StudentLiving®
by UniLodge®

2027

RESIDENT HANDBOOK

WELCOME

WELCOME TO STUDENT LIVING ON RIVERSDALE

On the lands of Wurundjeri Woi Wurrung people, of the Kulin Nations, and whose elder's past, present, and emerging we acknowledge,

We trust that your stay here will be both enjoyable and productive. We understand that you are here not just to study, but also to enjoy yourself and be at ease.

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

Most of the issues in this Resident Handbook are based on common sense. The regulations are designed for your comfort, safety, security, and wellbeing.

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

And remember, everyone in the Student Living team is here to help you settle in and feel at home throughout your stay so always feel free to come and have a chat with any member of staff.

Enjoy your stay!

Student Living on Riversdale Team

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CONTACT DETAILS

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

Property Address
Please address your mail and parcels with full details (name, apartment and street address) Each apartment is allocated a mailbox, located at the main entrance to the building. Example of how mail should be addressed as follows:

Your full name
Wurundjeri Country
Student Living on Riversdale
(Your Room Number) /71 Riversdale Road
HAWTHORN VIC 3122

If your mail does not include your apartment number, it will cause delays in delivery to your letterbox or may result in the mail item being returned to sender.

Australia Post has started encouraging Australians to include the name of the traditional lands we live on in our postal addresses. This information can be included after your name, and before your street address. We live on Wurundjeri Country.

Please note that building reception is unable to accept groceries, meal deliveries, or perishables – drivers will need to contact you directly to deliver any of these.

Customer Service Details
- Email: onriversdale@unilodge.com.au
- Telephone: 03 9819 5069
- https://www.unilodge.com.au

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

On-Site Building Management
Responsible for assisting with building management related matters. Contact the Building Manager for assistance with building access control, parcel collection, common areas cleanliness concerns, excessive noise concerns, lift bookings, and so forth.
- Email: onriversdale@unilodge.com.au
- Telephone: 03 9819 5069
- Reception Hours: Monday to Friday – 8:30am to 10:30am
- Afterhours staff: 5pm to 8:30am; 24 hours on weekends and Public Holidays

SETTLING IN

We understand that as students coming from overseas to reside and study in a new country; you may experience a certain amount of culture shock.

The people, the weather, the food, the buildings, etc. will be new and may seem different in the beginning. It may take you a little time to get used to your new surroundings and a feeling of homesickness and/or loneliness is not unusual.

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in student activities and events, so that you will make new friends and begin to feel more at home.

There are many different nationalities represented at Student Living. If you are having difficulty settling in or with the language, or if there is anything you are unsure of, our friendly staff are here to help you. For after hour's assistance we have a caretaker on site that can help you with security problems and/or emergency issues relating to your apartment.

Please come and see us even if it's only for a chat! Student Living wants your stay to be an enjoyable and memorable experience. We want you to achieve your goals, but also gain independence, confidence, useful abilities, and resourcefulness.

Our staff will not only assist with questions and queries you may have regarding the complex, but they also have a wide range of knowledge concerning the local area, medical assistance, travel, general information etc. They are always there to help you.

To assist students, the student handbook has simplified the rules of the body corporate. For a more detailed and comprehensive look at these rules, please refer to the confirmation email or please ask the reception.

Please note that it is your responsibility to read the student handbook and understand the rules of occupancy. Ignorance is not an excuse!

We hope that you enjoy your stay here at Student Living on Riversdale! If you have any questions, please do not hesitate to see reception, or email us and we will assist you in any way that we can.

STUDENT LIFE

Connecting you to services, people and places is just one of the important roles we play here at Student Living on Riversdale. So, whether you want to connect with other students, the local community or just 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.

At Student Living on Riversdale, we strive to provide community-based support. One of the big advantages of living in a community is that there is always someone there. If you become worried or concerned over anything, the sooner you discuss it, the sooner we can connect you to someone who can help. You can be assured of a sympathetic ear, regardless of the size or nature of your problem. Your privacy is paramount, and confidences are kept.

