthier, more pleasant residential experience.

2.9 Breakages

Residents are responsible for any breakages caused by themselves or their guests. If something is broken or damaged, please report it promptly so that it can be repaired or replaced as soon as possible.

2.10 Fire equipment and fire alarm

Fire safety equipment — including extinguishers, alarms, and detectors — is installed to protect all residents. Tampering with, misusing, or disabling any fire equipment is strictly prohibited and considered a serious breach of policy.

This includes covering smoke detectors, removing batteries, or triggering false alarms.
Such actions endanger others and may result in disciplinary action, including removal from University accommodation.

If you notice a fault or issue with any fire safety equipment, please report it immediately to staff.

2.11 Noise and Quiet comfort

Please be mindful of noise levels, especially during evenings and overnight hours. Respect the sleeping and studying habits of fellow residents — excessive noise from you or your guests can disrupt others' wellbeing.

Quiet consideration is a shared responsibility and an everyday courtesy in communal living. We encourage you to include noise expectations in any housemate agreement or shared living arrangement.

Refer to Appendix E – Noise Policy, for more information.

2.12 Pets

Residents are not permitted to keep pets in their rooms or anywhere within University Residences. This includes all animals, fish, birds, and reptiles. The only exception is for guide dogs or registered assistance animals, provided the University has been notified prior to the commencement of your residency agreement.

2.13 Internet

Internet access within University Residences is provided under the guidelines of the University's Acceptable Use of ICT Resources Policy (2025), which outlines responsible and ethical use of all ICT services.

Residents must use University ICT resources responsibly and in accordance with all relevant laws, policies, and procedures. This includes upholding University values such as excellence, trust, and accountability, and acting ethically at all times. Users are accountable for any activity originating from their University account and must take reasonable steps to protect ICT resources from theft, damage, or unauthorised use. Sensitive or non-public information should only be stored or transmitted using University systems. For full details, refer to the Acceptable Use of ICT Resources Policy 2025

2.14 Communication from Staff

The University uses a range of communication channels, but for administrative matters related to your stay — such as maintenance updates, rental payments, pre-arrival information, and check-out procedures — communication will typically be sent to the email address you used to register on the Accommodation Portal.

It is your responsibility to regularly check this email account for updates that may affect your residency.

2.15 Subletting

Subletting your room or allowing another person to reside in your space is strictly prohibited. This includes informal arrangements or short-term stays arranged through third-party platforms. If a resident is found to be subletting, the matter will be escalated to Residential Management and may result in disciplinary action, including possible termination of the Residential Agreement.

2.16 Suspicious persons

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

2.17 Community Living and Resolving Differences

Community and diversity are central to life at University Residences. Whether you're in a studio, share apartment or share facility, you're part of a vibrant environment where people from different backgrounds, lifestyles, and values come together. We encourage all residents to participate in community activities — even in small ways — to help build a respectful and inclusive atmosphere.

Living with others can be a rewarding experience, but it may also come with challenges. You might not be familiar with your housemates' habits or preferences, and that's okay. With a few simple practices, you can foster positive relationships and make shared living enjoyable:

- Get to know each other: Welcome new residents and show them around communal areas. Building connections early helps create a friendly and cooperative household.
- Respect shared spaces: Be mindful of others when using communal facilities.
- Share responsibilities: Take turns with tasks like cooking and cleaning. Be considerate when using shared equipment.
- Keep it clean: Keep mess confined to your room and avoid leaving dirty dishes or clutter in common areas.

Occasionally, disagreements may arise. The key is to approach them with patience and open communication:

- Speak early: Address concerns before they escalate. Focus on how the issue affects you, rather than placing blame.
- Listen actively: Try to understand the other person's perspective and find common ground.
- Work together: Collaborate on solutions that work for everyone involved.

If you're unable to resolve an issue on your own, reach out to a Resident Assistant or Residential Life staff. We're here to support you and help maintain a positive living environment.

3. Administrative Essentials

3 Administrative Essentials

3.1 Property address and parcel delivery

For any items delivered by postal service correspondence, please provide your address as per the below format.

Field	Details	Example
Full Name	<Your Full Name>	*Alex Taylor* *106-112 Church St,* *Queen Mary Building, Room QM.101* *Camperdown NSW 2050* *Australia*
Address Line 1	<Property Address>	
Address Line 2	<Property Name>, <Room Number> (if applicable)	
City/Suburb	<Property Suburb>	
State	NSW	
Postcode	<Property Postcode>	
Country	Australia	

All mail and parcels will be delivered either to the building reception or the mailbox at your residence.

University Residences understand how busy life can be, so to make things a little easier, we may sign for parcels delivered by couriers on your behalf (available at select properties). If you'd like to use this service, please complete a Parcel Authority Form at reception. We'll notify you when your parcel arrives.

Please note:

- Australia Post parcels that leave a call card must be collected from your nearest Australia Post Office.
- University Residences accepts no liability for parcels once collected.
- Any mail or parcels not collected within one month of receipt will be returned to the sender.

3.2 Rental payment

Residents are expected to pay rent fortnightly in advance. Payments can be made via the Accommodation Portal once charges have been applied to your accommodation account.

