UniLodge

2027

RESIDENT HANDBOOK

UniLodge at Curtin University

UniLodge

UNILODGE AT CURTIN UNIVERSITY

2027

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Welcome to UniLodge at Curtin University!

We trust that your stay here will be both enjoyable and productive.

The UniLodge Residence Team is aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments. The Resident Handbook is designed to ensure that everybody understands and observes the requirements and rules so that all Residents can enjoy their stay.

Most of the issues in this Resident Handbook are based on common sense, and many have already been explained during the initial sign-up process. The Resident Handbook requirements and rules ensure the **COMFORT**, **SAFETY** and **SECURITY** of all Residents.

We hope that this Resident Handbook will prove useful in answering any questions and in assisting you with the most common issues that may occur.

UniLodge Residence Team wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Perth.

Enjoy your stay!

Zac Leach

UniLodge General Manager - Portfolio



We're here to help.

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



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

Many new students, including Australian students, are living away from their family and friends for the first time.

We encourage you to become involved in our **Residential Life** events, so that you will 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 around the world who are going through the same experience as you.

Please come and see us if only for a chat! UniLodge wants your stay to be a happy and prosperous one.



We care about you.

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.



New Residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and fending for themselves
- Being away from the support of family and friends
- Settling into city life, a new state, or a new country
- Language barriers
- Lifestyle and culture changes, this may come as a shock, and may include:
  - Finding their way around (i.e., transport, clubs, churches)
  - Basic establishment tasks (e.g. bank accounts, etc.).

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.

Anyone affected by illness, accident, or death of a relative, should talk to the Residential Life Manager or General Manager. If necessary, we can refer you to Curtin University's counselling service for further support.

Our pastoral care network.

UniLodge is proud to offer a pastoral care network. When you join our community, you will find there is always something to do and someone to talk to.



Our **Residential Advisors (RAs)** might come and knock on your door with a bag of lollies, or stop you in the hallway to find out about your weekend. They are always available for a chat and to offer advice and sometimes referrals to other services.

Connecting you to services, people and places is just one of the important roles to play here at UniLodge. So, whether you want to connect with other Residents, the local community or just want to know the best places to 'hang out' we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely, and securely as possible, so you can get on with the job of studying and enjoying your time here.

Sonder - 24/7 Wellbeing, Safety and Support

At UniLodge, resident wellbeing and safety are our priority. That's why we partner with Sonder, a free 24/7 wellbeing, health and safety support service available to all residents.

Through the Sonder app, residents can access confidential assistance anytime, anywhere for a wide range of health, wellbeing, safety and personal matters. The app also includes practical safety features, providing direct access to professional support whenever it's needed.

To get started, simply scan the QR code provided to download the Sonder app. Residents can also explore helpful resources and features. We encourage all residents to download the app and familiarise themselves with the support services available throughout their stay at UniLodge.

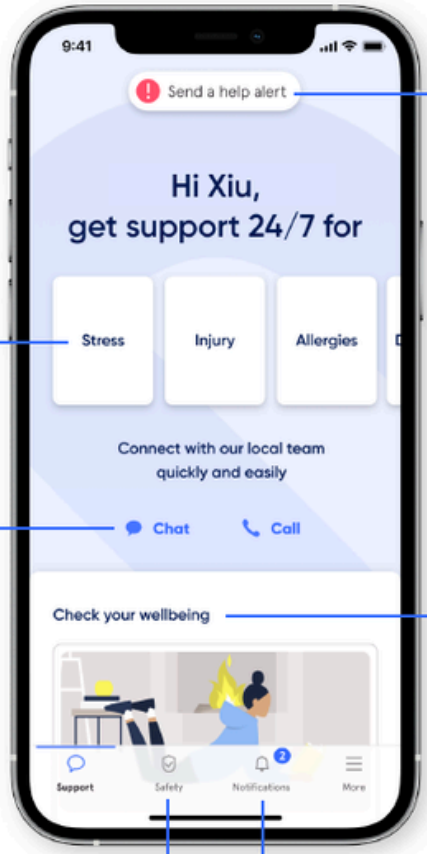
Here's how Sonder can support you

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



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

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

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

Academic Support 3.01

If you have an academic problem, please talk to us as soon as it arises – don't leave it until it is too late!

Should you have any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles - we can help to refer you to **Curtin Learning Support** or the relevant department or faculty that will be able to resolve any issues.

As a Resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements.

If you are experiencing noise related problems that are affecting your study, please advise us immediately.

Residents must always be tolerant of other Resident's study habits.

Residential Life Program 3.02

The physical and emotional wellbeing of all our residents is of the upmost importance. With security, safety, convenience and support provided by UniLodge, students are free to focus on their studies and broadening their social networks. We offer advice on finding academic support, and we're always on hand to make sure residents are healthy and happy.

Our **Residential Life Program** (**ResLife**) helps students settle into their new lifestyle at Curtin and gives them the opportunity to make new friends and explore their surroundings like a local.

What is Residential Life?

Residential Life is an integrated, contemporary, residential life program, run by UniLodge for our Residents. It is designed to support and bring out the best in each Resident through the duties and activities carried out by Residential Advisors, the Residential Life Manager, the Customer Service Staff, and the General Manager.

What does the program aim to achieve?

It offers a balanced program of activities that supports Resident life across many dimensions such as: standard of living and quality of life, mental and physical health, academic and personal achievements, personal and social relationships, safety and security, and community connectivity.

UniLodge's Multicultural Vision

We promote a culture of mutual respect, tolerance, and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. We aim to create an environment where everyone feels respected and looks out for everyone else. A community where residents feel they belong and can share a sense of family and friendship. We aim to provide opportunities for residents to interact with, learn from, and value everyone.



What activities underpin the Residential Life Program?

- **Academic:** Study sessions, educational forums, seminars, focus groups, and life skills workshops covering budgeting, interview skills, resume writing, and more.
- **Social:** Barbecues, entertainment nights, game nights, movie nights, sporting activities, and trips to Aussie fun spots like surfing, indoor rock climbing, and bike riding.
- **Health & Wellbeing:** Activities that encourage physical activity, connection, relaxation, and overall wellbeing.
- **Community:** Charity fundraising, socially responsible activities, and community initiatives that encourage Residents to get involved and make a difference.
- **Cultural:** International parties, cultural celebrations, and activities that encourage Residents to share and celebrate their diverse backgrounds and traditions.



Attending Events



Getting involved in the Residential Life Program is easy. Residents can view and register for upcoming events through **UniLodge Eventbrite**. A wide range of social, cultural, wellbeing and community events are scheduled throughout the year, allowing you to browse what's coming up and register for the activities that interest you.

If you need assistance using the app or registering for an event, our Customer Service team at reception will be happy to help.

As part of your Residential Life Program membership, many events are heavily subsidised or discounted by UniLodge. To ensure all residents have the opportunity to participate, event tickets are generally available exclusively to UniLodge residents. We encourage you to book early, as places for some events may be limited.

Photos at Events

Photos and videos at Res Life events will be taken, and, from time to time, we will use these to post on UniLodge social media and/or in marketing materials.

If you would like us to remove a picture of you, please contact reception.

Financial Problems 3.03

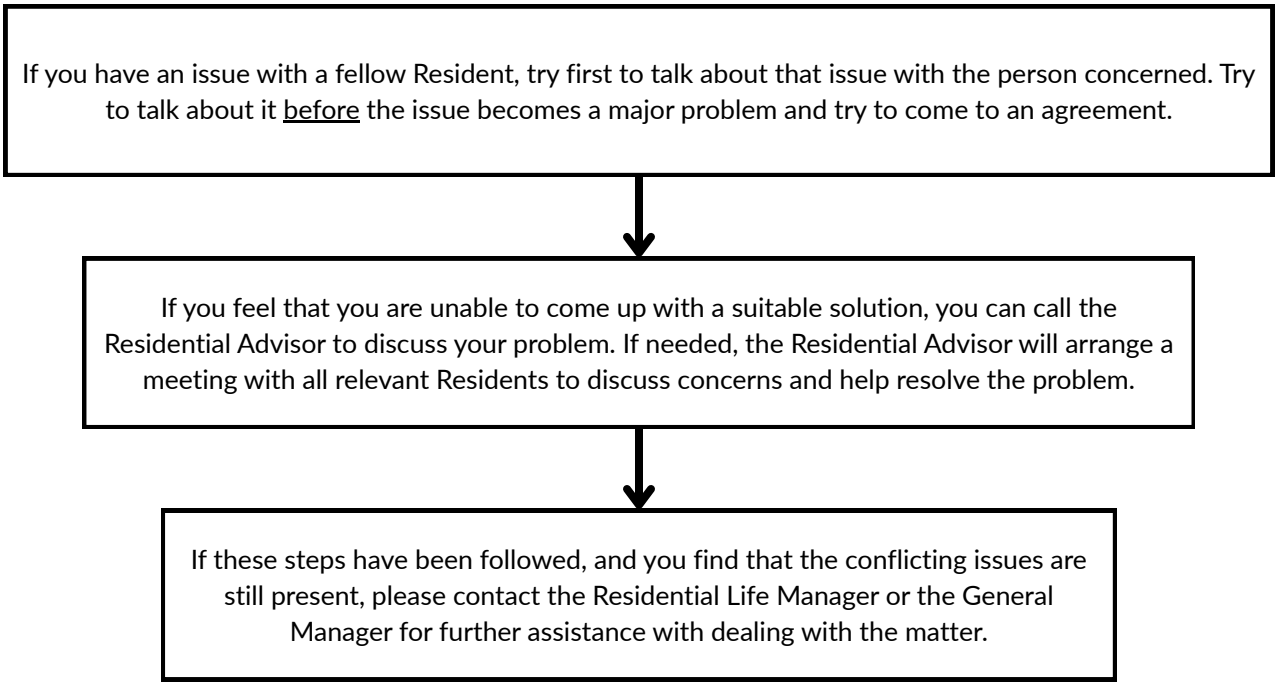
If you are experiencing any financial difficulties, please speak to the Residential Life Manager or the General Manager. Often, these difficulties can be managed by the implementation of a financial plan.

In addition, universities have their own Student Financial Service Unit usually managed by a Student Services Department.

For students at Curtin University, this can be found here.

Living Together at UniLodge 3.04

Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. The following steps will help you should any conflicts arise.



Multi-Share Apartment Meetings

To assist Residents living in multi-share apartments, our Residential Advisors, upon request, will host apartment meetings with you and your apartment flatmates. This may result in the signing of a written apartment agreement for the apartment to abide by. If you join a multi-share apartment who has already signed an agreement, you will have an opportunity to agree to the existing agreement or request another apartment meeting.

Apartment meetings are **compulsory** for all multi-share Residents.

Tips for Happy Living

- Always do your fair share of cleaning.
- Decide on a cleaning roster for the kitchen, bathroom, and vacuuming.
- Be aware of the noise you and any guests you may produce. This is a common courtesy which should extend to all Residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full.
- Decide if you are going to share the cooking (it's a great way to try new foods and cut costs).
- Always store valuable items in your room.
- Be considerate with your use of shared facilities and equipment.

Personal Problems 3.05

Do not be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are getting you down. They are here to help and support you, to provide guidance, and to assist with referrals where necessary.

