

Resident's Handbook

DEAKIN
RESIDENTIAL
SERVICES

21

COVID-Safe Information for Residents

The information contained in this handbook is based on the premise of standard residential operations and the assumption of life returning to normal post COVID-19. Residents should refer to regular updates regarding COVID restrictions, which will be provided by email from your relevant campus.

At the time of writing (September 2020), DRS has, and continues, to implement all government requirements and guidelines. This has included:

- ensuring that social distancing continues within the residences,
- facilitating contactless service provision, and
- implementing a range of additional hygiene measures for the protection of the community including educational signage and sanitiser stations in high traffic areas.
- A COVID-safe webinar, highlighting these measures and COVID-safe practices within the residential environment is also required viewing for all students.



**Social
Distancing**



**Hygiene
Measures**



**Welfare
Checks**



**Virtual
Events**



**Additional
Cleaning**



**24/7 Onsite
Team**



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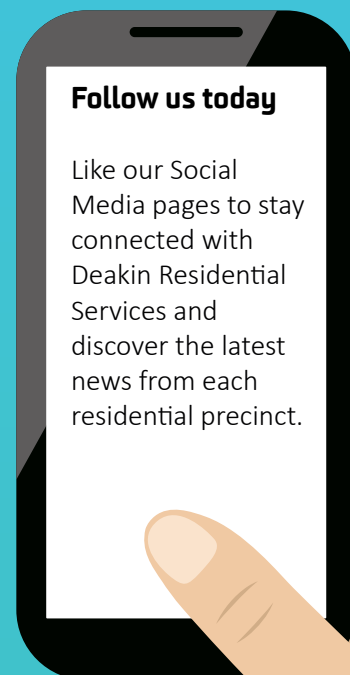
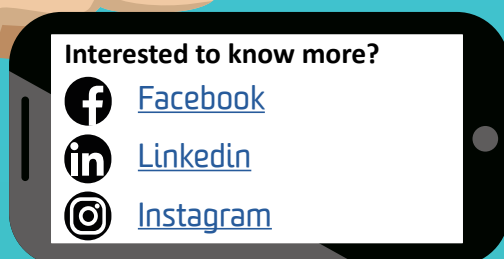
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The info in this Handbook is critically important, life changing, world altering content!

(ok... that might be stretching it)

We've designed this document to contain all the essential information while keeping it fun and as easy to read as possible.



Welcome to Deakin Residential Services

Welcome to your life on residence – a unique opportunity to immerse yourself in the Deakin experience. Living in residences is one of the best ways of getting the most out of your time at University. We consider residential life as integral to your university education, extending and enriching your study experience and our intention is to provide you with a vibrant living and learning experience.

This handbook has been designed to provide you with everything you need to know about your time with us on residence – from knowing where you can wash your clothes to important rules regarding behaviour. Not sure about something? Get in touch with a member of staff at your Campus Reception.

SNAPSHOT

GEELONG WATERFRONT	Est. 2015	T&G House, Brougham House (Est 2018)
GEELONG WAURN PONDS	Est. 1973	Alfred Deakin College, Barton College, Parkes College
MELBOURNE BURWOOD	Est. 1999	The Village, Waratah Place, Melaleuca House
WARRNAMBOOL	Est. 1973	Hopkin's View



78 Staff



2,882 Beds

64%
Domestic

36%
International

Life as a resident.

Residential Support Team

The Residential Support team at each campus are responsible for providing a positive living and learning experience for residents studying at the University. They are an important resource and can provide assistance in living on campus as well as referring you to other services in the University. We are sure that you will find them invaluable people to know and seek assistance from during your time on residence. See the Key Contacts section of this Handbook for more information.



Res Leaders (RL's)

Full time students with a volunteer leadership role here to help you settle in, and to provide support during the year.

Serve as role models, promote our rules, and help to plan a diverse range of activities.



Maintenance Team

Provide maintenance support to all residents.

Assist with maintenance and cleaning enquiries.



Campus Life Teams

Develop and deliver social, cultural and other support programs.

Oversee and advise the Residential Leaders provide advice and are available for student enquiries during weekdays.



Administration

Provide 24/7 customer service and security support to all residents.

Assist with administrative and financial enquiries.



General Managers

Responsible for the management, strategic direction and daily operations of each campus.

Provide leadership and supervision of Residential Staff.



Operations Managers

Responsible for the daily operations of each campus, from maintenance to student experience.

Able to act on behalf of the General Manager in their absence.

Note: Due to the smaller size of our Warrnambool Campus, the staffing structure above varies slightly. [To meet your campus team click here.](#)

The Student Experience

at Deakin Residential Services

If there's one thing we can guarantee about life living on-campus at Deakin, it's never dull!