As a new resident you may have trouble adjusting to:

- The transition from school to tertiary education / university life
- A different education system and different demands
- Living away from home and being wholly responsible
- 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, which can include such things as:
    - Finding your way around i.e., transport, clubs, churches etc.
    - Setting up bank accounts

Social Support

Student Living on Riversdale staff organise social activities throughout the year, and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other Residents within the building.

Participating in the organised social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here and your time spent as students.

Please feel free to talk with us should you have any suggestions or queries.

OUR STAFF

Regardless of what your enquiry, question, or requirement, our staff are here to assist you wherever they can.

Please feel free to call us or pop by Reception during office hours and we will give you the information you need.

For after-hours assistance such as urgent maintenance, please feel free to call the after-hours phone as stated above.

If you are experiencing illness, an accident, or the death of a relative, please contact us at any time. We can connect you with appropriate counselors for additional support if needed.

GET TO KNOW YOUR NEIGHBOURS

Here are some handy hints towards getting to know and living happily with your neighbours:

- Introduce yourself to your neighbours and have conversations with them whenever you can – don't be shy, you may have lots in common!
- Respect others' sleeping and studying habits by not creating excessive noise.
- Don't leave your belongings lying around in shared areas.
- Clean up after yourself.
- Don't use other people's things without asking.
- Have consideration and respect for others in all facets of life.
- Remembering that most residents of Student Living are students. You could assist each other with study and/or have study groups together.
- Suggesting social activities that you and your neighbours could attend together within or outside of Student Living may be a great way to make new friends and meet more people!

RIGHTS & RESPONSIBILITIES

Student Living on Riversdale acts as the Managing Agent for the Residential Rental Provider of the apartment.

Resident Rights

- Access to an apartment that inhabitable to live in, in a good state of repair and complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the rental agreement.

Resident Responsibilities

- Pay the rent by due dates and through the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously, or negligently damage, or allow anyone else to damage the premises or inclusions intentionally, maliciously, or negligently.
- Report to Student Living on Riversdale any damage to the premises. Email to onriversdale@unilodge.com.au
- Pay applicable charges as outlined in the Residential Rental Agreement.
- Abide by the terms of the Residential Rental Agreement and Rules and Regulations of the building detailed in this handbook.
- Only use the premises for residential purposes.
- Be responsible to pay for any blown light bulbs or damage in your apartment.
- Be responsible to pay for any False Fire Alarm call outs that may occur from your apartment.

Residential Rental Provider Rights

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

Residential Rental Provider Responsibilities

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

If you have any concerns, suggestions, or feedback, with the terms of your leasing agreement, please contact the Student Living on Riversdale team on (03) 9819 5069 or onriversdale@unilodge.com.au who will happily discuss any concerns you may have.

If you feel your concerns have not been resolved, please contact UniLodge Head office on feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days.

Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer Affairs Victoria at https://www.consumer.vic.gov.au/

YOUR AGREEMENT WITH US

Bond

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

Condition Report

At the commencement of the Residential Rental Agreement, a condition report will be completed and signed by both the Resident(s) and a Student Living representative.

This condition report will be used at the end of the agreement to assess any damage to your apartment, its furniture and equipment. **The completed and signed condition report must be returned to Student Living on Riversdale within five (5) business days of you receiving the report.**

Failure to do so, will result in the original condition report forming the basis for any bond claims at the end of your tenancy.

Rental payments

Rent must always be paid in advance and by the due date, as stated in your Residential Tenancy Agreement. **If your rent is overdue, you may be issued with a breach notice or a notice to vacate.**

New bookings – Your first month's rent can be paid through a one-stop payment system that accepts Credit Card, Direct Debit from an Australian bank account, WeChat Pay, or Alipay. A payment link is included in your offer email with step-by-step instructions.

Ongoing rent – From your second month onwards, rent must be paid directly to Student Living on Riversdale via Console Pay Direct Debit, using an Australian bank account. You will receive an email with instructions to set up your Direct Debit.

We DO NOT accept over the counter payments by EFTPOS, Credit Card, Cheque, or Cash.