To support your welfare and learning, Curtin also have a Student Wellbeing hotline (which is available during office hours) and email address, which have been provided below.

> **Phone:** 1800 244 043 (toll-free)
> **Email:** studentwellbeing@curtin.edu.au
> **Visit:** Building 102

Confidentiality 3.06

Your privacy is important to us. Should you wish to discuss any matter in private, please let us know.

Information shared with UniLodge will be handled sensitively, respectfully and kept confidential wherever possible. Information will only be shared on a need-to-know basis and only where necessary to provide support, protect health, safety or wellbeing, comply with legal or regulatory obligations, or investigate and respond to an incident.

There are circumstances where confidentiality cannot be guaranteed.

Examples may include:

- Where there is an immediate or serious risk of harm to yourself or another person.
- Where there are concerns relating to the safety, welfare or wellbeing of a resident, staff member or member of the community.
- Where disclosure is required by law, court order, or a regulatory authority.
- Where information is required to facilitate an appropriate response to reports of Gender-Based Violence (GBV), Sexual Harm, discrimination, harassment, bullying or other serious misconduct.
- Where emergency services, medical professionals, the relevant education provider, or other support services need to be engaged to provide assistance or manage a risk.
- Where UniLodge is required to investigate a complaint, critical incident, or alleged breach of the Resident Handbook, Accommodation Agreement, or applicable policies.

Bullying, Sexual Harassment, Assault, and Discrimination 3.07

Bullying, sexual harassment, and discrimination is not tolerated and is **against the law** in Australia.

UniLodge is a friendly and supportive community, and it is expected that its members will be pro-active in ensuring that it remains so. **Anyone at UniLodge who engages in any form of bullying, sexual harassment/assault, or discrimination will be asked to leave.**

The Anti-Discrimination Act makes discrimination unlawful on the basis of a person's gender, race, age, sexual preference, religion, political beliefs, or activities.

Bullying involves repeated unreasonable behaviour that may victimise, humiliate, intimidate, or threaten another person. Examples include behaving aggressively, teasing, or playing practical jokes on another person, or pressuring someone to behave inappropriately.

Sexual harassment includes the following behaviours in circumstances where there is an intention to offend, humiliate, and intimidate or where there a reasonable person would have anticipated that the conduct would offend, humiliate, or intimate another person:

- unsolicited acts of physical intimacy;
- unsolicited demands or requests (whether directly or by implication) for sexual favours;
- a remark with sexual connotations relating to another person;
- engaging in any other unwelcome conduct of a sexual nature directed at another person;

We are committed to providing a respectful and safe place to study and live.

If you are feeling unsafe, unsure what to do about threatening or unwanted behaviour, or if you or someone you know has experienced sexual harassment or assault, the Curtin Safer Community Team can provide support, advice, and options.

> **Phone:** (08) 9266 4444
> **Email:** safercommunityteam@curtin.edu.au
> **Web:** https://students.curtin.edu.au/personal-support/respectful-relationships/

Consent means everyone involved freely agrees to what is happening, and anyone can change their mind at any time. Watch the Tea Consent video for a simple explanation: https://www.youtube.com/watch?v=fGoWLWS4-kU

SafeZone

Download the free SafeZone app at safezoneapp.com or from your device's app store. SafeZone is free for all Curtin University staff and students, connecting you directly to the University Safer Community Team if ever you need help while on campus.

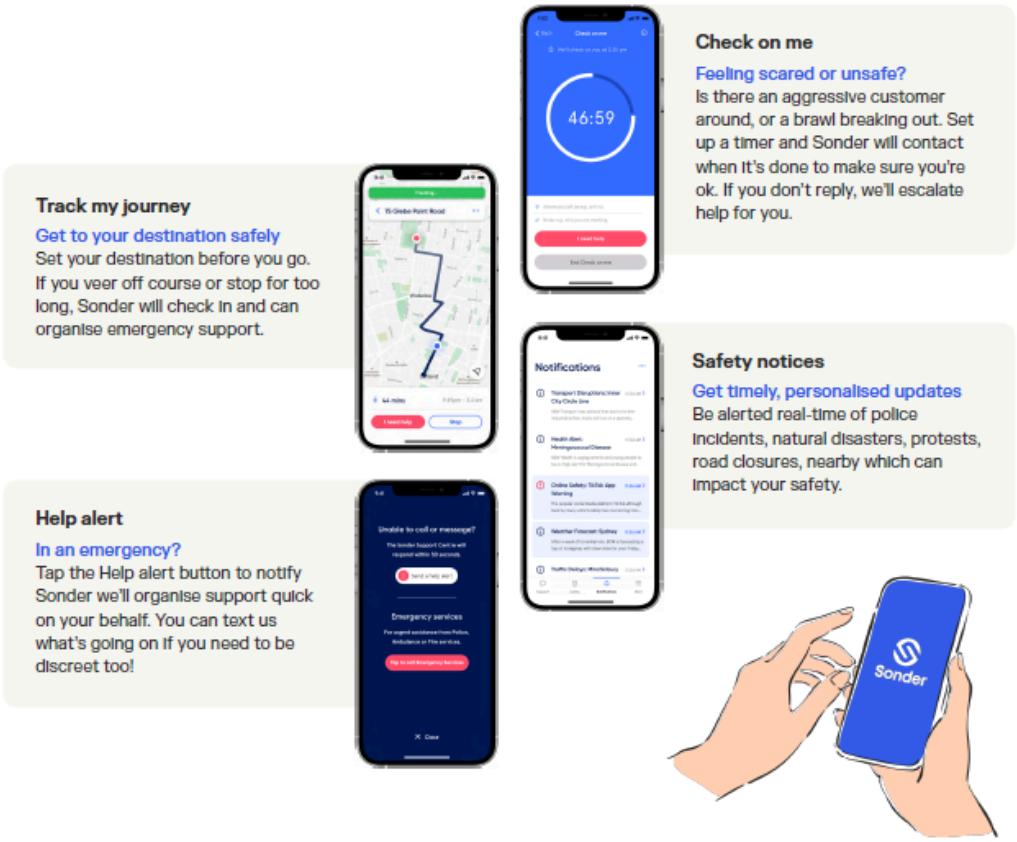
If you think you have been subjected to bullying, sexual harassment, or discrimination please contact the Residential Life Manager and the appropriate steps will be taken.

Sonder - Track My Journey

Track My Journey is a personal safety feature designed to provide extra peace of mind when travelling alone, whether you're walking home from campus, heading to work, or using public transport.

Simply enter your destination and expected arrival time in the Sonder app, and Sonder will monitor your journey in real time. If you do not arrive as planned or require assistance during your trip, Sonder's support team can proactively check in and help connect you with the appropriate support services.

This feature is particularly useful when travelling at night, exploring unfamiliar areas, or whenever you would like an added layer of safety and reassurance.



LGBTIQ+ Support @ Curtin 3.08



At Curtin, you're welcomed into an environment where you're respected and valued, regardless of your sexual orientation, gender identity or gender expression.

If you identify as LGBTIQ+ (Lesbian, Gay, Bisexual, Trans, Intersex, Queer, Questioning and otherwise diverse in their sexuality and/or gender), you can access a range of support and resources.

A **Curtin Ally** is a student or staff member who is informed about, sensitive towards, and understanding of, lesbian, gay, transsexual, transgender, intersex and other sexuality and gender diverse (LGBTIQ+) people.

A Curtin Ally provides support directly/indirectly by:

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

For more, visit https://students.curtin.edu.au/personal-support/lgbtiq/

Social Support 3.09

UniLodge will organise **Residential Life** events throughout the year and you are encouraged to attend these activities. ResLife events provide the ideal opportunity to get to know the staff and, most importantly, other Residents within the building. Partaking in the organised social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships. This will enrich your experiences here at UniLodge and your time spent as a student.

The **Social Support Advisors** (SSAs) at Curtin University can also help you identify social wellbeing concerns and work with you in an individual consultation to help find healthy and useful solutions. This may include:

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

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

The SSAs are located within Counselling and Disability Services on the Bentley Campus, in Building 109, on the second level. To schedule an appointment with a SSA, phone +61 8 9266 7850 or 1800 651 878 (free call outside metro area).

For more, please visit https://students.curtin.edu.au/personal-support/

Curtin Counselling also offers free appointments to Curtin students. You can make an appointment by calling +61 8 9266 7850 or visit them on level 2 of building 109.

Faith @ Curtin 3.10

Information regarding places of worship, faith communities and religious equity can be accessed at Curtin University's multi faith services website.

For more, visit: http://students.curtin.edu.au/personal-support/faith/

Workplace Health & Safety 3.11

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and as such Staff and Residents alike are responsible for always maintaining a safe and secure environment.

As a Resident, **you must not directly cause or contribute towards an accident** e.g., preventing easy access or exit from the building by leaving belongings or rubbish in entrances or interfering with any fire safety notices or equipment.

Complaints 3.12

Life in a community can sometimes throw up 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 Residence Team. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Residential Life 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 Residence Team
> **Step 3:** Inform UniLodge Residence Team of the complaint, and they will work with you to resolve the issue.

If UniLodge Residence Team make a decision relating to your complaint, whether it is a residential life, administrative or financial matter, you can have the decision reviewed by the General Manager. An appointment to speak with the General Manager may be made at reception.

Should you wish to appeal a decision, or where consideration of the complaint by the General Manager is not appropriate, the matter may be reviewed by the UniLodge National Chief Operating Officer (COO).

In addition to the above, you have the right to an external review and may seek the advice of any relevant independent 3rd party.

Complaints Procedures 3.13

Stages of the Complaints Procedures 3.13.1

Stage 1: Lodging a Complaint

> Complaints can be lodged via the online form or verbally by contacting the General Manager, Property Manager Operations, or another senior member of staff. Less serious complaints may be easily resolved by another member of staff without proceeding further with the complaint.

Stage 2: Response and Advice

> The aim of Stage 2 – Response and Advice is to first respond to the complainant within 2 business days (earlier where possible) acknowledging receipt of the complaint and provide contact details of the appropriate senior member of staff who will be dealing with the complaint.
>
> The senior member of staff will attempt to clarify the problem as perceived by the complainant, to advise the complainant of the options available to them (including options for directing the complaint to an external agency for serious accusations) and to ensure the complainant is provided with support and advice to decide whether they wish to proceed with the complaint and how to do so.

Stage 3: Investigation and Determination

> If the complaint is not satisfactorily resolved by Stage 2, and the complainant wishes to proceed, the senior member of staff will forward the complaint to the General Manger, Area General Manager, or nominee, for investigation and determination. If a matter requires an investigation that will take more than seven days, the complainant will be advised and offered support if appropriate. The General Manger, Area General Manager or Nominee will advise the Curtin Director of Accommodation, Office of Corporate Services and other appropriate stakeholders depending on confidentiality of the complaint.

Stage 4: Conciliation

> Where possible, conciliation is the preferred option in dealing with complaints that involve two parties. However, the complaint process can only proceed to Stage 4 – Conciliation if the complainant is willing to be identified to the respondent and to detail the complaint in writing. For conciliation to proceed, the respondent must be provided with the written complaint, the complaints procedures, and be provided with the opportunity to respond in writing. Resolution may be achieved after meetings with the respondent and the complainant individually or together.