A range of payment options is available, including Mastercard, Visa, Convera, Alipay, and BPAY through your banking institution. Please refer to the "How to pay rent?" solution article for more information.

If your account falls into arrears, you may be issued a breach notice, and prolonged non-payment may result in termination of your contract.

If you are experiencing financial difficulties, please speak with a staff member as soon as possible — support and alternative options are available.

3.3 Maintenance and repairs

All maintenance issues should be reported via the Accommodation Portal. Once submitted, your request will be logged and attended to by the Facilities Team as soon as practicable. The Facilities Team is committed to delivering timely and responsive service — simple tasks, such as light bulb replacement, are typically resolved within one to two working days. More complex repairs may take longer, but urgent issues will always be prioritised.

For urgent matters — such as broken doors, gas leaks, or electrical outages — please contact your University Residences' reception immediately. These issues will be treated as a priority.

3.4 Lockout

If you accidentally lock yourself out of your room — don't stress. Simply make your way to University Residence Reception or contact the Duty Manager, who can assist you in regaining access. A $10 lockout fee applies.

If you lose or misplace your access card or key, please visit University Residence Reception as soon as possible. Depending on the situation, your lock may need to be replaced or a new key issued. This process can take time, so we encourage you to take extra care with your key. A replacement fee applies of $25 for a swipe card and $50 for a physical key.

3.5 Going away period

If you plan to be away from your room for more than 48 hours, you must notify University Residences in advance. If a resident is absent for more than 72 hours without notification, staff may enter the room to investigate and may contact your next of kin or report you as a missing person, if necessary.

You can submit your going away period dates via the Accommodation Portal. Please refer to the "How can I submit going away dates? "solution article for more information.

3.6 Contract extension and early contract termination

If your living situation changes and you need to amend your contract, you can submit a Booking Variation Request Form via the Accommodation Portal. Please note that notice periods and applicable fees may vary depending on your circumstances.

For full details, refer to the Terms and Conditions outlined in your Residential Agreement.

3.7 Checking out

i. **Fix a date**

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

ii. **Where to go**

Visit your University Residences reception. Allow ample time, as a number of people may also be checking out at the same time. On your day of departure, you must fully vacate your room by 10 am.

iii. **Upon checking out**

Your room must be clean and free of all personal belongings. It should be left in a condition suitable for a new resident to move in immediately. All personal items and food must be removed and disposed of appropriately.

Your room will be inspected within five days of your departure. If it is not in satisfactory condition, cleaning will be arranged and any applicable charges will be added to your account. You may request a pre-departure inspection by contacting Reception — this will help clarify expectations and reduce the risk of additional fees.

iv. **Furniture and fittings**

Ensure all original furniture and fittings are present in your room. Missing items will be replaced, and the cost charged to your account. Once everything is checked and cleaned, please lock your bedroom door.

v. **Settle account**

All outstanding account charges must be settled prior to check-out.



Facility and Services



Communal Kitchen

Fully functional cooking station, surrounded by comfortable seating areas where Residents can relax with friends and fellow Residents.



On Campus Accommodation

On-campus student housing

Thriving communities



ResLife

New friends

New experiences

New moments



Study Spaces

Breakout spaces

Group learning

Online learning resources

Drop-in support



Career Support

Career advice and development

Employability skills workshops

Meet employers at careers fairs and events

Sydney CareerHub, an online jobs database



Support Services

Access wider University services

Clinical psychologists and counsellors

Mental health support

Workshops for success

Resilience training



Outdoor BBQ Area

Fire up the grill and gather with friends - our outdoor BBQ area is perfect for relaxed meals and sunny social moments



Laundry

Onsite laundry machines on demand



Cinema Room

Features large projector, games for entertainment, making it the perfect spot to unwind. Just remember to clean up after yourself!

Some facilities and services are available at select properties only

4. Residential Life

4 Residential life

4.1 Residential Life Team

Resident Assistants (RAs) play a key role in the leadership and day-to-day support of University Residences. The RA position offers residents a unique opportunity to gain valuable leadership experience prior to entering the workforce.

RAs participate in a structured leadership program throughout the year and undertake a range of training modules designed to equip them with practical skills — from project management and event planning to responding to emergencies and supporting fellow residents through challenging situations.

If vacancies arise during the year, they will be advertised within University Residences. If you're interested in becoming an RA, speak with the Residential Life Manager or connect with a current RA to learn more about the role and what it involves.

4.2 Events

It won't take long to realise there's never a dull moment in University Residences — life is informal and vibrant, just as it should be in your home.

A wide range of events and activities are offered throughout the year, both within your residence and across the broader residential community. Many events are hosted in communal kitchens, outdoor terraces, and shared common areas, creating opportunities to connect with fellow residents.

From social gatherings and cultural celebrations to arts workshops, volunteering opportunities, and sporting events — there's something for everyone. As a resident, you're encouraged to get involved, meet new people, and make the most of your time in residence.

4.3 Intramural Championship

Join in friendly competition with your fellow University residents across a variety of events in the Intramural Championship.