Insurance

Residents acknowledge that the Residential Rental Provider's insurance does not provide cover for the tenant's possessions. Tenant's monthly rental does include limited content's insurance. If you feel that you require more, it will be the tenant's responsibility to purchase said insurance. (Note: it is strongly recommended the tenant take out contents insurance to adequately cover their possessions).

Internet

Superloop and Student Living have teamed up to deliver the best available student internet solution on a next generation high speed network. Students find Superloop Internet is the smart, safe, and easy solution for your internet needs. Your monthly

rental includes unlimited Internet. You will be provided with your login details prior to move-in.

Termination of Rental Agreement

A Residential Rental Agreement may be terminated if:

1. The Resident fails to pay the rental within fourteen (14) days of the due date. Also, if the Resident fails to pay all outstanding expenses within seven days after receiving their account. Eviction notices require the resident to vacate the property within fourteen (14) days.

2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Rental Agreement or Rules of Occupancy.

   At the termination of a Residential Rental Agreement, the Resident's private property must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Act 1997.

   The Residential Rental Agreement is a legally binding document, which if broken, will incur penalties. Where a resident believes that they cannot continue to stay in the apartment, they must notify Student Living on Riversdale management as soon as possible.

Breaking the Residential Rental Agreement

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

- Continue to pay all rent charges until a new resident can be secured or the Residential Rental Agreement ends, whichever comes first.
- Pay all associated costs including applicable advertising and break lease fees.

Cancellation of confirmed booking prior to arrival

The payment of the first month's rental and other upfront charges is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special circumstances (with appropriate supporting documentation) would a refund be considered, subject to the Residential Tenancies Act 1997. In such an instance a cancellation/administration fee may apply.

Important Reminder to Renters

The Residential Rental Agreement you have entered is a legally binding contract.

The Residential Rental Provider reserves the right to seek recovery of any monies owed, should you fail to meet your legal requirements.

UNDERSTANDING YOUR TENANCY

These obligations form part of your Residential Rental Agreement with Student Living on Riversdale. If you have any questions or need a translator, advise us.

Absent from your Apartment.

If you intend to leave your apartment for more than 14 days, please email onriversdale@unilodge.com.au. This will help us to locate you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is always prepaid.

Access to other Apartments

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

Access to the Building

It is necessary to use your swipe card to open the automatic sliding doors at all times.

Furniture

The furniture, and other items provided in the apartments and communal areas are to be used for the purposes which they are designed for. The Resident is liable for damage to any property.

The Resident is not permitted to make any alternations or additions to the apartment or the furniture and equipment within the apartment, unless the request has been given in writing and approved by Management / Residential Rental Provider

Alcohol

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

Behaviour

Residents must agree to abide by the code of conduct. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Residential Rental Agreement.

Smoking

Smoking is NOT PERMITTED anywhere inside the building, including apartment or balconies. Smoking is only permitted outside the building. This includes the use of e-cigarettes and vaping.

Drugs and Illegal Substances

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

Guest Policy

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building. Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

Noise Levels

All residents must observe consideration for their neighbours. In correspondence to the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted as follows hours: Monday to Thursday before 7:00am and after 10:00pm; Friday, Saturday & Public Holidays before 9:00am and after 11:00pm; Sunday before 9:00am and after 10:00pm.

Neighbours

You are further reminded to keep the noise down when entering and exiting the building, especially at night. Please be respectful to our local neighbours, who can be bothered by loud noises residents make coming home late at night. Residents who do not respect this may receive a breach. A breach notice is a formal warning that one of the parties is not fulfilling their obligation. The notice provides details on what must be done for the party to be compliant and how much time is allowed for the party to respond.

Garbage

Several large bins are in the bin room located past fire stairwell in Building A. **Cardboard cartons must be flattened before disposal**. Signs are located outside for further instructions. There is no rubbish collection during weekends, please disposal all the rubbish during Monday to Friday morning to help us keep the building clean and tidy.

Items like mattress, fridge, etc. are considered as hard waste, please advise Reception, and will update you with the hard waste collection date to put those unwanted items in the rubbish bin area. Fines may apply upon failure adhering to information.