Stage 5: Determination and Resolution

> Where the complaint is not able to be resolved at Stage 4 – Conciliation, the General Manger, Area General Manager, or Nominee may make a determination and advise the complainant in writing. A copy of the determination will be provided to the Curtin Director of Accommodation, Office of Corporate Services, and other stakeholders where appropriate.

Stage 6: Dissatisfaction with Determination

> Complainants who remain dissatisfied with a determination have further rights including seeking support from lodging a formal complaint with the Curtin Director of Accommodation, Office of Corporate Services or other appropriate authority.

Continued next page.

General Complaints Diagram

3.13.1.1



Handling Misconduct Complaints 3.13.2

A) Discrimination complaints

UniLodge train and support all staff in training on our anti-discrimination policy and subsequent addressing of issues surrounding these types of complaints.

As the complaint is progressed from each stage to the next stage the most appropriate person to handle the complaint must be reviewed. The same or different advisers may assume responsibility for the complaint at different stages. Continuity, success of previous contacts, and the request of those involved will be taken into account in this decision.

Should the complaint be of a nature or matter which falls outside of the Residential Agreement, Curtin University and its nominated representative will be advised. UniLodge Australia Pty Limited act as agent for Curtin University, on Curtin University campus. Under Statute No, 10 – Student Discipline to establish the framework for dealing with Student Misconduct. Student Misconduct can refer to General Misconduct inclusive of unlawfully discriminating against any person lawfully on the University's premises or elsewhere while engaged in any University activity. An instance of Student Misconduct is a "disciplinary offence" within the meaning of that term in the Act.

Further information on general misconduct can be found in Statute No.10 – Student Discipline:
https://policies.curtin.edu.au/local/docs/statutes-rules/General_Misconduct_Rules.pdf

B) Assault or harassment complaints

UniLodge train and support all staff in training on our assault and harassment policy and subsequent addressing of issues surrounding these types of complaints.

As the complaint is progressed from each stage to the next stage the most appropriate person to handle the complaint must be reviewed. The same or different advisers may assume responsibility for the complaint at different stages. Continuity, success of previous contacts, and the request of those involved will be taken into account in this decision.

Should the complaint be of a nature or matter which falls outside of the Residential Agreement, Curtin University and its nominated representative will be advised. UniLodge Australia Pty Limited act as agent for Curtin University, on Curtin University campus. Under Statute No, 10 – Student Discipline to establish the framework for dealing with Student Misconduct. Student Misconduct can refer to General Misconduct inclusive of assaulting or attempting to assault any person in or upon the premises of the University or elsewhere while engaged in any University activity. An instance of Student Misconduct is a "disciplinary offence" within the meaning of that term in the Act.

Further information on general misconduct can be found in Statute No.10 – Student Discipline:
https://policies.curtin.edu.au/local/docs/statutes-rules/General_Misconduct_Rules.pdf

Guidelines for those with misconduct complaint 3.13.3

Staff or residents with a complaint relating to misconduct should endeavour to make an appointment for informal advice with the General Manager.

The manager will lead the complainant through the first, and possibly subsequent, stages of the procedures, and will provide the complainant with appropriate information and support. This can also include notification and referral to Curtin University and its nominated representative (also known as the Authorised officer under the General Misconduct Policy), or Emergency Services such as Police for further investigation.

Complainants should, if possible, maintain and have available accurate records of the time and place of the incident(s) of alleged misconduct.

Staff or residents with a complaint of misconduct, while being encouraged to use the UniLodge and Curtin University procedures, have the right to seek advice from the Western Australian Equal Opportunity Commission or the Commonwealth Human Rights and Equal Opportunity Commission at any stage.

Continued next page.

Misconduct Complaints Diagram

3.13.3.1



Gender-based Violence 3.14

Our Commitment 3.14.1

UniLodge is committed to fostering a community where every resident is treated with dignity, respect, and fairness. We encourage residents to look out for one another, speak up when something doesn't feel right, and seek support whenever it is needed. No one should experience violence, harassment, or discrimination while living in our community.

What is Gender-Based Violence? 3.14.2

Gender-Based Violence (GBV) refers to any form of physical or non-physical violence, harassment, abuse, intimidation, or threats that are based on a person's gender, gender identity, or gender expression.

GBV includes behaviours that result in, or are likely to result in:

- Physical or psychological harm
- Coercion or controlling behaviour
- Fear or intimidation
- Deprivation of a person's liberty, autonomy, or sense of safety

Gender-Based Violence may be:

- Driven by unequal gender power dynamics or relationships;
- Connected to gendered expectations or stereotypes, and/or
- Directed towards a person's gender identity or gender expression.

Every resident has the right to feel safe, respected, and supported in their home. See more on the UniLodge website: https://www.unilodge.com.au/

Disclosure & Reporting 3.14.3

If you, or someone you know, has experienced or witnessed Gender-Based Violence, support is available.

You can make a disclosure by:

- Speaking with a member of the Residence Life team, including the Residential Life Manager (RLM), Residential Life Supervisor (RLS), General Manager, or a Residential Advisor (RA).
- Contact your Residential Life Team or General Manager using the contact details provided in this handbook.
- Complete the online Disclosure and Support Form by scanning the QR code provided.

Anonymous disclosures are welcome.

Making a disclosure allows the Residential Life team to provide support and discuss available options. You are not required to make a formal complaint to access support.

Emergency Assistance 3.14.4

If you or another person is in immediate danger, or you require urgent medical or police assistance:

- Call 000 immediately.
- If it is safe to do so, notify your Residential Assistant (RA) or a member of the Residence Life Team as soon as possible.

Your safety is our highest priority.

UniLodge®

GBV RESPONSE FLOWCHART

Trauma-informed • Person-centred • Safety-focused • Confidential

Your safety, choices and wellbeing are our priority.

You are believed, supported and in control of what happens next.

1. DISCLOSURE

A disclosure or suspicion of GBV is received.
Via staff member, online report, phone, email or third party.

2. IMMEDIATE SAFETY ASSESSMENT

Is the person in immediate danger?

- **YES** → Ensure immediate safety. Call 000 if required.
- **NO** → Continue to next step.

3. SUPPORT & INFORMATION

- Provide a safe, private space to talk
- Listen, believe and respect their choices
- Provide information about options and supports
- No pressure to report

AVAILABLE SUPPORTS MAY INCLUDE:

- Medical Support
- Counselling & Wellbeing
- Safety Plans
- Accommodation Support
- Curtin Support Services

4. CHOOSE YOUR PREFERRED PATHWAY

You choose what feels right for you now.
Residents may move between pathways at any time.

PATHWAY 1 SUPPORT ONLY

No formal report at this time

- Access ongoing support and wellbeing services
- Safety planning and risk management
- Regular check-ins (as you prefer)
- You can choose to report later

PATHWAY 2 POLICE REPORT

Report to Police

- We can support you to contact Police
- You can also make the report yourself
- We can assist with safety planning and support
- UniLodge will respect and follow the Police process

PATHWAY 3 FORMAL REPORT

Report/Investigate

- Formal report to UniLodge or Curtin Uni
- Investigation process is initiated
- You will be kept informed of the process and available supports
- Interim measures may be put in place (if required)

5. RISK CONTROLS & INTERIM MEASURES

Appropriate and proportionate measures are implemented to promote safety for the impacted person and the community.

MAY INCLUDE:

- No Contact Directions
- Relocation (temporary)
- Access Adjustments
- Support Referrals

6. ASSESSMENT, INVESTIGATION & RESPONSE

A fair, thorough and timely process is undertaken in line with UniLodge policies and procedural fairness.

- Information Gathered
- Parties Notified
- Interviews Conducted
- Evidence Reviewed

7. OUTCOME & RESOLUTION

A decision is made based on the evidence and policies.

- Outcomes communicated in writing
- Actions (applied if relevant)
- Review rights explained (where applicable)

8. ONGOING SUPPORT & FOLLOW-UP

We continue to support your wellbeing and safety beyond the outcome.

- Ongoing wellbeing support
- Follow-up check-ins (as you prefer)
- Case closure when appropriate and agreed

This flowchart is not a substitute for professional advice. **In an emergency, call 000.**

This flowchart should be read in conjunction with the **UniLodge Gender-Based Violence Prevention and Response Policy and associated procedures.**

Induction Program 3.15

To help you prepare for life at UniLodge, we invite you to complete our resident induction program. This program is designed to introduce you to our community standards, behavioural expectations, and the resources available to support a positive living experience.



Completion of the induction program is mandatory for all residents prior to moving in and consists of a series of short online modules, each followed by a brief quiz.

While the modules take only a few minutes to complete, they cover important topics that promote a safe, respectful, and inclusive residential environment. These include living successfully within the UniLodge community, understanding behavioural expectations, alcohol and drug awareness education, mental health and wellbeing support services, and other information relevant to residential living.

How to complete the modules?

- Go to https://unilodge.adesaustralia.com/
- Register using the following information:
  - **Organisation Username:** @ Curtin
  - **Password:** UniLodge
- Complete all modules.

Your Shop 3.16

As a UniLodge Resident, you'll need to bring your own everyday essentials with you, such as sheets, pillows, pots, pans and other kitchen items. If you're travelling from overseas, or simply don't want to pack these larger or bulky items, **Your Shop makes it easy to order what you need before you arrive**.

Your order can be arranged to be ready and waiting for you when you arrive, helping you settle into your new home without the need to shop for everything straight away.

A wide range of products is available at competitive prices, including bedding, kitchen essentials and other items you may need throughout your stay. You can also place orders through Your Shop at any time during your stay with us.

Visit http://unilodge.com.au/shop to place your order.



RIGHTS & RESPONSIBILITIES 04

Resident Rights 4.01

a) To start the residency with the premises in a reasonable condition that complies with health and safety regulations.
b) Peaceful enjoyment of the premises.
c) A secure environment.
d) To be given a copy of the Accommodation Agreement and Resident Handbook.

UniLodge Rights 4.02

1. To send Remedy of Breach notices to Residents who break the terms or conditions of the Accommodation Agreement or Resident Handbook and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
2. To issue Remedy of Breach notices to Residents defaulting on their accommodation fee payments, and to send a Notice to Leave if not remedied.
3. To inspect the condition of the property 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.
4. Request ID from Residents.

Resident Responsibilities 4.03

1. Pay the Accommodation Agreement fees by the due date and by the agreed method of payment.
2. Do not use the premises for illegal purposes.
3. Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other Resident.
4. Keep the premises and inclusions clean.
5. Be responsible for your guests' behaviour.
6. Do not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises, or inclusions.
7. Report to UniLodge any damage/maintenance issues to your premises in writing.
8. Pay for charges as outlined in the Accommodation Agreement and this Resident Handbook.
9. Abide by the terms of the Accommodation Agreement, Resident Handbook, rules, and regulations of the building.
10. Only use the premises for residential purposes unless otherwise agreed in writing.
11. Pay for any damage in your apartment. For your reference, a general damages and repairs list is attached in section 14.5 of the Resident Handbook. The Entry Condition Report will always be referred to when considering damage and residents are not responsible for fair wear and tear to the property.
12. Pay for any Miscellaneous Fees and Charges including fire alarm activation fee that may occur from your apartment.