The Intramural Championship is a program designed to provide students living in select residences with opportunities to engage in friendly competition while fostering a sense of community. It recognises student efforts and contributions towards building a more inclusive and connected residential environment. The Intramural Championship invites residents from 14 accommodation sites including University-owned accommodations, colleges, and private providers to participate.

Visit the Intramural Championship webpage for more information.

5. Support Services

5 Support Services

5.1 The Residential Life Team

No matter how big or small you think your problem is, you can always approach one of the Residential Life Team to ask for help. The team is your first port of call for any difficulty that you may encounter whilst living in accommodation; they can provide you with advice, support and where appropriate refer you on to other organisations within the University for help.
If you are having trouble with Uni, experiencing emotional problems or stress, are ill or just in need of a chat, please feel free to contact a Resident Assistant or any of the Residential Life staff. Alternatively, you can arrange a time to meet with the General Manager to discuss your problem, you can request this with the reception staff.

5.2 The Student Center

If you have any problems with your enrolment, we suggest the first place that you should try is the Student Center on +61 2 8627 8200 or if you are an international student, the International Student Services Unit on +61 2 8627 8300.

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

5.3 Student Life, Wellbeing and Support



Student Life
Stay connected via Instagram: **sydney_studentlife**

Financial support
Students who experience financial difficulties that impact their studies may be able to apply for financial support. The University has a number of bursaries and interest-free loans to assist with essential study and living costs. Students can apply for financial support via Sydney Student or make an enquiry on the website.

Student Advising
The academic advising hub offers appointments with an advisor to discuss academic and personal goals and challenges, helping Students make informed study-related decisions. The hub offers 2 streams of advising: general advising across the whole student cohort, and academic progression advising for students flagged on the academic progression register. Appointment bookings are via the Student advising appointment booking form on the Services portal.

Learning Hub
The Learning Hub offers individual consultations to help you develop effective reading, writing and time management strategies, and provides helpful feedback on your work using a developmental approach. You can find more information, book in for a workshop, or one-on-one consultations online.

Careers Centre
Students have access to our Careers Centre which provides an abundance of career counselling services and resources to help put you in the best career position by the end of your degree. You can receive support to find a casual or part-time job, an internship or graduate employment. Please visit the **website** to book an appointment.

Student Wellbeing

Student Wellbeing is a multidisciplinary team of trained health and wellbeing professionals. We provide free and confidential support for health, wellbeing and safety concerns. Student Wellbeing offers appointments with Students either face to face, by phone or zoom. You can connect with Student Wellbeing with theQR code on the next page.

Student Wellbeing can link you to the following supports:

Student Counselling Service
Individual therapy or counselling gives you the opportunity to talk confidentially about any concerns that may be impacting on your academic performance or mental health and wellbeing. They offer free short-term therapy sessions (between 1-6) with counsellors who provide evidence-based treatment and resources tailored to meet your individual needs.

Inclusion and Disability Service
By registering with Inclusion and Disability Services, students who have a disability, ongoing medical condition, temporary injury, or carer responsibilities can gain access to the adjustments and services they need to succeed in their studies.

Safer Communities
The Safer Communities Office provide trauma-informed case management to people that have experienced sexual harm, gender-based violence, domestic and family violence, bullying, harassment and issues related to modern slavery.
Our specialist team will help you understand your support and reporting options, access appropriate University and external support services, and navigate next steps in a way that feels right for you. +61 2 8627 6808 safer-communities.officer@sydney.edu.au
Whether you are seeking support for yourself, are concerned about someone else, or would like information about reporting options, the Safer Communities Office is here to help.

University Health Service
The University Health Service is located on level 3 of the Wentworth Building on the Darlington Campus.
The surgery is open Monday to Friday, 8.30am to 5pm during the teaching year.
You can book an appointment with a general practitioners by calling: +61 2 9351 4110 or online via the QR code below

How to find Student Wellbeing

Address: Level 5 Jane Foss Russell Building, G02 Phone 02 8627 8433 / 02 7255 1562

Website: https://www.sydney.edu.au/students/support.html

Email: student.wellbeing@sydney.edu.au

Operations Hours: Monday – Friday, 9am – 5pm

Wellbeing website

Discover Sydney
Unlock Your Potential

University Residences are more than just a place to stay - It's a gateway to the full Sydney experience.

We equips students with agility, versatility and confidence that prepares them for a world of career opportunities.



Living in University Residences means you're not just close to campus—you're at the heart of it. From your doorstep, you'll find a world of opportunities waiting to be explored. Whether it's joining a student club, accessing academic support, discovering career pathways, or tapping into health and wellbeing services, our accommodation connects you to everything the University has to offer.