Whether you're a sporting champion, karaoke king or yoga enthusiast, we've got something in the schedule for you. Our Residential Leaders and Campus Life teams organise a diverse and exciting range of activities and events as part of our 'Student Experience Framework' which canvasses five key domains: health and wellbeing, academic, social and community, arts and culture and leadership.

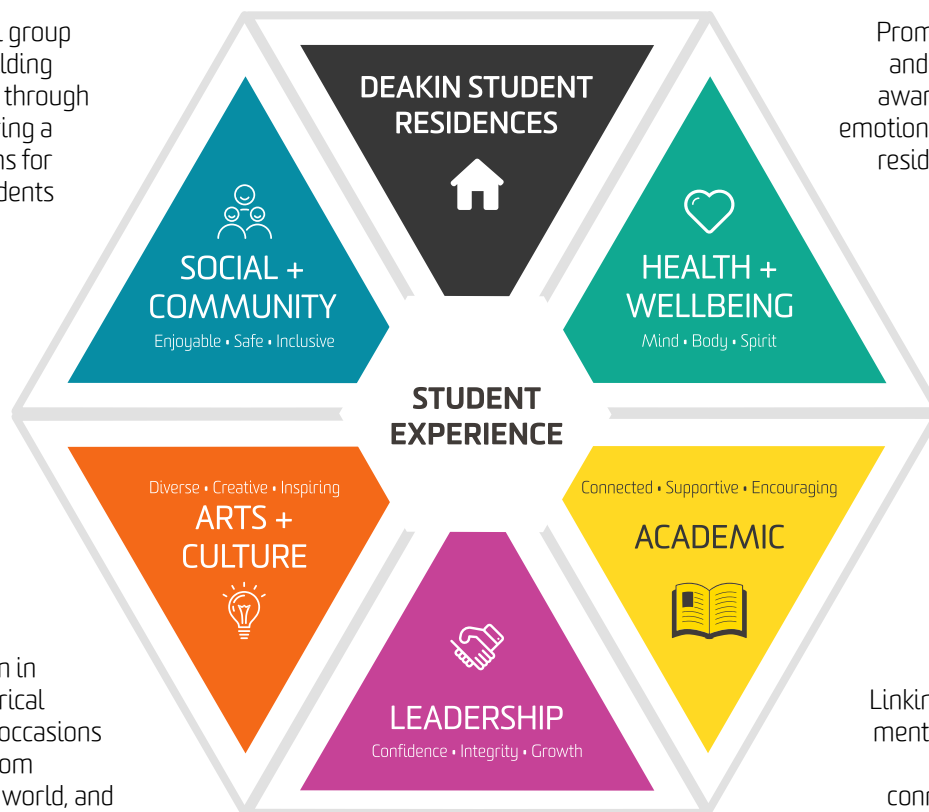
You can find out what's on at your campus by viewing the events tab on the Res Portal.

SOCIAL + COMMUNITY

Facilitating regular small group functions and events, building community engagement through major events, and delivering a diverse range of programs for the enjoyment of all residents in a safe environment.

ARTS + CULTURE

Encouraging participation in musical events and theatrical productions, celebrating occasions of cultural significance from Australia and around the world, and kindling interest in artistic pursuits.



HEALTH + WELLBEING

Promoting participation in sport and fitness programs, ensuring awareness of mental health and emotional wellbeing, and educating residents in safe behaviours, life skills and personal welfare.

ACADEMIC

Linking residents with University mentoring programs, facilitating study groups and informal connections, and assisting with study skills and support.

LEADERSHIP

Developing outstanding student leaders for the benefit of all residents, providing high quality leadership training programs, and enhancing graduate outcomes and employability for residents.

Events On Res

There's always a lot going on at Res, with events and activities organised by DRS (via your Res Leaders or Campus Life Staff), but also through the wider University. All DRS events are promoted via the DRS Campus Facebook Pages (by invitation only) and/or the Events section of your Residence Portal.

Important Note: All events and activities organised and approved by DRS must abide by and adhere to the following guidelines:

- Alcohol is not provided by DRS at any sanctioned on-campus event or activity
- Alcohol is not to be consumed at any event or activity unless approved prior by the General Manager or Campus Life staff.
- Alcohol is not to be used as a draw-card for activities or events.

Events or activities which do not meet these requirements will not be permitted. A breach of these rules will result in the cessation of the event or activity and disciplinary action. For some events, cancellations within 48 hours cancellation fees may apply

If you wish to hold an event or similar activity with more than 10 people present you must first seek the approval of DRS. Disciplinary action may apply if you engage in unapproved or unsanctioned events or activities within the residential precinct. Contact Campus Life staff for further information.