UniLodge Responsibilities 4.04

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

Copyright at Curtin 4.05

Curtin students are subject to the provisions of the Copyright Act 1968, so it's essential to be aware of what you can and can't copy.

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

Condition Report 5.01

At the commencement of your Accommodation Agreement, an Entry Condition Report will be completed and signed by both you, the Resident, and a UniLodge representative. This Condition Report will be used during and at the end of the Accommodation Agreement to assess any damage to the apartment, its furniture and equipment.

Any charges will be made at Manager's discretion and the general damages and repairs list in section 14.5 of the Resident Handbook will be referred to along with contractor advice to provide final prices.

The completed Condition Report must be **returned to the office within 2 business days** of you receiving the report. Failure to do so will result in the Entry Condition Report not being an eligible basis for any security deposit claims at the end of your agreemen

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Security Deposit 5.02

1. A security deposit equivalent to four (4) weeks' Residence Fee ('Rent') is required by any resident not studying at Curtin University. The security deposit is held in an account on behalf of the Resident for the term of the residency and / or for any further period in which the Resident may occupy the apartment.
2. The Manager may at any time deduct from the Security Deposit any arrears of the Residence Fee, Resident Charges or any other amounts which may be owing pursuant to this Agreement.
3. The cost of repairs, replacements, special cleaning, and waste removal may be deducted by the Manager from the security deposit.
4. The Resident is not entitled to make a claim on any interest of the security deposit.

If the security deposit is used as specified above, the funds must be repaid within the time period specified by way of Payment Agreement. If this is not paid in line with agreement, a breach notice will be issued.

Sanctions 5.03

You will need to make sure your fees are paid by the relevant due date. If you miss the due date, sanctions will be placed on your student record, which may prevent:

- Access to your results for current and previous study periods
- Requests for documents, such as your Academic Transcript or Letters of Completion
- Attendance at your graduation ceremony and the issuing of your course award/s
- Enrolment in future study periods

Sanctions can be placed by any area of the University, for late payment of tuition or SSAF, incidental fees, library fines or other debts owing to Curtin. You can view your sanctions by logging in to OASIS, clicking on My Studies and scrolling down to the Sanctions box.

Breach by Resident and Termination by UniLodge 5.04

If you breach the terms and conditions of your Accommodation Agreement or this Resident Handbook, you will be issued with a breach notice. The breach notice will outline what the breach is and the time period you have to rectify the breach

Clauses 12, 13, 14, 15, 16, and 17 of the Accommodation Agreement all speak to termination under different circumstances.

Please ask to speak to the General Manager if you need to understand this in more detail.

In summary, the Accommodation Agreement may be terminated early by UniLodge if:

1. The Resident fails to pay Rent by the due date and all breach notices to remedy/warning letters have not been satisfied.
2. The Resident is issued a breach notice on breach of the agreement or handbook and it is not remedied within the specified time provided
3. The Resident student status changes.
4. The Resident's behaviour is deemed "unacceptable" by UniLodge (as defined by the Accommodation Agreement and the Resident Handbook).
5. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

Early Termination for 'Unacceptable' Behaviour 5.05

The UniLodge Resident Handbook promotes tolerance, courtesy and care for others and the different needs within the community.

If you choose to ignore or transgress these guidelines, you shall receive breach notices and/or written warnings from the UniLodge Residence Team. Residents who have received breach notices and/or written warnings and continue with such behaviour will face early termination of their Accommodation Agreement.

An important thing to know is that, to protect the safety and wellbeing of all Residents, UniLodge can require an Immediate Termination without prior notice where a Resident's behaviour is deemed to be "unacceptable" by UniLodge in connection with any incident.

Unacceptable behaviour may include, but is not limited to:

1. Carrying, using, or distributing illegal drugs or other illegal substances.
2. Harassment, abuse or discrimination of another Resident, Staff Member, or person.
3. Sexual/physical abuse of another Resident, Staff Member, or person.
4. Theft of another person's property.
5. Significant interference with the peace, comfort or privacy of another Resident or Staff Member (this includes disruptions made by guests of residents – in which the resident will be held responsible for).
6. Smoking within an apartment or in any other area of the building
7. Tampering with or removal of the smoke detector in their apartment.

Many of these behaviours are against the law. Residents should be aware that, in addition to immediate termination, matters may be referred to police, and/or Curtin University for consideration under the University's Student Conduct Regulations.

Early Termination by Residents 5.06

All requst for an Early Termination of the Accomodation Agreements need to be submitted in writing with a minimum of two weeks' notice.

Clauses 12, 13, 14, 15, 16, and 17 of accommodation agreement all speak to termination under different circumstances.

Please ask to speak to the General Manager if you need to understand this in more detail.

Land and Traffic By-Laws 2008 5.07

By signing your Accommodation Agreement, you agreed to all the terms and conditions set out in the Accommodation Agreement and acknowledged receipt of a copy of all documents, including the University Land and Traffic By-Laws ('Bylaws') and Resident Handbook.

The Bylaws include a requirement that garden beds are to be always kept clear of rubbish and will be checked for cleanliness. Vandalism of reticulation or plants is a breach of both your Accommodation Agreement and the Land and Traffic By- Laws and will result in disciplinary action.

The link below will direct you to a current copy of the Bylaws. Please read them to ensure that you are aware of all the conditions of your Accommodation Agreement:
http://policies.curtin.edu.au/legislation/bylaws.cfm

These rules form part of your Accommodation Agreement with UniLodge. Please read these rules and if you have any questions, or need a translator, advise the Customer Service Staff at reception.

Alcohol Consumption 6.01

The responsible consumption of alcohol is permitted for residents who are of legal drinking age. Alcohol may be consumed within resident apartments and in designated common areas only. Please note that approved common areas may vary between properties and are determined at the discretion of the House Manager.

Residents are responsible for ensuring that any area where alcohol is consumed is left clean and tidy, with all containers and waste removed and disposed of appropriately. Residents must also ensure that their behaviour remains respectful and considerate of fellow residents, neighbours, staff, guests, and the wider community.

Alcohol must not be consumed in hallways, corridors, stairwells, car parks, outdoor grounds, or any other area not specifically designated for this purpose.

Noise levels must be managed at all times. Excessive noise, disruptive conduct, or behaviour that negatively impacts others may result in staff directing an event or gathering to end, requiring guests to leave the property, or the issuance of a breach notice, formal warning, or other disciplinary action. In serious cases, this may result in the termination of a resident's agreement.

Alcohol is not an excuse for unacceptable behaviour. The possession or use of drinking paraphernalia designed to encourage rapid or excessive alcohol consumption, including beer bongs, is prohibited.

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

The following Rules apply:

- Alcohol must not be supplied to any person under the age of eighteen (18) – nor must it be shared in a manner which makes it accessible to any underage person
- Alcohol must not be supplied to any person who is intoxicated
- Drunkenness is unacceptable in residence, and residency may be terminated on these grounds

- Residents are NOT permitted to allow any non-resident who is under the influence of alcohol entry to the residence or their apartment/unit to visit or sleep. This includes people who reside at other on-campus residences
- Drinking games – and the use of implements for drinking games (like funnels) that encourage binge drinking and the excessive consumption of alcohol – are prohibited. If found, these implements will be confiscated
- If you are concerned by the consumption of alcohol, you may like to seek assistance or advice from one or all of the following: the UniLodge Residence Team of your residence, Curtin Safer Communities Team, Counselling Services and/or a Doctor.

Balconies 6.02

Residents are not permitted to hang clothing or other items on their balcony rails. We also ask students not to mount, lean or sit on balcony railings.

Balconies are viewable and therefore student property should not be visible so as not to detract from the building façade. Items can also potentially fall from balconies which poses a safety risk and therefore we ask for items to be placed in student rooms and not on balconies.

Balconies have a max loading of 2 persons in most cases, therefore please do not overload the weight restrictions.

Behaviour 6.03

Residents must agree to abide by the requirements and code of behaviour which is described throughout this Resident Handbook. Acceptable behaviour includes not interfering with another person's living conditions or personal security.

Breaches of the code of behaviour will be dealt with by the UniLodge Residence Team. Repeated breaches may amount to "unacceptable behaviour" and constitute grounds for early termination of your Accommodation Agreement; you will still be responsible for payment of your all Accommodation Agreement Fees until your new agreement end date.

A single finding of "unacceptable behaviour" may result in the termination of your Accommodation Agreement without prior breach notice/warning (see **5.4 Early Termination for Unacceptable Behaviour**).

Building Security 6.04

All Residents and guests agree to be bound by the following security requirements, as described in this Resident Handbook, and as instructed by the UniLodge Residence Team.

- Residents must always carry ID and, if requested, show it to the UniLodge Residence Team, Security or Staff.
- Under no circumstances are Residents to loan out their swipe card/physical key to anyone.
- Residents are responsible for the behaviour of their guests and must understand that guests are also bound by all the requirements and rules of the Resident Handbook whilst in the building.
- Residents are responsible for personally letting their guests out of the building after hours.

Cleaning & Inspections 6.05

All Residents are responsible for the day-to-day cleaning of their bedroom/apartment. Apartments will also be inspected randomly, after due notice is given, for faults or damage.

Common Property 6.06

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. Common property cannot be removed from the area in which it is designed to be in. The Resident is liable for all damages caused or relocation of furniture back to its original placement.

Cooking 6.07

To ensure your safety and that of other Residents, Residents must cook in a responsible manner, always using the range hood exhaust fan. Also ensuring only appropriate containers and no metal or Alumnium Alfoil is placed in microwaves while in use.

Microwave times should also be appropriate for the food being cooked and not used in excess of the appropriate cooking time. Smoke alarms can be triggered by cooking fumes, steam, or smoke so it is essential that all cooking is done in the kitchen, and on or near the range hood exhaust fan.

Residents will be charged the activation fee for any cooking that triggers the smoke alarms and other associated costs related to the fire alarm activation.

For more detail, see **Section 12.3 Detectors**.

Drugs/Illegal Substances 6.08

The use of, and/or being under the influence of any illegal substance, in the residence is **strictly forbidden**. This includes the misuse of prescription medication or the possession and use of prescription drugs without a valid prescription issued to the individual.

Any prescription medication must be used only by the person to whom it has been prescribed and in accordance with medical directions. Anyone found using, or in possession of, illegal substances or implements associated with their use will be dealt with by the UniLodge Residence Team and the relevant authorities.

Early termination of the Accommodation Agreement may result from the use or possession of illegal drugs.

If someone you know is being affected by the use of illegal substances, you may wish to seek assistance or advice from one or more of the following:

- UniLodge Manager
- Counsellors
- The University
- Curtin Counselling Service
- Safer Community Team
- A Doctor

If you or another resident is affected by drug use, please talk to the UniLodge Residence Team. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

Eligibility of Residents 6.09

All Residents must sign the Accommodation Agreement and agree to the conditions outlined in the Resident Handbook

All Residents must be studying either in a Full time or Part Time capacity at an approved institution as per the Accommodation Agreement:

- Curtin University
- Curtin College
- Curtin English; or
- Canning College

Children are not permitted to reside at UniLodge. Residents must not sub-let the apartment under any circumstances

Furniture & Equipment 6.10

The furniture, and other items provided in the apartments and buildings are to be used for the purposes for which they are made. The Resident is liable for damage to this property.