1st
in Best Global University in Australia*

Top 25
in world university rankings**

250+
international partners to combine study and travel

200+
clubs and societies to enrich your student experience

400+
study areas to design the right degree for you

$84 million
in scholarships offered to our students every year

* US News Best Global Universities 2025-2026
** QS World University Rankings, 2026

6. Crisis Support

6 Crisis Support

Service	Situation	Contact
Emergency Services	If you or someone you know is in immediate danger or needs immediate medical attention, call 000 and follow their instructions.	000
Campus Protective Services (Security)	available 24 hours a day to assist in an Emergency or if you're feeling unsafe on campus.	02 9351 3333 or 1800 793 457 (SYD HLP)
University of Sydney Student Mental Wellbeing Support Line	available for crisis support	after 5pm-9am on weekdays and 24/7 on weekends: 1300 474 065 or text 0488 884 429 (SMS chat)
Mental Health Access Line	A telephone service for anyone with a mental health issue. Individuals can use this line to be directed to the right care for them. It is a state-wide telephone number which puts you in touch with your local mental health service.	1800 011 511
Lifeline	A free telephone counselling service that provides support for a range of issues including those experiencing a personal crisis or thinking about suicide.	131 114
13Yarn	An Aboriginal & Torres Strait Islanders crisis support line. Available 24/7. No shame, no judgement, safe place to yarn	13 92 76
Additional supports		
Sonder (International students only)	A 24/7 safety and wellbeing app to get you the support you need whenever, wherever and or whatever. Sonder is a smartphone app designed to give you 24/7 on demand access to wellbeing and safety professionals and resources.	Download app via App Store (iPhone) or Play Store (Android)
TalkCampus (Domestic and International students)	A 24/7 app that provides free and instant support for your mental health and wellbeing. The app allows your to be anonymous while accessing support from peers. The app also features a clinical helpline through the student services section.	Download app via App Store (iPhone) or Play Store (Android)
SUPRA	Can help with any issues you face while you're a postgrad student at Sydney Uni – including academic, health and wellbeing, and legal problems.	http://supra.net.au or call: 1800 249 950
SRC Caseworkers	Provide FREE, independent and confidential advice & support for undergraduate students, including: Academic rights & appeals, Special consideration & special arrangements, HECS & fee refunds, Academic misconduct & dishonesty allegations, Show cause & exclusion, Centrelink issues, Tenancy & accommodation, Harassment & discrimination, Financial issues and Tax Help (July–October).	You can contact SRC online or Call: (02) 9660 5222
LGBTQIA+ Pride Network	The network is made up of staff and students who support and advocate on behalf of everyone who identifies as LGBTIQ. The network has connections to Queer Action Collective (QuAC), the Queerspace, SHADES and Supra Queer Network.	+61 2 90364758
University Staff and Student Equal Opportunities unit	Check out the website on www.sydney.edu.au/eeo to find out more about the University's Equal Opportunities Policies. The Equal Opportunities Unit can provide advice and guidance if you feel you may be being discriminated against in the University environment.	

7. In Case of Emergencies

7 In Case of Emergencies

If you or someone you know is in immediate danger and needs Police, Fire Brigade or Ambulance, call 000.

Hospitals	Telephone Number
Royal Prince Alfred Hospital Missenden Road, Camperdown	(02) 9515 6111
Doctors	
University Health Service Level 3, Wentworth Building	(02) 9351 3484
Dentists	
Campus Dental Level 3, Wentworth Building	(02) 9692 8900
Dental on King 57 King Street, Newtown	(02) 9557 9299
Pharmacies	
Chemist on King 205 King Street, Newtown	(02) 9557 2646
Union Pharmacy Level 3 Wentworth Building	(02) 9660 3338
Chemistworks 1 Bay Street, Ultimo	(02) 9212 4377
Mental Health Services	
NSW Mental Health Access Line	1800 011 511
University of Sydney Protective Services	
University of Sydney Protective Services	(02) 9351 3333
Community help	
Additional services are contained in the white pages phone directory: www.whitepages.com.au	

8. University Residences by Campus/Precinct

8 University Residences by Campus/Precinct

8.1 Camperdown/Darlington Campus



Abercrombie

Website	Abercrombie
Property Address	401 Abercrombie St, Darlington NSW 2008
Featured Room Types	Studio Apartments
Email	accommodation.asa@sydney.edu.au
Reception Office Hours	Ph: (02) 8043 7779 Monday – Friday; 8am – 7pm Saturday, Sunday, and Public Holidays; 10am – 4pm
After Hours Contact	Duty Manager: 0466 560 583 University Security (emergencies): (02) 9351 3333 New South Wales Emergency – 000



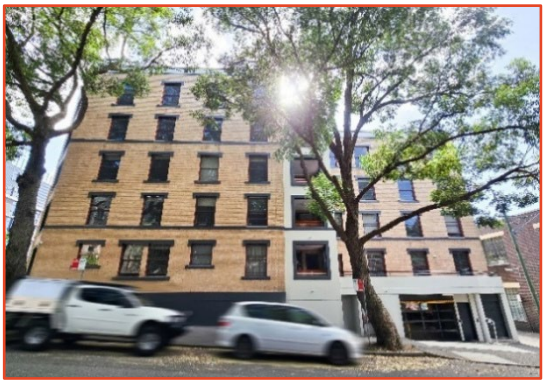
Queen Mary Building

Website	Queen Mary Building
Property Address	106 -112 Church St, Camperdown NSW 2050
Featured Room Types	Single Rooms in Share Facility
Email	accommodation.qm@sydney.edu.au
Reception Office Hours	Ph: (02) 9000 3410 Monday – Friday; 8am – 7pm Saturday, Sunday, and Public Holidays; 10am – 4pm
After Hours Contact	Duty Manager – 0466 559 737 University Security (emergencies) – 02 9351 3333 New South Wales Emergency – 000