Please consider the environment and dispose of all rubbish thoughtfully. If garbage is left on the ground, it will be investigated and costs charged to your account, with a Breach of Rental Agreement notice issued.

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

Common Arears
Residents must not interfere with or damage any common property or equipment, nor leave anything on or obstruct the use of common property. The Residents are liable for all damages caused.

The Laundry is in the basement next to the car park. Laundry room has washing machines and dryers available for resident's use. Please check laundry signage for further information. Ensure your belongings are collected promptly after use to avoid loss or theft.

Requests of Staff
Residents must comply with all reasonable requests from Student Living management, Building Manager and support staff.

LOOKING AFTER YOUR APARTMENT

Maintenance

Student Living on Riversdale can engage maintenance staff and contractors to attend to any damage or problems that occur on the premises. The Resident is liable for all damages or loss caused by negligence or misuse and will be charged for any costs associated with rectification including labour.

Please follow the procedure below if there is something that requires maintenance in your apartment.

1. Kindly download the console tenant app
2. Provide full description of the issues and attach relevant photos.
3. The customer service team will give you an approximate time frame that you can expect for the maintenance to be completed.

Maintenance contractors will attend to maintenance during their own operational hours Monday – Friday. Please remember that they are not direct employees therefore will schedule your repairs to be completed along with their existing workload.

Departure Cleaning

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

Please do not remove any items or equipment from your apartment

Ensuite bathrooms

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

Air conditioners

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

Please allow the air-conditioner in the living area to run for 10 – 15 minutes until it blows out hot or cold air. At no time should this be covered or obstructed in anyway. Always keep the vent clean. Clothing and laundry cannot be hung over the heater, as this is a dangerous fire hazard.

Hanging items on walls

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

Hanging items in common or shared areas including the front of apartment doors, balcony and windows is strictly prohibited.

Mattresses

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

Carpets

Ensure to vacuum clean your floor regularly.

Cleaning

It is expected that you will always keep your apartment clean and tidy to avoid potential pest infestation. Student Living on Riversdale have monthly pest control plan in the building, please advise if you have any issues. Please see below some tips for living in healthy environment.

- Keep food covered!
- Clean and wash dirty dishes after every meal.
- Wipe down all bench-tops and stovetops, appliances including rangehood in the kitchen every night with a cloth containing warm soapy water.
- Garbage bins to be kept lidded and regularly disposed of.
- Sweep, vacuum & mop floor regularly!

Fridge

Do not use harsh, abrasive cloths or cleaners or highly perfumed, strong-smelling cleaners or solvents on any part of the refrigerator or freezer. The amount and types of food stored determines how often cleaning should be carried out. Ideally it is recommended that the refrigerator is cleaned every 2-4 weeks. Remove the shelves and wash in warm water. Rinse in clean water and dry before replacing.

Cooktop

Keep the cook top clean and free from food spillage, grease & oil. Keep an eye on your cooking as overflow water / soup may cause damage to the electrical cooktop.

Microwave

Please ensure cooking times are correctly set as over cooking may result in the food catching fire and subsequent damage to oven.

When food is heated or cooked in disposable containers of plastic, paper, or other combustible material, check the oven frequently due to the possibility of ignition. If smoke is observed, switch off, keep door closed.

Do not rinse the turntable by placing it in water just after cooking. This may cause breakage or damage.
Utensils should be checked to ensure that they are suitable for use in microwave oven. Never use metal or aluminium utensils inside the microwave.

Blinds, Windows & Balcony (If Applicable)

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

No items are to be hung in or attached to your window. Clothing can be hung on a clotheshorse in your apartment or can be dried by using the dryer in the laundry. Any item(s) placed on your window or balcony area (if applicable) is a direct breach of your rental agreement.

NO SMOKING, NO HANGING CLOTHES, NO ITEMS SHOULD BE PLACED IN BALCONY AREA.

Avoid condensation inside the apartment. This can cause dampness, mould issues, wood rot and corrosion inside the apartment. Please keep the windows open, ventilate bathroom, kitchen, cupboards, and wardrobes to let the air circulate freely inside your apartment.