Fees + Payment

You are required to pay all residence fees and charges as set out in your Agreement. This means that residence fee instalments must be paid on or prior to the due dates. Rental charges are charged monthly and paid in advance. Invoices and statements are emailed to the nominated billing email and should be retained in case of queries.

Our preferred payment options are:

- Residence Portal Payment
- BPAY from a nominated cheque, savings or credit card account. See bpay.com.au for more information
- EFTPOS at Reception

Note: Cash is not accepted at any Residential Office.

If rental payments are late you may be in breach of your Agreement. If rent is 14 days or more overdue you may be issued a Notice to Vacate. Your Agreement may also be terminated. Failure to pay fees will further result in an encumbrance on your University account until the debt is cleared. This will result in you not being able to re-enrol or access your academic results.

If you are experiencing difficulty paying your fees, please speak with Reception before fees are due so that a payment plan can be discussed.



DRS Student Awards

Deakin Residential Services loves to recognize and celebrate the achievements of our residents, and each year a number of prestigious awards are presented to our academic high achievers, Residential Leaders, and those who have made significant contributions to the residential community across our multiple campuses. Find out more via our [DRS Awards page](#). This year, the following awards are on offer:

Academic Achievement Awards

Science, Engineering and Built Environment
Business and Law
Arts and Education
Health

Student Experience Awards

Leadership
RESPECT Values
Inclusive Community



Whilst most awards are selected in advance by our DRS staff, we also rely on our community to nominate those residents in our 'Community Contribution' category, who are deserving of recognition.

Look out for more news and information about our awards, and how you might become one of our esteemed recipients early in Trimester Two.

University Support Services



DRS can connect all residents with University support services:

Counselling

If there's something bothering you, however big or small, help is at hand. Our counsellors are registered psychologists and social workers. They have extensive experience working with students with mental health issues, ranging from adjustment stress to common mental illnesses like anxiety and depression. The service is free and confidential.

Disability Services

The University, through the Disability Resource Centre (DRC), provides support to students with disabilities, regardless of the severity and whether it is temporary or permanent. The DRC can help with study materials, exam requirements, day-to-day support, information and pre-enrolment advice.

A number of the buildings in residences have been fitted with facilities to assist people with disabilities. Interfering with or blocking these facilities in any way will result in disciplinary action.

International

Deakin provides specialist [support to international students](#) studying at Deakin.

Medical Centres

Providing accessible and confidential medical services for all current students and staff, Deakin Medical Centres, located at each campus are staffed by qualified and experienced medical doctors and nurses. Doctors are not available Warrnambool and as such priority appointments are available at the Medical Clinic in the City Centre instead.

Student Central

Student Central is your starting point for help with information and access to a wide range of services at Deakin including, but not limited to, academic transcripts, exams, lost property, parking permits, course advice, scholarships, fees and financial assistance, and special consideration. You can find Student Central Hubs at each campus or get in touch by phone.

Safer Community

Safer Community is a Deakin wide service which aims to keep all campuses safe. The service responds to all reports of behaviour which are concerning, inappropriate or threatening and offers support to all parties involved.

If you've witnessed or experienced behaviour or communication from someone that has caused you fear, offence or distress you can contact Safer Community for help and advice – [03 9244 3734](#) or [report a concern](#). DRS may engage Safer Community to investigate behaviours of concern. Note: Safer Community is NOT an emergency response service. Please contact DRS, Deakin Security or 000 for an emergency response.

Safety and Security

Deakin University Security is available 24-7 and can be contacted on [1800 062 579](#) or via the Safe Zone App. Threats to a resident's safety or possessions should be reported immediately. You can arrange a security escort to your vehicle or other locations on campus (we recommend you call 20 minutes in advance).

Deakin Security Officers are authorised to enforce visitor and noise policies and can request to see identification. A student card with a residence sticker (available from your Residence Reception) is sufficient proof of residential status.

Financial Support

Deakin provides support to students experiencing financial difficulties including a range of services such as interest-free loans and financial counselling.

Academic Support

There a number of support services and guides available to help you in your studies. These include information for new students, support with referencing and academic integrity, language and learning advisors, writing and maths mentors, and online tutoring.

Services For Residents



Internet

Wi-Fi is accessible in most areas of residences. A data point is also available in all bedrooms, however you must supply your own Ethernet cord. You will need to contact [Deakin eSolutions Help Desk](#) to set up an internet account.