Residents are not permitted to make alterations or additions to the apartment (including balconies) or the furniture/equipment within the apartment unless the request has been given in writing and approved by the Residence Team.

Gambling 6.11

Gambling is not permitted on the premises.

Lockouts 6.12

A lockout fee will apply should you lock yourself out of your apartment or the building outside of operating hours and require a staff member to provide you access.

If you have lost your swipe card and are issued with a new one – a fee will be charged. All lost swipe cards must be reported to UniLodge staff **immediately**. Costs associated are outlined in your Accommodation Agreement

A call point is located at each Residence Office for after hour's lockouts. Push to talk to the on duty Residential Advisor. Alternatively, please call the Residential Advisors direct on the Mobile Number shown on the Reception Door. Each point has a surveillance camera.

Do not give access keys or swipe cards to anyone who is not a UniLodge Staff Member.

Overnight Guests 6.13

Residents may have a guest stay overnight for a maximum stay of three consecutive nights having first received approval for this. Residents must complete a Guest Form either online or at reception that includes the guest's details and the length of their stay. The cost for this is listed in the Accommodation Agreement as a Guest Fee.

UniLodge does not provide extra bedding for guests. Residents must accommodate guests within their own bedroom/apartment. If you are residing within a multi-share apartment, your guest must stay within the bedroom and not the common areas within the apartment.

To ensure compliance with fire and safety regulations (and in consideration of the rights of other Residents in multi-share apartments), the following process must be followed:

- A guest must be registered at reception
- A guest must be always accompanied by a Resident
- A Guest Form must be completed by the Resident
- A guest cannot stay more than three consecutive nights
- A guest cannot stay more than 10 cumulative nights per semester unless authorised in advance by the Manager in writing.

Failure to follow this process will render the Resident liable to disciplinary action as well as the Guest Fee. Fee charge is located in your Accommodation Agreement.

Residents must ensure that their guests comply with the rules and requirements of the Resident Handbook and reasonable directions given to them by the UniLodge Residence Team. If requested to do so by the UniLodge Residence Team, a guest must leave the building immediately.

An overnight guest is considered to be a non-resident in the apartment building later than 10:00pm.

Flat Parties 6.14

Social gatherings are an important part of university life and residents may gather for social occasions. Resident's must consider the aspect of noise, security, and abide by the rules for the use of communal spaces.

Residents may hold small events in their flats by filling out an event request form and handing it into reception. A small event is deemed to be no more than a 1:1 flatmate to guest ratio.

Any in-flat event which has the potential to be disruptive to the community should instead take place in the Common Room. If an event is being held with more people than the guidelines above, a **Common Room booking form** will need to be completed and emailed to rlm.curtin@unilodge.com.au

Small Events/Gatherings

- No more than a 1:1 flatmate-to-guest ratio.
- Must complete event request form: Gathering/Party Request Form
- Must hand the completed form into reception.

Larger Events/Gatherings

- More than a 1:1 flatmate-to-guest ratio.
- Must be held the Common Room
- Must complete a Common Room booking form.
- Must email completed form to rlm.curtin@unilodge.com.au

Gatherings require a significant level of responsibility on the part of the person hosting. It's important that the person who is hosting the party (i.e. the host) is **sober** and **present for the entire duration** of the party. Multi-share apartments require the **unanimous consent** of all residents before having these events.

Applicants are required to give the reason for the gathering, how many people will be in attendance, how many non-residents will be in attendance, and how the gathering will be managed.

The resident hosting the gathering will be held responsible for any breach of the UniLodge at Curtin Resident Handbook and Accommodation Agreement, including damage and noise. Any costs arising from a gathering, including costs for cleaning and damage, will be charged to the host.

Most events that are non-academic in nature will not be approved during the Exam period.

Hosts should be aware of these rules:

- Residents and their guests at UniLodge are to show respect for each other and for our building as members of the UniLodge community.
- Residents are responsible for their guests and will be held financially accountable for any misconduct on their part.
- Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which they cause.
- Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave.
- Non-residents staying after 10:00pm are considered overnight guests and an Overnight Guest Form must be completed. Requests must be submitted to the Residence Manager or their delegate during office hours with a minimum of **24 hours' notice** and approved prior to the guest staying overnight. Approval is subject to the property's guest policy and operational requirements.

Pets 6.15

Under no circumstances are you are permitted to bring any pets or animals into the building. This includes fish.

Requests by Staff 6.16

Residents must comply with all reasonable requests from UniLodge Residence Team and Support Staff.

Smoking 6.17



UniLodge is a **smoke-free building** which includes the apartments, balconies, surrounding areas, grounds, and common areas.

As such, 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 Resident responsible.

Curtin University is a smoke-free university, including all buildings, land, and carparks. Residents must leave the residence to smoke.

For more information, visit Clean Air Campus

Noise Complaints 6.18

Residents have the right to quiet enjoyment of their apartment and surrounds.

As a general rule, you must not interfere with the reasonable peace and comfort of the neighbouring residents. Noise must be always kept to a minimum and especially from 10:00pm, or during Examination Study Week and exam periods.

If the noise of one of your neighbours is bothering you, we recommend asking the Resident to lower the volume or cease doing the act that is causing the disturbance (i.e. bouncing the ball or repetitive banging).

If you don't feel comfortable asking, or this does not solve the issue, speak with reception (or the Duty RA if after hours) for further assistance.

Noise complaints are monitored by the Residence Team; repeat offenders will be liable to disciplinary action, including but not limited to a Residential Fine/Fee as per the Accommodation Agreement

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Contract End Date & Leaving 6.19

At the end of the Accommodation Agreement, the room must be left in good condition and the Condition Report will be used to make this assessment. All of the Resident's personal property must be removed and any property left in the apartment will be disposed of.

Residents are not permitted to store or leave belongings in the flat/apartment without a current, valid and signed contract, even if you are returning to a current, valid and signed contract in a different term session (i.e. next year or next semester).

This means that any renewals that do not have back-to-back contracts will need to remove all items from the room during the period of vacancy without contract until the next contract begins.

UniLodge does not take responsibility for any belongings left in a flat/apartment without a current and valid contract and they will be removed and disposed of accordingly.

Security Deposit, Residence Fee ('Rent') and Cable Gate Remote Deposit 7.01

No Refund 7.01.1

- In the event of a Resident being terminated early, any entitlement to a refund will be determined in accordance with clause 3(c) of the Accommodation Agreement.
- At the end of the Accommodation Agreement, where damage has been caused to the residence and the security deposit is not enough to cover the cost of rectification, the security deposit will be claimed, and the Resident will remain liable for any additional costs. For Curtin University students, a sanction will be placed on their Curtin University student account should the cost of damages not be paid by the resident.
- At the end of the Accommodation Agreement, where the cable gate remote or permit has not been returned upon departure from the property, the deposit will be forfeited.

Cancellation Prior to Accommodation Agreement Commencement 7.01.2

If you need to cancel your booking, you must notify the Reservations Team in writing at least 14 days prior to your contract start date. In these circumstances, the Administration Fee and a one-week cancellation fee will apply. Any remaining balance paid will be refunded.

Cancellations requested on or after the contract start date will be treated as an early termination and will only be considered where:

- You have formally withdrawn from Curtin University; or
- Exceptional or extenuating circumstances exist.
- Further information regarding the early termination process can be found in your Accommodation Agreement.

Special Circumstances for First-Year Curtin Students 7.01.3

First-year students who are unable to commence studies at Curtin University may cancel their accommodation agreement up to 14 days before their contract start date without penalty. To be eligible, supporting documentation must be provided to the Reservations Team at least 14 days before the contract start date.

Documentation must confirm one of the following:

- Non-acceptance of a Curtin University offer;
- Deferral of a Curtin University offer; or
- unsuccessful application for admission to Curtin University.

Where the required documentation is provided within the stated timeframe, all eligible payments will be refunded.

This Resident Handbook contains the rules and requirements of your residency which forms part of your Accommodation Agreement.

You must read this document and, once understood, sign the Acknowledgment Form issued to you before arrival, which will evidence your agreement to abide by the Resident Handbook and your contractual obligations. You are entitled to a copy of your signed Accommodation Agreement and Resident Handbook Acknowledgment Form.

All Pre-arrival documentation must be received prior to your arrival as per your "booking confirmation" correspondence.

On your arrival, you will receive the following items:

- A security swipe card or a key
- Condition Report for your apartment *(must be returned within 48 hours of your arrival)*
- A copy of your Accommodation Agreement on request
- A copy of the Resident Handbook on request
- Calendar on request
- Residential Advisor (RA) Contact Details

Within 5 days of arrival, you will be required to attend a **compulsory induction session**.

Inductions provide an overview of important information related to living at UniLodge at Curtin University.

Absent from Your Apartment 8.01

If you intend to leave your apartment for more than five nights, please ensure you let reception know. Reception will note this on your file should we need to contact you in an emergency.

Please note if you are away over a Rental instalment date, it is your responsibility to ensure that your Residence Fees have been prepaid.

To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all Residence Fee payments prior to going on holiday.

Access to Other Bedrooms/Apartments 8.02

Entering another Resident's bedroom or apartment without authorisation is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. 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 apartment.

Access to Building 8.03

Access to your Residence is via your apartment swipe card or key.

Additional Furniture 8.04

The installation of other furniture into a Resident's apartment is **not permitted** unless a written application is submitted to and approved by UniLodge Residence Team, this includes furnishing balconies with pot of plants, chairs, tables, etc. Every request will be looked at separately depending on the size of the apartment and furniture required.

Identification 8.05

Identification should be always carried as it allows UniLodge to determine if a person is a Resident at UniLodge. It also allows after-hours access should you lose your swipe card.

You should always keep your swipe card and ID separate.

Security and Swipe Card/Key 8.06

- You are issued with a key or swipe card when you check in. The key/swipe card will give you access to the main entrance door of the building after hours, your apartment front door and your bedroom if you are living within the multi-share apartments.
- The key/swipe card should always be carried by a Resident. Your key/swipe card must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure it is secured.
- Should you lock yourself out of your apartment and/or room during business hours please go to reception and they will assist you. After hours call the Duty RA. Please note that a fee is applicable in this instance, as per your Accommodation Agreement.
- Should you lose your swipe card or be locked out of your apartment, you must contact a UniLodge Staff Member immediately.
- The charge for a replacement of a lost swipe card is outlined in your Accommodation Aggreement. Should
- further repairs or replacement of hard keys, locking mechanisms or security/fire/apartment doors be required this will be on charged to the resident responsible.

Do not give access keys or swipe cards to anyone who is not a UniLodge Staff Member.

Electrical Safety 8.07

The risk of injury from electricity is strongly linked to where and how it is used. Only use travel or multiple adaptors, USB chargers and lithium-ion batteries chargers that show the Australian Regulatory Compliance.

Mark Tick  This tick is used throughout Australia and New Zealand and shows that the electrical item (charger) has been thoroughly tested and meets Standards. When using a charger with the Tick, the risk of overheating and explosion is reduced significantly.

USB chargers and Travel adaptors

When using USB chargers and Travel adaptors, make sure:

- The product has been checked and is safe to use in Australia
- The pins are insulated – check there is sheathing part-way up the pins
- The cords are undamaged.