Ensure to regularly wipe down windows, frames, and other affected areas with a fungicidal mould-killing wash. Make sure you follow the manufacturer's instruction precisely. Dry clean and shampoo mouldy carpets. Report ongoing issues to reception or email onriversdale@unilodge.com.au

Light Globes & Fluorescent Light fittings

Residents are responsible for replacing their own light globe. These can be purchased from a supermarket or department store. Student Living staff can arrange the replacement of light globe or fluorescent light fitting at cost to you, please contact our office for more details.

Smoke Detector

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

EMERGENCY PROCEDURES

Student Living on Riversdale staff will provide residents with emergency assistance in the event of:

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

Assembly Location Point - Evacuation

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

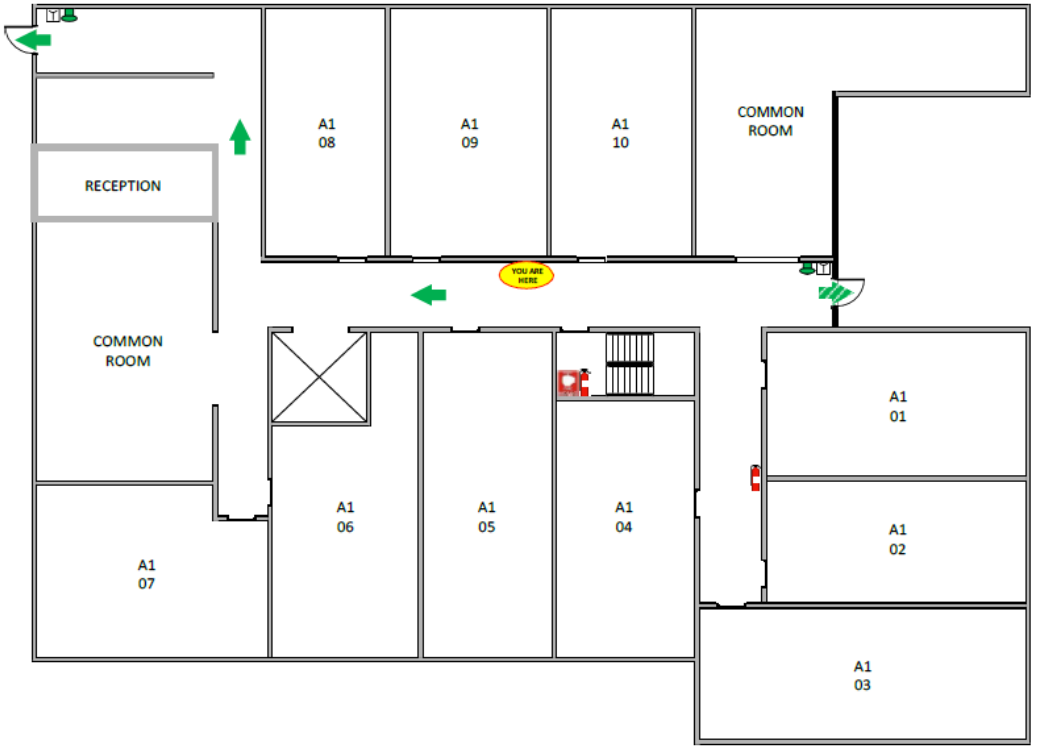
Assembly location point: Intersection of **Riversdale Road (exit from Building A) and Glenferrie Road.** A copy of the evacuation plan diagram for the ground floor is located on the next page.

LINKfire.com.au
Your Essential Safety Partner

EMERGENCY DIAGRAM

71 RIVERSDALE ROAD, HAWTHORN VIC 3122

BUILDING A
LEVEL 1
(GROUND FLOOR)

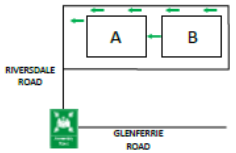


LEGEND

- Location
- Hose Reel
- Fire Hydrant
- DCP Extinguisher
- Emergency Call Point
- Push Button Exit
- Exit Path
- Alternative Exit Path
- Assembly Point

Date: 20.12.2022
Validity Date: 20.12.2027

SITE MAP



EVACUATION PROCEDURE

STAGE 1: Removal of people from the immediate danger area
Occupants and staff in the immediate danger area are to assemble a safe distance away from the fire and smoke. When the area has been evacuated all doors and windows should be closed to contain fire.