Users of the University network must comply with all policies and guidelines of the university, including terms of appropriate use. Please refer to [The Guide](#) type in 'information technology' as the keyword in the search engine.



Mail

You will be allocated a mailbox as a resident – your Residential Leader will advise of the location. Large parcels can be sent to the residence and will held by Reception. An email will advise you of any parcels. Food or grocery deliveries must be collected immediately. All mail and parcels must be addressed to the name you have used as part of your Residential Agreement. Note: Warrnambool residents are to collect mail from Reception. Mail is collected from Reception for WF, Burwood Warrnambool and WP Shared. Only residents with own mailboxes are WP NRAS and T&G.



Maintenance

Reports of faulty items or equipment must be reported via the Maintenance tab in the Res Portal. Urgent maintenance (for example, burst water pipes, overflowing toilets, broken windows, faulty door locks etc.) must be reported immediately to Reception or Security by phone/ in person.

It is expected that students personal electrical equipment is tagged and tested prior to arrival. Any electrical equipment/minor appliances supplied by Deakin are tested and tagged annually. Double adapters are discouraged / prohibited. Tag and tested powerboards (preferably with Surge protectors) are encouraged.

Any item that is faulty or damaged must be reported to DRS immediately via our [Res Portal](#). Residents are not permitted to conduct repairs or maintenance on their own equipment within DRS facilities. Items will be replaced or repaired as soon as possible.

Please note that DRS does not accept responsibility for the supervision or security of your personal effects or any loss or damage. We recommend you take out your own personal contents insurance. Residents are not permitted to undertake works to university property. Any maintenance required of their own property should be undertaken offsite.



Pest Control

Pests such as rats, mice, ants, spiders and other insects can become a problem. All reasonable pest control measures are taken by the University to prevent pest issues. You can minimize the presence of pests by ensuring that all food is stored properly and scraps are disposed of immediately. Avoid leaving rubbish lying on the floor and adequately clean kitchens and benchtops after food preparation and cooking.



Your Room



Lock Outs

If you lock yourself out of your room in Burwood, Wawn Ponds and Waterfront – contact Reception.

If you lock yourself out of your room in Warrnambool – contact Reception during office hours and Security out of office hours. You will be required to provide ID.

Lock outs are recorded and you are permitted three free lock outs per 52 week period. A fee applies for each subsequent occasion. No other individual will be given access to your room unless written permission is received from you.



Room Change

Room changes will only be approved under special circumstances. If you wish to apply to change rooms, you must apply via email to the General Manager. If approved, cleaning fees may be incurred and you will be required to sign a new Agreement.



Room Condition Reports

You are required to complete an Inventory and Room Condition Report via the Res Portal on first inspection of the allocated room. Any maintenance requirements or missing items should be reported via the Res portal. As inspection reports are undertaken regularly, it is expected that you will report any problems within the first week of residency, as otherwise it will be assumed that the room and contents are in proper condition.

You will be responsible at the conclusion of your period of occupancy for the return of any issued items, in a condition acceptable to the General Manager. The cost of any damages or missing items will apply.

Shared Residential Facilities



Common Rooms

Common rooms are available for use for activities such as study groups, meetings and social gatherings that are likely to create more noise than is acceptable in your unit or room. The common rooms across the campuses vary and offer a range of facilities including vending machines, kitchens, BBQs, lounge chairs, TVs, DVD players, study and meeting rooms.

Common rooms may be booked for exclusive use for functions and other activities by contacting Campus Life Staff. It is the responsibility of the organiser to ensure the common area is cleaned and left in an acceptable state after the function or activity. Failure to do so will result in disciplinary action and/or fines.

Burwood Campus MC Level 6 Balcony: MC Level 6 contains a large, multi-purpose space adjoined by two balconies. This space is available for you to enjoy. Smoking is prohibited on the balconies and extra care should be taken with regards to heights. Items should not be placed on the balcony rails and you should return the space to a tidy state when finished.



Fridges

A shared fridge is available in the kitchen of each unit and an individual fridge in each studio room. Personal bar fridges may be allowed in resident rooms, but must be no older than five years and meet the following specifications (less than 140 litres, 82cm (h), 48cm (w) and 55cm (d)). It is expected that students personal electrical equipment is tagged and tested prior to arrival. Residents may be asked to remove or relocate fridge if it is located in a position which is dangerous to residents or fire safety standards.



Laundries

Laundry facilities (excluding washing powder) are supplied. Non-residents are not permitted to use laundries, so please ensure doors are locked. We remind you to be considerate of others – if you do not wish to wait for your cycle to finish, make sure you return within 20 – 30 minutes to collect your items. DRS takes no responsibility for items left unsupervised. Please do not remove other resident's items from machines or dryers even if the cycle has finished.