To keep safe, don't:

- Use products that have plugs with holes in the pins (approved products have solid pins without holes).
- Use the device while it's plugged in and charging.

Multiple Adaptors

When you're using a multiple adaptor, make sure:

- The plugs fit firmly into the sockets.
- The board and cord are undamaged.
- There's ventilation around the board.
- The board has overload protection.
- There's a safety switch on your property's electrical circuit.

To keep safe, don't:

- Overload the board with too many appliances.
- Plug one multiple adaptors into another (i.e. daisy-chaining).
- Use it around water.
- Use it in dusty or polluted environments.
- Connect to appliances that draw a lot of power.
- Use it as a substitute for permanent power outlets.

If you have any questions, please don't hesitate to ask our reception team.

Barbeques 9.01

Barbeques are provided at each residence and are available for use by students. Please ensure that you clean the BBQ after use and no personal items are left in the area.

Bicycles/Scooters/Skateboards 9.02

Bicycles must be stored in storage sheds where provided. Bicycles must not be kept out the front of your apartment, in your bedroom, in or near emergency exits, passageways, common areas, balconies or stairwells as they cause a safety hazard. Residents are restricted to storing one (1) bicycle per person.

Please register your bicycle at reception on arrival. You will be provided with a UniLodge tag to attach to your bike.

We also suggest you register your Bicycle on 'Bikelinc' to assist the WA police force find your bike if it is misplaced or stolen. To find out more information please go to: https://bikelinc.com.au/register-yourbike/

Our property hallways and pathways are not designed for the use of bicycles, scooters, skateboards or other personal vehicles. To ensure the safety of our residents and staff throughout the residences, please dismount all equipment and walk within the residence pathways and hallways to your room.

Unregistered bicycles will be donated, removed or properly disposed at the end of each semester.

Car Parking 9.03

Car parking is not included within your accommodation agreement and is provided at the discretion of UniLodge.

Car parking is available free of charge at each residence for approved Residents who have been allocated a car parking space by UniLodge. A deposit will be required for a cable gate remote upon application. To apply for a car bay and remote, please kindly complete the application form (provided by reception or reservations) and return it to reception together with providing proof of vehicle ownership. All costs associated with deposit for the remote are outlined on the Application Form.

Please note: The deposit will be forfeited if the cable gate remote is not returned upon departure.

There is a limited quantity of car parking at each residence so please contact the Residence reception before you bring (or consider purchasing) a car.

Residents with residence parking permits cannot park in other car parks at the University. Misuse of parking permits, cable gate remotes and breaches of the residence parking permits may result in loss of parking privileges. Residents who park in the reserved/service bays may incur a University fine. Always lock your car and do not leave valuables inside. Driving on grassed areas or parking beside apartment buildings is not permitted.

University Parking

Parking is available on campus should students not be successful in obtaining a carpark at the residences. For more info: https://properties.curtin.edu.au/transport/parking-zones.cfm

Parking is free before 8.00am and after 4.30pm on weekdays, and free all day on weekends. Between 8.00am and 4.30pm, Monday to Friday, parking is pay as you go with the CellOPark app.

Failure to use the CellOPark app during these hours may result in a fine.

Washing Cars

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

Kitchen 9.04

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

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

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

As you are required to keep your bedroom/apartment clean on a daily basis, we recommend that you share the cost of purchasing good quality cleaning products that are appropriate for the various cleaning tasks required with your flatmates. Using dishwashing liquid to make soapy water for cleaning will not remove the build-up of grease around the stove - nor will its clean mould and soap scum from shower recesses. Ensure you are using the correct cleaning agent for the job at hand.

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

Laundry 9.05

Washing machines and clothes dryer machines are located at each residential complex and are $5.00 per wash and $5.00 per dry for Resident use only. This is a tap and go function. However, Residents are required to purchase their own laundry detergents and softeners.

To guard against theft of clothing and misuse of the laundry, do not provide access or allow non-Residents to enter the laundry or leave washing unattended on the clotheslines. Clothes should be pegged, not draped, to the clotheslines. Clothes found lying around will be removed and treated as lost property. Do not string lines for drying clothes in your bedroom, the common areas, or balconies/patios in your apartment.

An ironing board is provided in most apartment/unit, though Residents will need to provide their own iron. Residents can request an ironing board from the residences Office. Heaters or ovens are not to be used to dry clothing.



Mailboxes 9.06

Mail is delivered on weekdays, during office hours to each reception or letterbox. Mail delivered outside of office hours will not be accepted. Parcels, express post, registered and certified mail is delivered to Reception and held for collection. You will receive either a notification card in your letterbox or via email to collect your mail. Please bring photo ID to collect. If mail not collected within 2 weeks, we would return it to the sender.

Mail will not be held or redirected after your departure. Once you depart, please change your address at the university and with all relevant parties or have your mail held by Australia Post.

Australia Post

https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/redirect-mail

Reception / After-Hours Staff 9.07

Our Staff will not only assist with questions and queries regarding the property but have a range of knowledge concerning the local area, food, travel, and general information. Reception hours are 9am to 5pm (excluding weekends and public holidays).

The phone number for your Residence reception will be emailed to you upon check in.

When reception is closed, you can reach the Duty Residential Advisor that is on call to assist you. Their mobile number is available at reception, and a copy of their business card will be provided to you upon check-in.

Resident Common Rooms 9.08

Facilities vary according to each residence. Some may include table tennis, a pool table, dartboard, TV lounge, kitchen, and barbeques. Common Room facilities can be booked by Residents for special occasions such as parties/gatherings. If you wish to hold a gathering of 20 people or more, a party request must be submitted at least 48 hours in advance and approved by the Residential Life Manager.

Rubbish 9.09

Please ensure that your rubbish is disposed of into the designated rubbish bins provided at each of the Residences. This should be done on a regular basis to avoid pests inhabiting our premises. Please ensure you don't overfill the garbage bag, so you are able to safely carry it to your nearest bin.

There are also separate bins for recycling. Please ensure you follow the signage and only place recyclable items within the recycling bins.

Shopping 9.10

Shops are located within walking distance of each residence. Larger shopping complexes can be easily accessed by public transport. The number 34 bus leaves Hayman Rd roughly every 15 minutes and will get you to Waterford Plaza in just 10 minutes.

Shopping trolleys must not be brought into the Residence. The UniLodge fine for doing so is $65.00.

Removing a shopping trolley from the shopping complex is a criminal offence. Bringing and leaving shopping trolleys into the Residence may be treated as theft and littering and offenders will be referred to Curtin University, and may face fines in accordance with the Land and Traffic By-Laws. (This carries a $500.00 maximum penalty.)

Sporting Facilities 9.11

An added benefit to Residents who are living in student accommodation at Curtin University is Free full access Membership at the Fitness Centre located at the Curtin Stadium (Building 111). Hours of operation vary: Mon-Fri 6.00am-3.00pm, Sat-Sun 8.00am- 12.00pm unless closed for Public Holiday or other University conditions (hours of operation are subject to change.)

This membership will be for the term of your Accommodation Agreement. Curtin Stadium conditions must be met before the membership can commence, including a signed Membership Verification and Agreement form and a formal appraisal of each Resident etc. For further details speak to your residence reception or email stadium@curtin.edu.au

Residents can participate in a variety of sport, fitness, and recreational activities at the University's award- winning sport and recreation complex, Curtin Stadium. For those interested in sport, there are options for everyone with any skill or commitment level. Residents can enter a team in the Social Sports Program run each semester, try out for the Intervarsity Sports Program and Australian University Games, or join a Curtin sporting club.

The Fitness Centre features a competitive range of gym equipment and experienced staff for those interested in achieving their fitness goals. For a fun group exercise workout, the Stadium also runs a range of Group Fitness classes. Recreation programs are run throughout the year and offer Residents the opportunity to experience a variety of alternative activities.

Find out more about Sports and Recreation @ Curtin: https://stadium.curtin.edu.au/

Transport 9.12

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

The Curtin University campus is one of the busiest in Perth, and there are number of easy, safe, affordable, and environmentally friendly ways to get to and around campus. To learn move, visit https://about.curtin.edu.au/campus-locations/perth/directions-maps-parking/

Curtin Link Campus Courtesy Bus Service

Curtin Link is Curtin University's free campus shuttle service, providing convenient transport between key campus locations, nearby transport hubs, and student housing/ accommodation precincts. The service operates on scheduled routes throughout the day and evening, helping residents travel safely and conveniently around the Bentley campus and surrounding areas.

Residents are encouraged to download the Curtin Link app for real-time bus tracking, route information, timetables, and service updates. For the latest information on routes, operating hours, and stop locations, please visit the Curtin Link website.

During semester on weekday evenings, the Campus Courtesy Bus Service operates from 5:30pm to 12:30am, allowing residents to travel between key locations across the Bentley campus, including the student housing villages.

For the latest service information, routes, and operating schedules, please refer to the Curtin Link website: https://properties.curtin.edu.au/introducing-curtinlink/

Curtin Access Bus Service (CABS)

Wheelchair accessible CAB service for Curtin staff, students and Residents of on-campus accommodation runs along four circular routes through Bentley & Waterford (during semester only - excluding tuition- free weeks), Technology Park (all year-round service) and a new service route through South Perth and Victoria Park!

Utilities - Electricity and Water 9.13

Electricity, water, and gas consumption is included in your Residence Fees.

COMMUNICATIONS 10

Information and Communication Technologies @ Curtin 10.01

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

All students at the University must comply with the ICT Policies and Guidelines. More information can be found at: https://students.curtin.edu.au/essentials/rights/

Internet 10.02

The Curtin Wireless Network provides students and staff with enhanced teaching and learning opportunities through more flexible access to online materials. Wireless network connections are available across the university campus.

Please note only Residents enrolled at Curtin University, Curtin College and Eduroam affiliated institutions will have Eduroam wireless network access in and around the residence and campus. For more, visit:
https://students.curtin.edu.au/essentials/it/internet-computers-printing/wireless/

External Internet access is currently provided by a contracted external Internet Service Provider (ISP) and will incur charges that are in addition to your Residential Licence Fees. Please contact your Residence Office for information on current Internet Service Providers available in your bedroom, via ethernet and wireless and for other alternatives are available.

Printing 10.03

Printing is available from the Curtin Library for Curtin students using your student card. Printers are also located within your faculty and again can be accessed by using your student card.

Printing/photocopying services are available at reception for a reasonable cost. Please check with your reception team for costings.