Regiment

Website	Regiment
Property Address	160 Darlington Rd, Darlington NSW 2008
Featured Room Types	Single Rooms in Share Facility
Email	accommodation.rg@sydney.edu.au
Reception Office Hours	Ph: (02) 8043 7778 Monday – Friday; 8am – 7pm Saturday, Sunday, and Public Holidays; 10am – 4pm
After Hours Contact	Duty Manager – 0448 093 906 University Security (emergencies) – 02 9351 3333 New South Wales Emergency – 000



Darlington House

Website	Darlington House
Property Address	132-135 Darlington Rd, Darlington NSW 2008
Featured Room Types	Single Room in Share Apartments
Email	accommodation.rg@sydney.edu.au
Reception Office Hours	The Regiment - 160 Darlington Rd, Darlington NSW 2008 Monday – Friday; 8am – 7pm Saturday, Sunday, and Public Holidays; 10am – 4pm
After Hours Contact	Duty Manager – 0448 093 906 University Security (emergencies) – 02 9351 3333 New South Wales Emergency – 000

Darlington Terrace

Website	Darlington Terrace
Property Address	Darlington Rd, Darlington NSW 2008
Featured Room Types	Single Room in Share Terraces
Email	accommodation.rg@sydney.edu.au
Reception Office Hours	The Regiment - 160 Darlington Rd, Darlington NSW 2008 Monday – Friday; 8am – 7pm Saturday, Sunday, and Public Holidays; 10am – 4pm
After Hours Contact	Duty Manager – 0448 093 906 University Security (emergencies) – 02 9351 3333 New South Wales Emergency – 000

8.2 Camden Campus



Camden

Website	Camden
Property Address	335 Werombi Road, Camden, NSW 2570
Featured Room Types	Single Rooms in Share Facility; Single Rooms in Share Lodges
Email	accommodation.camden@sydney.edu.au
Reception Office Hours	Ph: (02) 9351 1645 Monday – Friday; 9am – 5pm Saturday, Sunday, and Public Holidays; CLOSED
After Hours Contact	University Protective Services – 0407 902 397 New South Wales Emergency – 000

8.3 Kensington



UniLodge Kensington

(In Partnership with the University of Sydney)

Website	UniLodge Kensington
Property Address	187 Anzac Parade, Kensington NSW 2033
Featured Room Types	Studio Apartments; Single Room in Share Apartments; Twin Studios
Email	accommodation.ke@sydney.edu.au
Reception Office Hours	Ph: (02) 9199 9888 Monday – Friday; 8am – 6pm Saturday, Sunday; 10am – 2pm
After Hours Contact	Ph: (02) 9199 9888 New South Wales Emergency – 000

9. Appendices

Appendix A – Handy Numbers

Emergency Services	Contact Number
Police/Ambulance/Fire	000
The University of Sydney Protective Services	(02) 9351 3333
Accommodation Facility Extensions	
Abercrombie	(02) 8043 7779 0466 559 737 (after hours)
Queen Mary Building	(02) 9000 3410 0466 559 737
Regiment	(02) 8043 7778 0448 093 906 (after hours)
Darlington House	
Darlington Terrace	
Camden	(02) 9351 1645 0407 902 397 (after hours)
UniLodge Kensington (In Partnership with the University of Sydney)	(02) 9199 9888
Internet Services	
ICT Helpdesk (between 08:00 – 21:00 Mon to Fri)	(02) 9351 6000
University Services	
Student Centre	1800 793 864
Wellbeing Services	(02) 8627 8433
Scholarships and Financial Support Service	1800 793 864
Disability Services	(02) 8627 8422
Accommodation Operations	(02) 9351 3322
Mental Health Support Services	
Mental Health Line* (24/7)	1800 011 511
Beyond Blue* (24/7)	1300 224 636
Lifeline Australia* (24/7)	13 11 14
Other Services	
Taxis - Combined*	131 008
Rail and Bus timetables and inf	131 500

* These services are not related to The University of Sydney

Appendix B – Alcohol Provision

1. SCOPE

1.1 This procedure applies to all Residents living at University Residences.

2. PROHIBITIONS

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

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

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

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

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

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

3. CONSUMPTION OF ALCOHOL

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

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

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

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

4. EVENTS AND CONSUMPTION OF ALCOHOL

4.1 All events where alcohol is served must be approved by the General Manager (Portfolio).

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

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

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

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

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

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

5. VIOLATIONS

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

Appendix C – Party Policy

1. SCOPE

1.1. Social gatherings are a valued part of Residential Life, and residents are welcome to host parties within University Residences. This policy supports safe and respectful events while minimising risks to organisers and fellow residents.

It complements the **Residential Agreement**, particularly:

- **Section 8 – Resident Responsibilities and Behaviour**
- **Section 9 – Alcohol**
- **Section 10 – Guests, Visitors, Gatherings, and Noise Restrictions**
- **Section 16 – Discipline and Conduct**

Please also refer to the **Noise Policy** and other applicable University policies.