Resources to Loan

A selection of equipment is available for loan at Reception that includes such things as board games, vacuum cleaners and sports equipment. You must provide your ID when requesting to borrow items, and take responsibility for any damages or costs associated with failure to return of items.

Parking

While there are parking spaces at most of our campuses (excluding Waterfront), they're in high demand, especially in the first six weeks of Trimesters 1 and 2. DRS is not responsible for parking or issuing of fines, so make sure you've got a parking permit – the enforcement officers are particularly good at their jobs.

Note: Warrnambool residents currently do not require a parking permit. The University is not liable for any damage or theft to vehicles or motorcycles parked on site.

A shuttle service is also available for students and staff who wish to travel between the two Geelong campuses. For more information regarding parking arrangements, fees and the shuttle service visit the [Parking Website](#).

We love to encourage all students to support sustainability initiatives, so consider whether you really need to bring your car when you come to live on campus with us. To assist, Deakin offers [carpooling](#). There is bike storage available at all campuses.

A [flexi car](#) scheme is also available (with cars conveniently located at all campuses) where you can rent a car for an hour, a day or even longer. You are able to opt-in for a discounted account.





Your Health and Wellbeing

You are encouraged to consider the following as part of living on residence:

- Register with the Deakin Medical Centre/ source a local doctor.
- Stay up to date with immunisations, vaccinations and sexual health checks.
Note: The flu shot is available during the academic term – for more information, please see your Residences Reception.
- Source [Ambulance Service Victoria](#) membership.
- Follow all government and staff advice regarding health and hygiene practices.



Illness or Accident

All Residential Leaders have received basic training in first aid. For minor incidents please call a staff member or Security. For emergencies call 000. All injuries, incidents and near misses must be reported to DRS staff.



Absence from Residence

For the safety and security of all residents, it is recommended that if you inform reception if you are intending to be absent from the residences for an extended period of time (more than one week).



Adjustments for Residents

DRS is committed to providing an inclusive, hospitable, and accessible environment for all students living within DRS properties, in compliance with applicable anti-discrimination legislation. If you require an adjustment to your living arrangements, you should submit a request as early as possible via our resident portal. Any adjustment request will be treated confidentially in accordance with DRS' Privacy Policy and a DRS team member will contact you directly to discuss your requested adjustment.

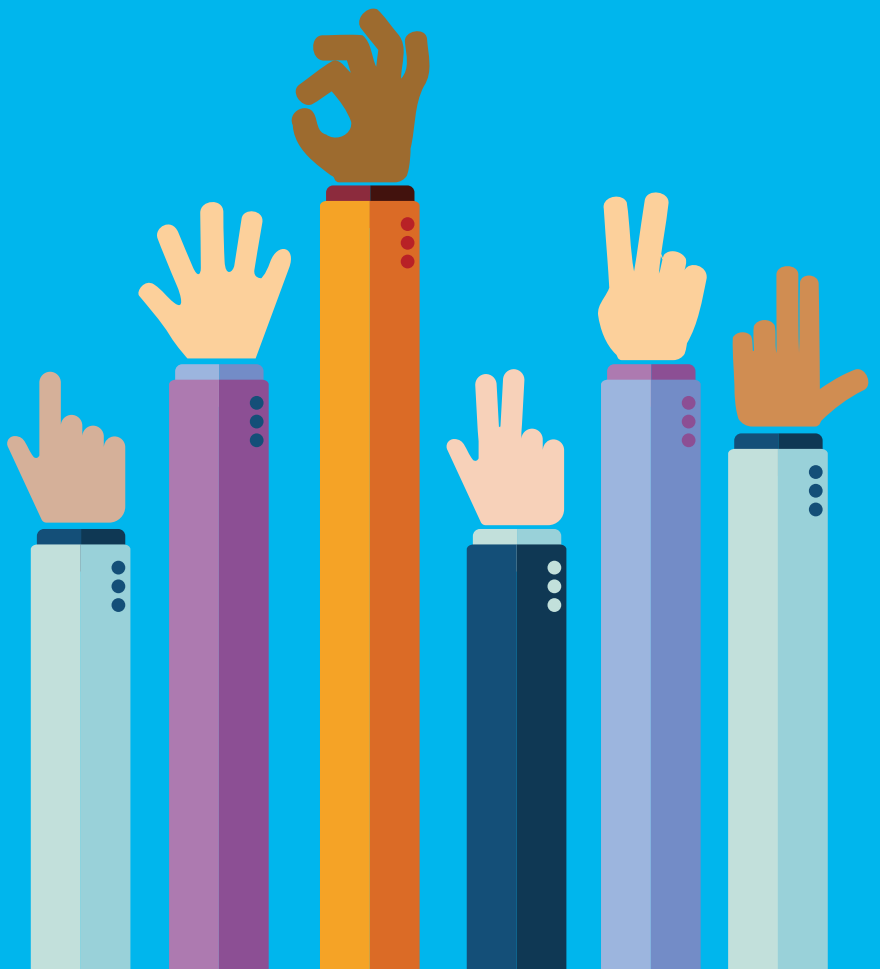
Rules applying to behaviour.