CONTACT DETAILS 11

Emergency Contacts 11.01

Police, fire, ambulance:

Dial **000**

Property Contacts 11.02

Twin Dolphin Hall
Address: Building 431, Cnr Beazley Avenue & University Boulevard, Bentley 6102
Phone: 08 6186 3300
Email: twindolphinhall@unilodge.com.au

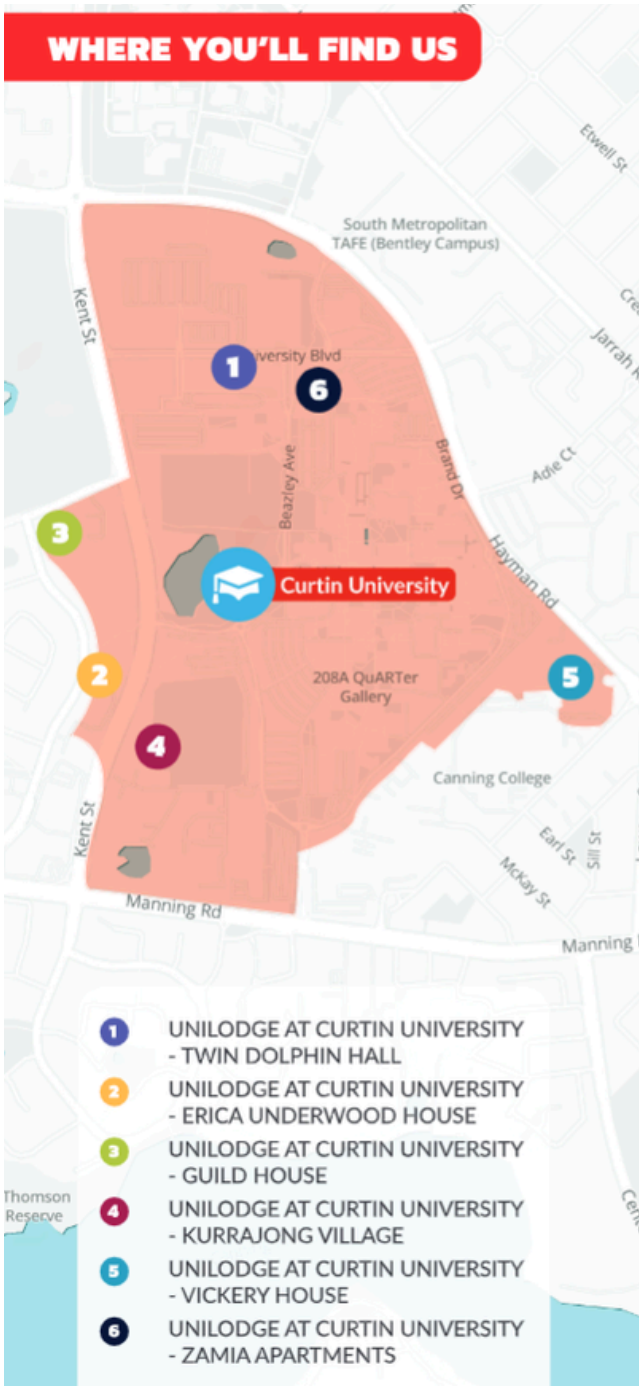
Erica Underwood House
Address: 209 Kent St, Karawara 6152
Phone: 08 6186 3303
Email: ericaunderwoodhouse@unilodge.com.au

Guild House
Address: 63 Jackson Road, Kawawara 6152
Phone: 08 6149 3520
Email: guildhouse@unilodge.com.au

Kurrajong Village
Address: 1 Kyle Avenue, Bentley 6102
Phone: 08 6149 3500
Email: kurrajongvillageunilodge.com.au

Vickery House
Address: 119 Hayman Road, Bentley 6102
Phone: 08 6149 3530
Email: vickeryhouse@unilodge.com.au

Zamia Apartments
Address: Building 420 Cnr Koorliny Way & Beazley Avenue, Bentley 6102
Phone: 08 6186 3300
Email: zamiaapartments@unilodge.com.au



Property Address 11.03

Mail being sent to you should be addressed as follows:

> Resident Full Name
>
> UniLodge at Curtin University
> Building Name
> Apartment Number, Street/Building Number, Street Suburb,
> WA, Postcode

Maintenance 11.04

For any urgent maintenance requests call reception during office hours or the Residential Advisor (RA) after hours. For any non-urgent requests these should be logged at reception,or by logging maintenance item directly on the Student portal.

For details on priorities, please see the below table:

Service Level	Rating	Timings	Example Events

Critical Risk Event
Risks and incidents that pose a direct and immediate high risk to personal safety and security; business continuity; asset availability, or the environment.
	Priority A	**Response & Make Safe:**
		1 hour
		
		Rectification & Resolution:
		4 hours
			Requires the immediate isolation and making safe of an asset (or part of an asset);
			• Extensive flooding sewage leakage or other liquid or gas leak which immediately impacts
			• Causes disruption to the Residence Areas;
			  ◦ Loss of Power for more than 2 hours
			  ◦ Loss of Hot Water for more than 2 hours of time
			• Essential air-conditioning fault (e.g., main plant)
			• Essential ventilation fault (e.g., smoke control system)
			• Fire

High Risk Event Risks and incidents that pose an indirect and immediate high risk to personal safety and security; business continuity; asset availability, or the environment.	Priority B	**Response & Make Safe:** 2 hours **Rectification & Resolution:** 12 hours	**Disruptive to the use of an asset operational functions;** • Emergency and exit lighting • A storm water, water or sewage leakage or other liquid or gas leakage which does not immediately impact on the use of the Residence Area or Precinct • Causes subsequent damage to assets as a result of flood, smoke, fire, hazardous materials • Broken window • Broken or inoperable doors/locks • Door jammed (to be Priority A if persons trapped)

Continued next page.

Service Level	Rating	Timings	Example Events
Medium Risk Event Risks that pose a medium risk to personal safety and security; business continuity; asset availability, or the environment, and would be prioritised for action during this period using the business-as-usual processes.	Priority C	Response & Make Safe: 8 hours Rectification & Resolution: 48 hours	**Poses a nuisance and disrupts business continuity;** • Flickering fluorescent lamps (to be a Priority A if repair is an OH&S Requirement) • Nonessential air-conditioning • Security lighting (external) • Faulty toilet cistern/running taps • Dripping taps • Pest infestation • Graffiti
Minor Risk Event Risks and Defects that pose a low risk to personal safety and security; business continuity; asset availability, or the environment, and would be prioritised for action during this period using the business-as-usual processes.	Priority D	Response & Make Safe: 72 hours Rectification & Resolution: 7 days	**Has no impact on asset amenity, life, or personnel safety; business continuity,** • Minor breakdown works that is not disruptive e.g., fixing loose handles, signage repairs • Torn carpets/damaged tiles/trafficable surface (Priority A if repair is an OH&S Requirement) • Minor pest problems • Failed lamps

UniLodge facilitates the coordination of repairs, upgrades and rectification works under the agreement. We will be guided by the contracted parties regarding timeframes, additional requirements and potential misuse/negligence claims to property.

UniLodge will further follow up with contracted parties and provide as much detail as possible to residents, and where possible will provide temporary solutions to any critical situation left unresolved for an unreasonable period of time, without further updates available.

Emergency Contacts 12.01

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

- Personal, physical, or psychological emergencies (e.g., theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building infrastructure emergencies (e.g., fire or storm damage, lift breakdown)
- Maintenance emergencies (e.g., loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Residency rule breaches (e.g., excessive noise, trespassing, other disturbances)
- Lockouts (e.g. where a Resident locks themselves out or misplaces their swipe card)

For assistance with any of the above, please contact office staff or your Duty Residential Advisor for after-hours matters.

After-Hours Contacts (Duty RA)

> **Erica Underwood House:** 0455 944 711
> **Guild House:** 0455 940 714
> **Kurrajong Village:** 0447 867 115
> **Vickery House:** 0455 935 238
> **Twin Dolphin Hall:** 0447 140 329

Life-Threatening Emergencies

> Call: **000**

Only call 000 if you are seeking an emergency response from Police, Fire or Ambulance Services.

If you have a speech or hearing disability, the triple zero service (000) can be accessed via the National Relay Service: **Call TTY 106**.

In all other situations, contact **Curtin Safer Community Team** for 24/7 security and links to wellbeing services and support.

> Call: **(08) 9266 4444**
> Email: **safercommunityteam@curtin.edu.au** (if immediate action is not required)

General Police Assistance

Call **131 444** when it is not an emergency:

- Press '1' if you require immediate Police attendance
- Press '2' to report an incident that does not require immediate police attendance or for general information.

Website: https://www.police.wa.gov.au/Contact-Us

Fire Safety

For fire alerts and warnings: https://www.dfes.wa.gov.au/Pages/default.aspx

Ambulance

For ambulance information: https://stjohnwa.com.au/

Remember! Call **000** if it's an emergency and you need a response from Police, Fire or Ambulance Services.

Assembly Location - Evacuation 12.02

In the event of an emergency where you are required to evacuate the building, please refer to the Evacuation diagrams located on the back of your bedroom/apartment door and common areas.

Fire Safety 12.03

Instructions to be followed in case of fire are on the inside of your bedroom door. **Please read them carefully.**

Should the alarm indicate evacuation, please do so in an orderly manner. Congregate at the Emergency Assembly Area until the "all clear" is given. Fire drills will take place at random times. Treat evacuation drills **seriously**. Failure to evacuate the apartment if the alarm is activated will result in disciplinary action and could result in the termination of your Accommodation Agreement.

Any resident who activates the fire alarm for any non-essential reason – including tampering and/or misuse of the equipment or break glass alarms – will be held liable. Please be aware that aerosols such as bug spray, deodorant, and hair spray can set off your fire detector. We advise that you use these minimally and as far away from your detector as possible. Cooking fumes, steam and smoke may also set of a fire detector, as explained in Section 6.6.



The burning of candles or incense (or any object that has either a naked or contained flame) is **prohibited** within the apartment as this is deemed an extreme fire hazard.

Any resident/s who activates the fire alarm for any reason may be charged for the fire alarm activation fee. If any equipment is damaged during the activation this could also result in additional costs charged to the student as per the student damage policy.

This amount can be from $1337.00 per incident.
Costs are outlined in your Accommodation Agreement.

Interfering with the closing mechanism on any door or obstructing the Emergency or Fire Exit are also considered breaches of the Accommodation Agreement. Objects that are found to be obstructing Emergency Exits or doorways will be confiscated.

Any costs associated with inspecting, re-setting, or recalibrating any part of the system will be charged to the Resident(s) responsible. In the case of this charge being incurred and the person responsible is unknown and does not come forward, the cost will be equally divided between all members of the apartment/unit.

Detectors 12.04

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, residents will be charged the associated costs resulting from the fire detector activation and any other associated costs related to the fire alarm activation. You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your apartment that cause your alarm to activate, please do not attempt to clear these into the building common areas. This will automatically call the Fire Brigade; residents will be charged alarm activation fee and any other associated costs related to the fire alarm activation.

Please open your windows and fan the fumes away from your detector which will cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR.**

A Fire alarm activation fee will be charged to the resident in accordance with your Accommodation Agreement.

DO NOT TOUCH THE SMOKE DECTECTORS.

In Case of Fire 12.05

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000).
- Extinguish fire if safe to do so.
- Evacuate to Assembly Area using the stairs or Fire Exit stairs.
  - Please assist anyone who may be unable to assist themselves.
- Do **not** use the elevator.
- Remain at Assembly Area until advised it is safe to leave



Remember! Call **000** if it's an emergency and you need a response from Police, Fire or Ambulance Services.

Health 13.00

Residents feeling unwell may contact their Residence Staff for assistance in making a doctor's appointment or for transport to the Curtin Health Services.

You may choose to call **Curtin Health Services** direct on (08) 9266 7345 from a mobile or **Curtin Safer Community Team** by dialling (08) 9266 4444.