STAGE 2: Complete evacuation of Entire Building
Should the emergency necessitate evacuation of the whole building, the Manager or the Fire Service will direct occupants from the safe place to the ASSEMBLY AREA

STAGE 3: Assembly area
Your ASSEMBLY AREA is located AT THE CORNER OF RIVERSDALE ROAD & GLENFERRIE ROAD

4: Roll Call
To be conducted as soon as possible and to ensure all Persons are accounted for. Report all missing persons to FIRE OFFICERS

Mobility impaired persons should evacuate immediately assisted by a nominated person

EXTINGUISHER GUIDE

P – Pull the pin-break the seal and test extinguisher
A – Aim at base of the fire – ensure you have a means of escape
S – Squeeze the operating handle – to discharge the agent
S – Sweep from side to side – completely extinguish fire

IN CASE OF FIRE

REMOVE PEOPLE
- From immediate danger

ALERT THE FIRE SERVICE
- Call 000

CONFINE FIRE & SMOKE
- Close doors and windows (if safe to do so)

EVACUATE
- To the assembly area

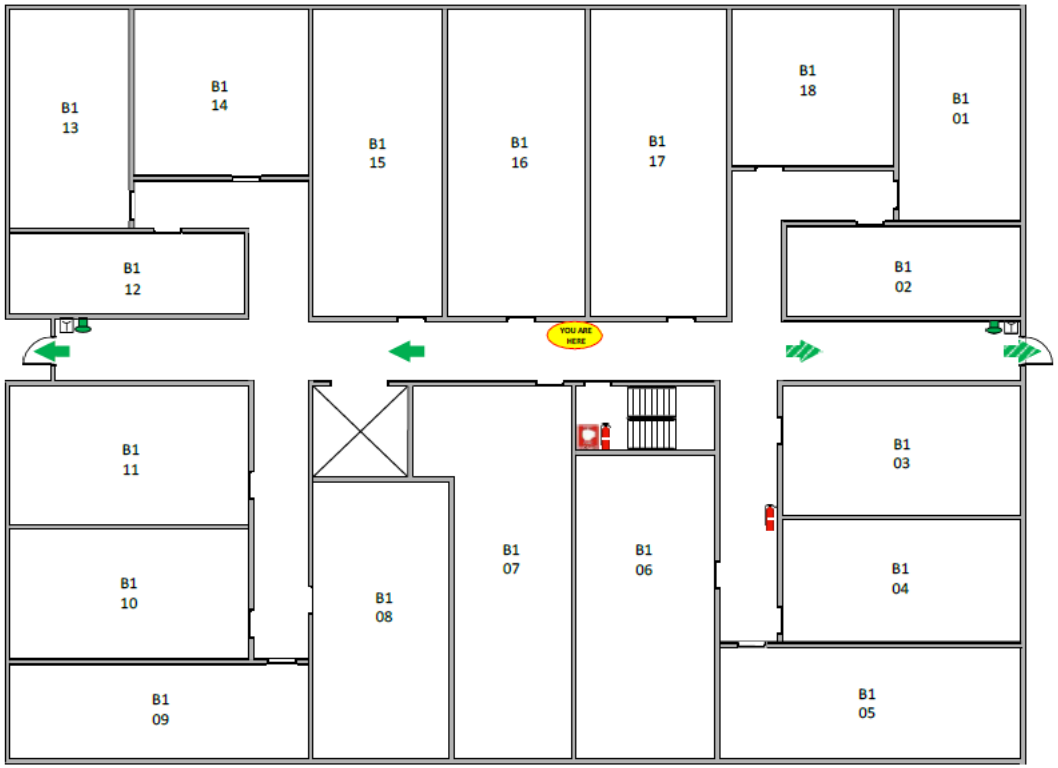
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EMERGENCY
IN A LIFE THREATENING EMERGENCY DIAL 000