You are expected to have full knowledge of, and abide by, the following rules applying to your behaviour as a resident. Failure to adhere to these rules will be a breach of Agreement and result in disciplinary action.

As a resident you are also required to complete online and face-to-face induction requirements prior to and immediately following check-in as part of your Residential Agreement.

These rules operate in conjunction with University regulations and statutes (in particular, the Student General Misconduct procedure) as well as all state and federal laws.

Refer to [The Guide](#) for further information.



Compulsory Briefings, Induction Programs and Meetings

You are required to complete a number of DRS and University compulsory briefings and induction programs both prior and immediately upon arrival to campus. These include, but are not limited to:

Resident Induction

The induction provides important information regarding our rules of residence, community values, and also introduces you to key members of staff.

Compulsory Orientation Briefing by the General Manager and Campus Life Team

Multiple repeat sessions are offered to suit student schedules and each session provides further information about what to expect from your first few weeks on campus, highlights key rules and values and provides additional information about university support services.

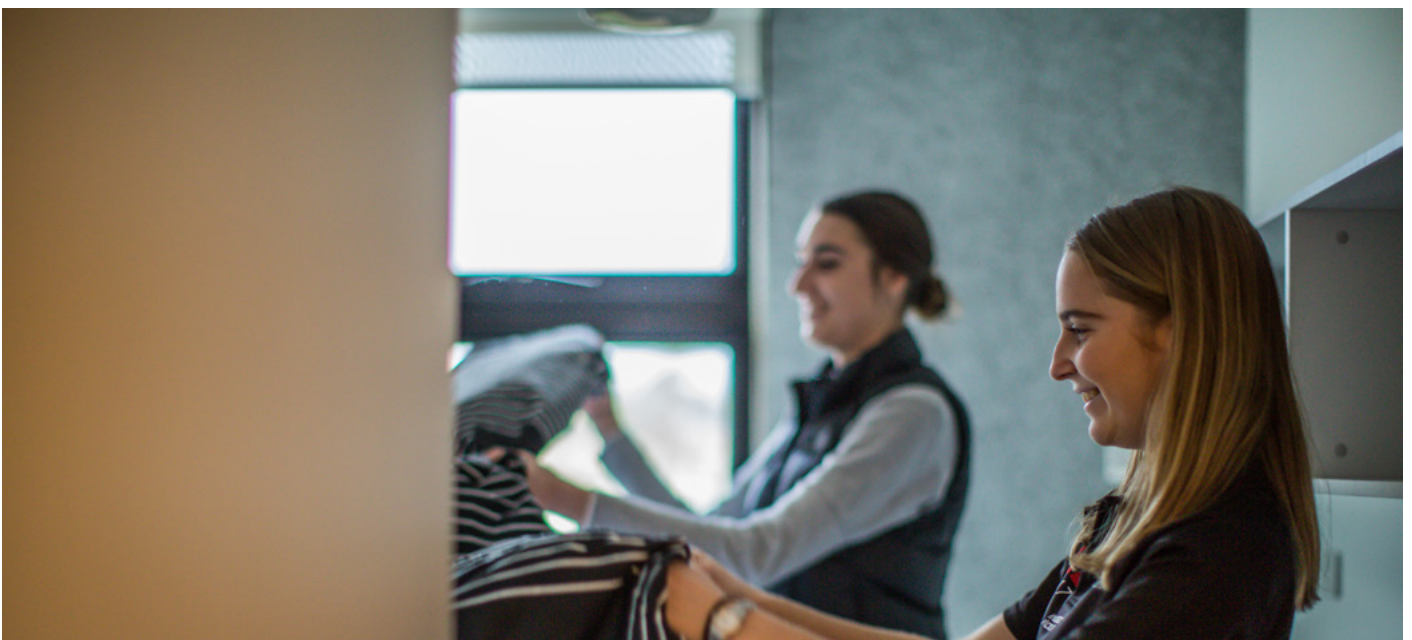
Detailed information regarding these compulsory requirements is provided to residents upon offer of a place on campus. Residents who fail to complete these requirements will receive a **disciplinary breach**.