If an ambulance is required for emergency medical attention, dial 000 and request an ambulance. You should also provide all requested information to the operator.

Curtin Health Services website: https://students.curtin.edu.au/personal-support/health/medical-centre/

In the case of illness that needs hospital attention but is not an emergency, transport to the hospital is a private matter. We recommend the use of a taxi where this is appropriate. If you choose to go in a private vehicle, we recommend that a friend in addition to the driver accompany you.

The only suitable transport in an emergency is an ambulance, and staff may call an ambulance if they deem it necessary. Ambulance costs are the responsibility of the person seeking, requiring, or having been deemed to require urgent medical care.

It's recommended that you have health cover that includes ambulance travel.

First Aid 13.01

All UniLodge Staff have completed first aid training and hold current First Aid Certificates.

Local Dentist, Doctor, and Hospital Details 13.02

The local area has many available medical services. For convenience, the closest available services are listed below.

Doctor

Curtin University Health Services
Lvl 1/Building 109, Curtin University
Bentley WA 6102

Ph. 08 9266 7345
http://life.curtin.edu.au/health- and-wellbeing/health_services.html

Monday – Friday: 8.00am – 4.30pm
Saturday & Sunday: Closed

Dentist

Alpha Dental
Shop 34A, Waterford Plaza
Karawara WA 6152

Ph. 08 9313 1182
http://www.alphadentalgroup.com.au/

Monday – Thursday: 9:00am – 5:00pm
Friday: 9.00am – 1.00pm
Saturday: 8:00am – 12:00pm
Sunday: Closed

Hospital (Public)

Royal Perth
Hospital 197 Wellington St
Perth WA 6000

Ph. 08 9224 2244
http://www.rph.wa.gov.au/

Open 24/7

Hospital (Private)

St John of God Murdoch Hospital
100 Murdoch Dr
Murdoch WA 6150

Ph. 08 9538 9000
https://www.sjog.org.au/murdoch

Open 24/7

Remember! Call **000** if it's an emergency and you need a response from Police, Fire or Ambulance Services.

OPERATING & CARING FOR YOUR APARTMENT 14

Air Conditioning 14.01

Where provided, air conditioning units must not be tampered with, obstructed, or covered in any way. To ensure efficient operation and reduce energy consumption, residents should switch off the air conditioning when leaving their room.

Air conditioning systems are designed to operate with windows and doors closed to effectively cool or heat the space. Most air conditioning systems are centrally controlled, allowing residents to turn the unit on and adjust the temperature within a predefined range. In some residences, your room swipe key must be inserted into the power slot for electrical appliances, including the air conditioner, to operate.

Please note that some properties utilise a shared or centralised air conditioning system, which means the building operates in either cooling mode or heating mode, depending on the season and prevailing weather conditions. Residents may be required to switch their unit between the available heating or cooling setting during seasonal changeovers, and individual rooms may not be able to operate both heating and cooling simultaneously. Information regarding seasonal changeovers will be communicated by residence management as required.

Compulsory Depature Fee 14.02

Your apartment has been professionally cleaned and fitted with a new mattress protector prior to your arrival. A departure fee is payable on or before your arrival (*a premium room departure fee is applicable to a one bedroom apartments). This fee is non-negotiable.

A condition of your agreement is you must leave your apartment in the same condition as when you arrived. Any cleaning required beyond the standard professional clean will be at the Resident's expense and deducted from the security deposit.

Filing Cabinet Drawers 14.03

Your room may come with a filing cabinet under the study desk. These have wheels however we recommend that they are not moved within the room. If you do need to move it, you must unlock the wheels so it can move freely. Any negligence can result in scratching the floor and this can be on-charged to the student responsible.

Glass & Aluminium 14.04

Please note the following suggested points for the care and maintenance of the glass in your apartment.

What Not To Do

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder-based cleaners are to be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e. Do not splash hot water on cold glass, or freezing water on hot glass). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Heatings 14.05

If there is a heater in your room, at no time should this be covered or obstructed in anyway. Clothing and laundry cannot be hung over a heater as this is a dangerous fire hazard.

Portable Air Conditioners & Air Coolers 14.06

Portable Air Conditioners are **not permitted** within our housing due to the age of the buildings and the circuit boards will not be able to run these appliances efficiently without damaging the circuits.

Portable Evaporative Air Coolers that carrier water is also not permitted as water can spill over the floor and they are a safety hazard.

Joinery Items 14.07

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.

Scratches & Cuts

Chopping and cutting directly onto the surface can damage laminex surfaces. To prevent this happening, use a cutting or chopping board. Sliding of heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

Residents are asked not to remove from their apartment any item or equipment that has been provided by UniLodge. If items are removed, replacement fee may apply.

Maintenance 14.08

All maintenance issues should be logged with reception as soon as they come to your attention. To log a maintenance request, follow the below steps:

1. Identify the problem (i.e., plumbing, electrical, furniture, etc.)
2. Include a detail description of the issue
3. Include a photo if possible

Please note that if the issue is urgent, please contact the reception team or your Duty RA. In the case of a fire of other type of emergency, **call 000**.

Microwaves 14.09

Your apartment is provided with a microwave located in the kitchen. The microwave is connected to a 240V single-phase electric power supply.

You should clean your microwave regularly with a damp cloth to remove food splatter.

Mirrors 14.10

The manufacturer's recommended cleaning method is as follows: Gently wipe with a damp, lint-free cloth.

Refrigerator 14.11

Your apartment includes a refrigerator connected to a 240V electric power supply. On arrival, check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. The refrigerator should be constantly left on to be effective.

Roller Blinds 14.12

You will find a chain on the side of the window. 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.

Pin Boards & Whiteboards 14.13

Pin boards may be available inside your room, and in some case adjacent to the front door. We recommend purchasing pins designed for pinboards to attach items to it.

Any pin board that is in a public space should ensure that anything posted on it is respectful and inclusive of other thoughts, beliefs, cultures, and ideologies. Should an item on a pinboard not meet these criteria it may be removed by UniLodge staff.

Smoke Detector 14.14

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240V power supply via your apartment switchboard.

If you attempt to tamper, cover, or remove your smoke alarm you are liable to be fined.

Stains – Removing Stains 14.15

Do not use any powders or abrasive liquid cleaners. A light application of methylated spirits or cleaning liquid that does not contain solvents can be used.

Tiled Surfaces 14.16

Do not clean the tiles with acid or with any abrasive materials. Use specifically designed tile-cleaning detergents only.

Vaccum Cleaner 14.17

Some residents have a vacuum cleaner available in each flat. If your flat does not have one, a vacuum cleaner is available for you to borrow from reception. If you accidently damage the vacuum cleaner whilst you are using it to clean your apartment, please ensure to advise staff at reception upon returning it.

Walls 14.18

Please be very careful of what you stick onto the walls. The walls could become damaged, or paint removed if care is not taken, and a charge will apply if this does occur.

You can buy special hooks from supermarkets or hardware stores which are designed not to damage the walls once removed (however there is no guarantee damage will not occur). These are 3M Brand adhesive/removable hooks. Please ensure you remove these hooks at the end of your residency.

Any damage caused because of removing these hooks however will be your responsibility and repair will be at your cost.

No sticky tape is to be used.

No blu-tack is to be used as it can stain.

Apartment & Tenancy Fees 14.19

General Damages & Repair Fees 14.19.1

Classification	Price From
Small Appliances	$30.00
Medium Appliances	$360.00
Large Appliances	$770.00
Bedding Furniture	$305.00
Audio Visual	$530.00
Floors	$275.00
Wall Damage	$330.00
Furniture	$330.00
Heating System	$130.00
Office Furniture	$195.00
Fly Screens	$70.00
Portable Fire Equipment	$200.00
Sanitaryware	$860.00
Windows	$715.00
Room Move Fee	$208.00
Departure Fee	$176.00
Replacement Swipe Card Fee	$55.00
Lock Out Fee (All excl. Zamia)	$36.00
Lock Out Fee (Zamia)	$118.00
Residential Fine*	$68.00
Unauthorised Guest	$160.00

General Apartment & Tenancy Fees 14.19

Miscellaneous Fees 14.19.2

Classification	Price From
Rubbish Removal Fee	$100.00
Tenancy Clean	$25.00 - $80.00
Contents Insuance	$5.00
Printing	Black & White = $0.15 per page Colour = $0.20 per page

**As outlined in the Accommodation Agreement*

Residence Fee ('Rent') 15.01

Residence Fees are to be paid as per the Accommodation Agreement and must always be in advance. Payments can be made in the following way:

1. Direct debit (per agreed fortnightly direct debit schedule dates). If you direct debit declines, you will be charged an administration fee.
2. One lump sum payment for the upcoming semester or year.

Failure to keep your account up to date will result in Academic Sanctions being placed on your Curtin University account and risk of contract termination.

Residents whose payments are in arrears will be issued with breach notices.

Miscellaneous Fees and Charges 15.02

Miscellaneous Fees and Charges are payable by the Residents and include additional cleaning and repairs. The Resident must make payments for outgoings by the due date specified.

Apartment Repairs 15.03

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.

Safety at Curtin 16.01

Curtin University's Safer Community Team have a 24/7 presence on the campus and additionally a Security Escort Service is available. The team are available by phone 24 hours a day, seven days a week and can be contacted via the residence security intercom call point or (08) 9266 4444.

Insurance for Your Apartment 16.02

All Residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc. as they are not covered by UniLodge insurance policies. Any large complex is vulnerable to petty theft, and UniLodge is no exception. We suggest that you keep your door locked at all times.

UniLodge and Curtin University will not be held liable for the malfunctioning, loss, or damage of Resident's property.

UniLodge offers Contents Insurance through an insurance provider that is designed just for you as a student at a competitive rate per week. Please review your Accommodation Agreement for the associated charge. A copy of the Product Disclosure Statement can be requested through reception. Payment can be organised via lump sum or as part of direct debit payments.

Resident can organise coverage either through a third-party insurance provider, or by speaking with the staff at UniLodge at Curtin University.

Trespassers 16.02

Although we take all possible precautions, trespassers may occasionally gain entry. If you see anyone behaving suspiciously, call reception or your Duty RA immediately and watch the person (or persons) from a distance.

Do not put yourself at risk.

- UniLodge has 24-hour video surveillance.
- Do not show any person to a Resident's apartment or tell them where they live (the Resident concerned may not wish to see the visitor).
- Do not swipe your card for any other person or open the front entry door for someone that you don't know.
- Do not allow someone to tailgate you into the building.
- Tell the visitor to call reception number during office hours or the Duty RA after hours.

UniLodge

Resident Handbook Acknowedgement Form

IMPORTANT

By signing this form, you acknowledge your responsibilities as a Resident of UniLodge at Curtin University, the standard of conduct expected of you as member of the community, and that you agree to abide by these standards.

I, _____ (Name/Names)

From, _____ (Residence Name)

at UniLodge at Curtin University, I acknowledge that I have read, fully understood, and accept the contents of the **Resident Handbook**.

I acknowledge my responsibilities as a Resident at UniLodge at Curtin University, the community standards expected of me, and I will follow them accordingly.

Signature(s): _____ **Date:** _____