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EMERGENCY DIAGRAM

71 RIVERSDALE ROAD, HAWTHORN VIC 3122

BUILDING B
LEVEL 1
(GROUND FLOOR)

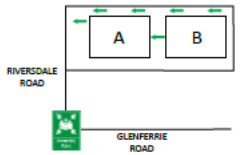


LEGEND

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Should the emergency necessitate evacuation of the whole building, the Manager or the Fire Service will direct occupants from the safe place to the ASSEMBLY AREA

STAGE 3: Assembly area
Your ASSEMBLY AREA is located AT THE CORNER OF RIVERSDALE ROAD & GLENFERRIE ROAD

4: Roll Call
To be conducted as soon as possible and to ensure all Persons are accounted for. Report all missing persons to FIRE OFFICERS

Mobility impaired persons should evacuate immediately assisted by a nominated person

EXTINGUISHER GUIDE

P – Pull the pin-break the seal and test extinguisher
A – Aim at base of the fire – ensure you have a means of escape
S – Squeeze the operating handle – to discharge the agent
S – Sweep from side to side – completely extinguish fire

IN CASE OF FIRE

REMOVE PEOPLE
- From immediate danger

ALERT THE FIRE SERVICE
- Call 000

CONFINE FIRE & SMOKE
- Close doors and windows (if safe to do so)

EVACUATE
- To the assembly area

000
EMERGENCY
IN A LIFE THREATENING EMERGENCY DIAL 000

Fire Sprinklers and Smoke Detectors

Never cover or attempt to remove the smoke detector in your apartment 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, Fire Services Victoria has within its powers to levy fines and commence prosecutions (current fines exceed $3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

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

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

Each apartment has a fire sprinkler. In the event of a fire, you should always remove yourself and others (if safe to do so) from the immediate danger, closing the doors behind you.

The building has fire rated doors and advanced systems for your safety

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

Touching the sprinkler head may result in it being activated, causing hundreds of litres of water to gush into your apartment, which will flood not only your apartment but also those below. Severe damage costs more than $25,000 may incur upon anyone who interferes with a fire sprinkler or a smoke detector!

In the event of Fire

- Assist any person in immediate danger, only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the **Fire Brigade (000).**
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone else, only if safe to do so.
- Remain at assembly area and await all clear or roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

Fire Escape Doors

Fire escape doors, where provided, must not be tampered with, and must be used only in an emergency.

Fire Safety

All residents have a legal and personal responsibility to assist in maintaining a safe environment within the building. The building is fitted with the most up to date technology in terms of fire and smoke detection. Each apartment is fitted with a smoke alarm, sprinkler system and a warning announcement device.

BUILDING SECURITY

- All Residents and visitors agree to be bound by the security regulations or as instructed by Management.
- We suggest that you keep your doors always locked and take your keys and proxy card with you.
- Under no circumstances must residents loan out their proxy card or apartment keys.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bounded by all the building rules whilst in the facility.
- Residents should NOT allow access into the building to person unknown.
- Each apartment has its own individual restricted series key – which mean it cannot be copied unless authorised and ordered via Student Living on Riversdale staff.

Intruders

Although we take all precautions, intruders may occasionally gain entry to the building. If you see anyone behaving suspiciously, call the building manager immediately notifying of the location. Do not approach the person as it may put you at risk.

- The building 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 building proxy card for any other person in the lifts or open the front entry door.
- Tell any visitors requesting entry to call the person they are visiting.
- Do not write your apartment number (or your name) on your key card (if lost, it should not indicate where or who it belongs to).

Access to other Apartments

Entering another Resident's apartment without consent will result in the same action as trespassing. That is, offenders may be detained and charged with trespass by the appropriate authorities. To prevent trespassing and theft, all Residents should keep their doors closed and locked regardless of whether they are in their apartment.

Lockouts

A lockout fee will apply should you lock yourself out your apartment. Please contact UniLodge Residential Advisor on duty for assistance.