Community or disciplinary related meetings

You are also required to attend any community or disciplinary meetings as advised by DRS staff.

Deakin Residential Services will use various ways to communicate with you during your stay which include, but are not limited to email, phone, digital and / or social media channels, in writing delivered to your door or in person. It is your responsibility to ensure that DRS has accurate contact details including your mobile phone number and email address at any given time, this can be updated by you on the Res portal under 'update my details'.

As a condition of residency, you have an obligation to respond to DRS communications and staff requests in a reasonable and timely manner. Failure to respond or communicate with DRS may result in disciplinary action and could be referred to student misconduct in relation to failing to adhere to staff instruction.



Inclusive Housing Options for Students

Deakin Res has an inclusive housing policy which has been designed to support the provision of a positive, safe, accessible, welcoming environment. Some DRS premises are reserved exclusively for specific cohorts in order to best meet the personal, social and academic needs of residents and the broader residential community. If there are insufficient applications from the relevant cohorts to fill one of these reserved premises, DRS may place other applicants in those premises at the discretion of the General Manager. The following areas are reserved exclusively for specific cohorts subject to availability:

Location	Cohort
Student Village, Burwood	School Leavers (undergraduates aged 18 – 22 at the contract start date): enabling the optimum environment and experience for students transitioning to university and living away from home for the first time.
Shared units/apartments within MB and MC, Burwood Barton and New College, Waurm Ponds Certain units/apartments in Alfred Deakin College Waurm Ponds as allocated annually by General Manager Certain apartments at Brougham House, Waterfront as allocated annually by General Manager	Young Adults (any student aged 18 – 26 at the contact start date): providing a suitable environment for students who are within the first few years of living away from home and university study.
T & G House, Waterfront	Adult Learners/Mature Age (residents aged 23 and older at contract start date) and Postgraduate Students: supporting students' additional academic commitments and independent living arrangements.
Medical Pods and Terraces, Waurm Ponds	Course Specific: restricted to those studying specific academic courses
Parkes College, Waurm Ponds T & G House, Waterfront Hopkins View, Warrnambool	Affordable Housing: available only for domestic students from low socio-economic status (SES) backgrounds. Should there not be a requirement for domestic students, low SES international students may also be considered.

Housing Preferences

You also have the opportunity to indicate specific housing option preferences at certain campuses. These preferences are not guaranteed and are subject to availability.

- Gender Specific: sharing an apartment/area with other students of the same gender. Guests and visitors may also only be of the same gender however visiting staff members (cleaners, maintenance etc.) may be of a different gender.
- Quiet Areas: additional noise curfew rules apply at all times. Communal living will always involve some level of noise, including from outside the building, however by placing students requesting a quieter lifestyle together DRS aims to better meet the different expectations of residents. In these areas residents are expected to keep noise at a level that does not interfere with the study, sleep or comfort of persons living in the area.
- Partners/Couples: in Warrnambool, residents have the option of applying to share accommodation with their partner.
- Accessible Housing: is available for students across all DRS locations. Residents can also request adjustments if required.



Respect - Community Values

As a resident you are expected to adhere to and abide by our [RESPECT Community Values](#):

R

Responsive

We are responsive and empathetic to the needs of individuals and cohorts, while being compassionate, inclusive and considerate of differences.

E

Encouraging

We support and encourage those who strive towards academic goals, nurture those who stand up for what is right, encourage personal responsibility and foster resilience.

S

Safe and Secure

We are responsive to the needs of students living on campus, ensuring them a safe and secure living environment.

P

Proactive

We proactively encourage collaboration, information sharing and knowledge transfer to enhance the student residential experience.

E

Enjoyable

We offer an enjoyable, enriching and positive environment with diverse activities to facilitate socialisation, promoting and encouraging student health and wellbeing.

C

Connected

We foster community minded and engaged students by encouraging connectedness, contribution and a sense of belonging.

T

Tolerant

We nurture tolerance by welcoming diversity and actively encouraging cultural sensitivity, awareness and empathy.

Anti-social behaviour of any kind (face to face or online) which disturbs, annoys or interferes with a person's ability to go about their business, and behaviour which may bring the University into disrepute is not permitted. You are also expected to comply with staff directions at all times.

Drugs and Alcohol

The University is a smoke and drug-free institution and the use, possession or dealing of illicit or non-prescribed drugs (including nangs) is strictly prohibited. You are not permitted to be on-site under the influence of illicit drugs or smoke on-campus. If you are found in breach of this rule, you will be subject to disciplinary action. Incidents involving illicit drugs will be referred to police.