2. GENERAL RESPONSIBILITIES

2.1. Residents must ensure guests and visitors follow all directions issued by Residential Management, including staff such as the Customer Support Coordinator and Duty Manager.

2.2. Failure to comply may result in escalation to police authorities and disciplinary action under Section 16 of the Residential Agreement.

3. PARTY SIZE AND APPROVAL REQUIREMENTS

3.1. **Gatherings of 5–20 People:**

i. Require a high level of responsibility from the host.
ii. The host must be sober, present throughout, and actively manage the event to ensure it remains respectful and safe.
iii. Must be discussed with Residential Management at least 2 business days (48 hours) in advance.

3.2. **Gatherings of Over 20 People:**

i. Not normally approved within University Residences.
ii. Proposals must be submitted **at least 5 business days (120 hours)** in advance.
iii. Approval is at the discretion of Residential Management and depends on the nature and impact of the event.

4. APPLICATION PROCEDURE

4.1. To host a party, residents must:

i. Discuss the proposal with Residential Management via University Residence Reception.
ii. Complete a **Party Application Form**, if requested. The form helps assess:
   - Noise levels
   - Security and emergency planning
   - Impact on other residents

4.2. Applications must include:

i. Date and time of the party
ii. Whether alcohol will be present
iii. Number of attendees (not to exceed 20 unless approved)
iv. Names and contact details of non-residents

4.3. Party proposals are typically assessed within 48 hours, with outcomes communicated via email or phone. Advance notice is essential to allow Residential Management to consider any additional staffing or security requirements.

Note: Submitting a proposal does not remove the host's responsibility for managing the event.

5. HOST RESPONSIBILITIES

5.1. One resident must be identified as the **responsible host**.

5.2. The host is accountable for:

i. Guest behaviour
ii. Noise levels
iii. Cleanliness and damage

iv. Preventing uninvited guests
v. Shutting down the party if necessary

5.3. Kegs are strictly prohibited and will be confiscated if found. Breaches will be treated as misconduct under Section 16.

5.4. Any costs arising from the event — such as cleaning or repairs — will be charged to the host and must be paid to Residential Management as a debt due on demand.

6. NON-RESIDENTS AT PARTIES

6.1. Issues often arise from the behaviour of non-residents. Hosts are responsible for ensuring all guests comply with the Residential Agreement. Refer to:

- Section 10 – Guests, Visitors, Gatherings, and Noise Restrictions
- Section 25 – Definitions

6.2. Residents are liable for any damage or misconduct caused by their guests, including injury or property damage.

7. CRIMINAL ACTIVITY

7.1. Any criminal activity — or suspected criminal activity — associated with a party will be reported to authorities. This includes:

- Possession, cultivation, use, or supply of non-prescribed or illicit drugs
- Any behaviour breaching Clause 16 – Discipline and Misconduct

7.2. Under Section 15 – Early Termination, the University may terminate residency immediately for serious breaches, including:

- Section 3 (g), 8 (c) 8(d), 8(e), 14, and 16
- Section 8(e): Residents must comply with all laws and notify the University of any lawful notice received from an authority.

8. PARTIES DURING EXAM PERIODS

8.1. During official University exam periods:

- Social gatherings that may disturb others are not permitted within University Residences.
- Residents who finish exams early are encouraged to celebrate off-site.
- Any residence-hosted events during this time will be low-key, designed to offer a quiet break from study without disrupting others.

Appendix D – Complaints and Grievance Procedure

1. SCOPE

1.1 This procedure applies to all Residents living at University Residences. Complaints of unlawful discrimination, sexual harassment and bullying by staff or students are addressed by the Harassment and Discrimination Prevention Policy and Resolution Procedure.

2. TYPES OF COMPLAINTS

2.1 Complaints or grievance may include, but are not limited to:

i. Decisions made by administrative staff
ii. Administration of policies, procedures, and rules
iii. Standard of service
iv. Access to resources or facilities

3. COMPLAINT LODGEMENT PROCEDURE

3.1 Residents are strongly encouraged to raise complaints or concerns in writing; if the complaint or concern is not in writing, the staff member receiving the complaint or concern will proceed based on his/her understanding of the complaint or concern.

3.2 Residents can lodge complaints with the Residential Life Manager in the first instance; if the complaint is about the Residential Life Manager, Resident can lodge the complaint with the General Manager.

3.3 Staff members who are contacted by Residents for the purposes of complaints will, within five working days:

i. Acknowledge receipt of the complaint
ii. Arrange for a preliminary meeting with the Resident
iii. Advice the Resident of a proposed process for resolving the complaint
iv. Where applicable, available, and appropriate staff will also:
    - Attempt to clarify the relevant policies, procedures and processes underpinning the action to which the complaint relates.
    - Attempt to clarify with relevant identified parties what is agreed and where opinions differ.

3.4 Residents who are not satisfied with the outcome of the process must, within five working days of receiving advice of the outcome, escalate the matter to the General Manager.

3.5 If the General Manager has already been involved in the initial complaint process, the Resident can escalate the matter to the Accommodation Operations team.

3.6 The escalated matter will be reviewed and point 3.3 will apply.

3.7 The Resident may at any time bypass the above steps and lodge a complaint directly with the Accommodation Operations General Manager.