LIVING TOGETHER AT STUDENT LIVING ON RIVERSDALE

Privacy

Your privacy is important to us. Our privacy policy clearly outlines how we handle all confidential matters. Should you wish to discuss any matter in private, please ask. All matters discussed will remain confidential.

Workplace Health & Safety

Under the Workplace Health and Safety Act, Student Living on Riversdale is recognised as a workplace and, as such, this puts responsibilities on both Student Living Management and residents. As residents, you must not be negligent in terms of causing or contributing towards an accident. E.g., preventing easy access or exit from the building by leaving personal articles or rubbish blocking any thoroughfare including exits, or interfering with any fire safety notices or equipment.

At no times are Residents to use the fire stairs as a form of access in and out of the building. Fire stairs and fire doors are only for evacuation purposes in an emergency.

Sexual Harassment

Sexual Harassment is unacceptable and contravenes the law. It occurs where:

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

Student Living on Riversdale is a friendly and supportive community, and it is expected that residents will be pro-active in ensuring that it remains so.

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

If you think you have been subjected to any form of discrimination, please contact us.

GETTING HELP

Should you at any time be unsatisfied with any outcome regarding your rights of occupancy, please contact our office.

Address – Reception/71 Riversdale Road Hawthorn 3122 VIC
Telephone – 03 9819 5069
Email – onriversdale@unilodge.com.au

Financial Difficulties

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

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

Personal Problems

Please talk to us if you are experiencing any difficulties, personal issues, study problems or just anything that may be getting you down. Our staff are here to support you and provide guidance, assistance, and referral where necessary. We have connections with university counsellors (for university students), or community provided health specialists, should you require specialist support.

GETTING AROUND MELBOURNE

Melbourne is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture.

For information on Melbourne or to check out local events visit What's On - City of Melbourne.

Information on public transport can be obtained from the Public Transport Victoria website or you can download the PTV app on your mobile phone. Our friendly customer service staff can assist you to navigate the website or the app. You can find out more about concession pricing for tertiary students at Public Transport Victoria.

Cycling
Melbourne has dedicated on-road bike lanes that run throughout the CBD.
Cycling without a bike helmet is illegal. You can purchase helmets from Big W, Target and other stores.

Trains
Getting around Melbourne is easy with Glenferrie train station located a 20-minute walk from the the building. Flinders Street Station is approximately 20 minutes direct by train.

Trams
There is a Tram stop 5 minutes' walk from the building. Tram Route 70 and 75 can be hailed from the stop and they will take you to the City. There is a free tram service throughout the Melbourne CBD. Trams also run throughout the Melbourne suburbs. Tram routes can be found on the Public Transport Victoria website.

Walking
Student Living on Riversdale is conveniently located 15 minutes from the bustling shopping area around Glenferrie Road which has Lido Cinemas, Woolworths Metro (Glenferrie), Coles Local (Glenferrie) and a wide variety of culinary options. Swinburne University is a 15 minutes' walk from the building.

EMERGENCY CONTACTS

Emergency (Fire, Police, Ambulance) 000

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

GENDER-BASED VIOLENCE

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

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

Our Strategic Plan comprehensively addresses GBV prevention and response, tailored to the specific requirements of Standard 7 of the Code. Our Plan integrates dynamic policy, continuous education programs, and a **'No Wrong Door'** disclosure process that empowers community with choice and agency, while working to mitigate systemic risks, barriers and enablers.

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

DISCLOSURE

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

- Speak directly to your Res Life Manager (RLM), Res Life Coordinator (RLC), General Manager, or Residential Assistant (RA).
- Call your Res Life Team or General Manager on the number provided for them.
- Use the online Disclosure and Support Form via the QR Code. You can remain anonymous.

UniLodge

GENDER-BASED VIOLENCE
UNILODGE POLICY



GENDER-BASED VIOLENCE
UNILODGE POLICY

DEFINITION

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

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

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

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

MISSION STATEMENT

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

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

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

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

PRINCIPLES

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

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

ROLES AND RESPONSIBILITIES

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

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

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

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

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

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

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

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

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

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

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

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



Vicki Nagle
Chief People Officer
December 2025