Appendix E – Noise Policy

1. SCOPE

1.1 At University Residences, we strive to create an environment of quiet comfort where all residents can enjoy a peaceful, respectful, and supportive living experience. Whether you're studying, resting, or socialising, it's important to be mindful of how your activities may affect others.

1.2 These guidelines are designed to balance the enjoyment of social gatherings with the need for calm and consideration. They outline expectations around noise, use of shared spaces, and hosting events — helping ensure that everyone can feel at ease in their home away from home.

2. GENERAL NOISE EXPECTATIONS

2.1 Residents must not create excessive noise or disturbances in their rooms, common areas, or outdoor spaces that may interfere with the peaceful enjoyment of others — including fellow residents, neighbours of the residence, or members of the public.

2.2 Music, loud conversations, and other disruptive activities should be kept to a minimum, especially during quiet hours.

3. OUTDOOR COMMON AREA USAGE

3.1 To minimise disruption to others, outdoor common areas must not be used:

i. Before 7:00am or after 10:00pm — Monday to Saturday; and

ii. Before 8:00am or after 9:00pm — Sundays and public holidays

4. SOCAL GATHERINGS AND NOISE LIMITS

4.1 When hosting a social gathering (refer to Appendix C: Party Policy), residents must comply with the following conditions:

i. Weeknight gatherings (Sunday to Thursday): Gatherings with reasonable noise may be held in rooms, adjacent areas, and indoor common spaces until 10:00pm.

ii. Weekend gatherings (Friday and Saturday): Gatherings with reasonable noise may continue until midnight in rooms and indoor common areas.

iii. Outdoor gatherings: Refer to point 2.

5. MUSIC AND SOUND DEVICES

5.1 Stereos, radios, musical instruments, and singing are not permitted outdoors.

5.2 These devices may be used indoors only, with doors closed.

5.3 Music must not be audible to neighbours. If it is, you may be asked to lower the volume or turn it off entirely.

6. EXAM PERIODS AND QUIET STUDY TIMES

6.1 During official University exam periods — and designated pre-exam study periods:

i. No social gatherings that may disturb others are permitted without prior written approval from Residential Management.

ii. Common areas may be temporarily closed or converted into quiet study zones to support residents' academic focus and rest.

iii. Residents who finish exams early are encouraged to celebrate off-site, to maintain a respectful environment for those still studying.

Appendix F – Incident Policy and Procedure

1. SCOPE

1.1 This procedure applies to all residents of University Residences. Any incident that occurs on-site is assessed based on its severity and categorised accordingly. All incidents are escalated to the **Manager on Duty**, and depending on the level of severity, may also be escalated to the University.

2. DEFINITION

2.1 An **incident** is defined as:

- An unplanned event resulting in actual or potential injury to a resident, guest, staff member, contractor, or visitor.
- An unplanned event resulting in actual or potential damage to equipment, property, or the environment.

3. CATEGORIES OF INCIDENTS

3.1 Incidents may include, but are not limited to:

- Assault
- Residential Dispute
- Mental Health
- Noise & Behavioural
- Unsafe Work Practices
- Drugs/Alcohol
- Personal Injury or Illness
- Environmental
- Property Damage
- False Fire Alarm

4. INCIDENT LEVELS

4.1 **Low:** Referencing incidents with low risk to self or others, minimal damage to property and are more likely occurrences.

4.2 **Moderate:** Referencing incidents which have a limited risk to self or others, moderate damage to property and are considered infrequent occurrences.

4.3 **High:** Referencing incidents which have a high risk to self or others, significant damage to property regardless of likelihood of occurrence.

5. ESCALATION

5.1 All reported incidents are escalated by University Residences staff who manage the situation in accordance with the incident escalation protocol.

6. REPORTING

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

Appendix G – Event Risk Management Policy and Procedure

1. SCOPE

1.1 This Procedure applies to all Residential life events held at University Residences or offsite.

2. DEFINITION

2.1 An event is defined as:

- A pre-approved organized gathering of Residents.

3. RISK ASSESSMENT

3.1 All approved events go through a risk assessment process known as “Event Plan”. This process allows us to identify hazards for each step of the event and agree on control measures to minimize the risk.

4. POLICIES THAT APPLY TO ALL EVENTS:

4.1 Appendix E – Noise Policy

4.2 The University of Sydney Alcohol Policy

4.3 Residential agreement clause 10. Guest, Visitors, gatherings, and noise restrictions.

4.4 The University of Sydney Student Charter

5. Controls

5.1 At the event:

i. Responsible person facilitating the event
ii. RA/RLS/RLM present for large events.
iii. Event sign up and registration

5.2 In the Building:

i. Duty Manager
ii. Emergency response procedure
iii. Roof top terrace capacity
iv. Party application form
v. Supply food and non-alcoholic beverages

5.3 On Campus:

i. UoS Security

5.4 Off Campus:

i. Emergency Services
ii. Venue Security

6. Unauthorized events

6.1 All unauthorized events will be closed immediately, and any non-Residents will be asked to leave the property.

7. Discipline and misconduct

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

Appendix H – Payment Schedules

Please review your specific contract against the rental dates outlined in the payment schedule tables. For returning Residents, rental charges will be applied on an ongoing fortnightly basis.

Note that the payment schedules provided are based on standard contract dates and may not precisely align with contracts that commence on alternate days.

52W - NEW STUDENTS - 1/01/2027 TO 1/01/2028		
RENT DAY	**FROM**	**TO**
Tuesday, 22 December 2026	1/01/2027	15/01/2027
Tuesday, 5 January 2027	15/01/2027	29/01/2027
Tuesday, 19 January 2027	29/01/2027	12/02/2027
Tuesday, 2 February 2027	12/02/2027	26/02/2027
Tuesday, 16 February 2027	26/02/2027	12/03/2027
Tuesday, 2 March 2027	12/03/2027	26/03/2027
Tuesday, 16 March 2027	26/03/2027	9/04/2027
Tuesday, 30 March 2027	9/04/2027	23/04/2027
Tuesday, 13 April 2027	23/04/2027	7/05/2027
Tuesday, 27 April 2027	7/05/2027	21/05/2027
Tuesday, 11 May 2027	21/05/2027	4/06/2027
Tuesday, 275May 2027	4/06/2027	18/06/2027
Tuesday, 8 June 2027	18/06/2027	2/07/2027
Tuesday, 22June 2027	2/07/2027	16/07/2027
Tuesday, 6 July 2027	16/07/2027	30/07/2027
Tuesday, 20 July 2027	30/07/2027	13/08/2027
Tuesday, 3 August 2027	13/08/2027	27/08/2027
Tuesday, 17 August 2027	27/08/2027	10/09/2027
Tuesday, 31 August 2027	10/09/2027	24/09/2027
Tuesday, 14 September 2027	24/09/2027	8/10/2027
Tuesday, 28 September 2027	8/10/2027	22/10/2027
Tuesday, 12 October 2027	22/10/2027	5/11/2027
Tuesday, 26 October 2027	5/11/2027	19/11/2027
Tuesday, 9 November 2027	19/11/2027	3/12/2027
Tuesday, 23 November 2027	3/12/2027	17/12/2027
Tuesday, 7 December 2027	17/12/2027	31/12/2027
Tuesday, 21 December 2027	31/12/2027	1/01/2028

48W - NEW STUDENTS - 30/01/2027 TO 1/01/2028		
RENT DAY	**FROM**	**TO**
Tuesday, 19 January 2027	30/01/2027	13/02/2027

Tuesday, 2 February 2027	13/02/2027	27/02/2027
Tuesday, 186February 2027	27/02/2027	13/03/2027
Tuesday, 2 March 2027	13/03/2027	27/03/2027
Tuesday, 16 March 2027	27/03/2027	10/04/2027
Tuesday, 30 March 2027	10/04/2027	24/04/2027
Tuesday, 13 April 2027	24/04/2027	8/05/2027
Tuesday, 27 April 2027	8/05/2027	22/05/2027
Tuesday, 11 May 2027	22/05/2025	5/06/2027
Tuesday, 25 May 2027	5/06/2027	19/06/2027
Tuesday, 8 June 2027	19/06/2027	3/07/2027
Tuesday, 22 June 2027	3/07/2027	17/07/2027
Tuesday, 6 July 2027	17/07/2027	31/07/2027
Tuesday, 20 July 2027	31/07/2027	14/08/2027
Tuesday, 3 August 2027	14/08/2027	28/08/2027
Tuesday, 17 August 2027	28/08/2027	11/09/2027
Tuesday, 31 August 2027	11/09/2027	25/09/2027
Tuesday, 14 September 2027	25/09/2027	9/10/2027
Tuesday, 28 September 2027	9/10/2027	23/10/2027
Tuesday, 12 October 2027	23/10/2027	6/11/2027
Tuesday, 26 October 2027	6/11/2027	20/11/2027
Tuesday, 9 November 2027	20/11/2027	4/12/2027
Tuesday, 23 November 2027	4/12/2027	18/12/2027
Tuesday, 7 December 2027	18/12/2027	1/01/2027

26W (SEM 2 ONLY) – NEW STUDENTS - 3/07/2027 TO 1/01/2028

RENT DAY	FROM	TO
Tuesday, 22 June 2027	3/07/2027	17/07/2027
Tuesday, 6 July 2027	17/07/2027	31/07/2027
Tuesday, 20 July 2027	31/07/2027	14/08/2027
Tuesday, 3 August 2027	14/08/2027	28/08/2027
Tuesday, 17 August 2027	28/08/2027	11/09/2027
Tuesday, 31 August 2027	11/09/2027	25/09/2027
Tuesday, 14 September 2027	25/09/2027	9/10/2027
Tuesday, 28 September 2027	9/10/2027	23/10/2027
Tuesday, 12 October 2027	23/10/2027	6/11/2027
Tuesday, 26 October 2027	6/11/2027	20/11/2027
Tuesday, 9 November 2027	20/11/2027	4/12/2027
Tuesday, 23 November 2027	4/12/2027	18/12/2027
Tuesday, 7 December 2027	18/12/2027	1/01/2028



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