Smoking Areas: You are only permitted to smoke within defined smoking areas. Be mindful that in these areas, the noise curfew of 11pm (except during study and exam quiet campus times) applies, and will be strictly enforced. Large social gatherings should be avoided and alcohol consumption prohibited. Care should be taken to clean up after use. Non-residents are not permitted in this area at any time unless a guest pass has been issued from Residences. Instances of anti-social behaviour may be subject to disciplinary breaches and the area may be closed at the decision of management. Identification can be requested at any time.

In order to ensure the safe and responsible consumption of alcohol:

- All events and activities must comply with DRS and University guidelines.
- All games and activities involving and/or encouraging the consumption of alcohol are prohibited at all times.
- Alcohol containers/collections that promote irresponsible drinking/binge drinking (including but not limited to kegs, funnels, beer bong, punch buckets, shot glasses) are not permitted on Residence. Such items may be confiscated by staff and destroyed.
- E-cigarettes and vaping are not permitted excluding within designated areas.
- Cleaning charges and fines will apply in regards to damage or vomit.
- If you consume alcohol to a level that requires medical assistance (e.g. ambulance, hospitalisation), police or security, or the intervention of staff or a fellow resident, you will be required to meet with the General Manager or Campus Life staff to discuss the incident.





Health, Safety and Security

The health, safety and security of all residents is a priority for DRS. You are not permitted to engage in any activity which endangers the health, safety or hygiene of themselves or others. Glass is not permitted outside of units.

You are responsible for ensuring external access doors are closed. Doors which are propped open may provide entry for unwanted intruders and damage doors. Security fines and damage charges may be applied to residents in areas where doors are propped open.

You are not permitted to lend your room or apartment keys to any other person, Resident or otherwise, or leave your key/wristband in common spaces or attached to the exterior of your room/door. Lost or stolen access cards and keys must be reported immediately to DRS and found cards or keys must be returned to the office. Inappropriate access or use of keys or cards, including carding or propping open doors or tampering with locks, is not permissible and will result in sanctions.

The following items are not permitted in resident rooms or common areas:

- Additional furniture
- Surfboards
- Bikes
- Wading pools/slippy slides
- Pets (excluding guide dogs)
- Candles/Incense/Diffusers/Oil burners/Humidifiers/Electric diffusers etc.
- Large electrical appliances (including portable air conditioning units)

Bikes must be stored in designated bike stores and must not be locked to railings, or parked on or near footpaths or wheelchair ramps.

Glass (bottles or drinking glasses) are not permitted to be used or taken outside of your unit.

Burwood Campus Gardiners Creek.

The Gardiners Creek Trail is a shared use path for cyclists and pedestrians, which follows Gardiners Creek through the eastern suburbs of Melbourne. This space borders the student residence to the south and provides a scenic walk to the main Deakin University campus. You should be mindful that this space is an off-leash dog exercise area, as well as being administered by Whitehorse Council thus outside the scope of Deakin University security patrols. As the area is not well lit, at night you are encouraged to use the Burwood Link pedestrian bridge.

Noise

You should be considerate of fellow Residents and maintain activity levels that are within reason and do not disturb others. **A noise curfew applies between the hours of 11:00pm – 9:00am every night.**

It is the responsibility of all residents to respect the noise curfew and make others aware if noise levels are too high. **Unreasonable noise is unacceptable at any time** and you are encouraged to contact Reception or Security if noise is of concern. Residents are not permitted to play loud musical instruments, stereos, sound systems, or televisions in such a manner as to cause distraction or nuisance to others. No mixing decks or DJ systems are permitted on site. DRS reserves the right to confiscate any sound system that causes a nuisance.

The start of the study period through to the end of exams is regarded as the 'Quiet Period.' At this time, in addition to standard noise policies, guests are not permitted to stay overnight and the consumption of alcohol on site is prohibited.

Please note: Breaches of this noise policy may incur a fine at staff discretion.



Cleanliness

DRS employs cleaning staff to clean the common areas of all residences.

At Burwood, kitchen and bathroom areas within studio apartments are also cleaned.

Due to health and safety requirements, all common areas must be kept clear to facilitate cleaning. Personal bathroom items may be kept in these areas, however you must be aware that cleaning staff will not move any items.

Throughout the period of occupancy you will be responsible for maintaining your room at a standard of cleanliness and tidiness acceptable to the General Manager. You are expected to wash and put away your own items in common areas after use in shared common areas. Cleaning and DRS staff may remove any dirty dishes that are deemed to be a health and safety hazard and dispose of them. Rubbish removal is also the responsibility of residents in their personal bedrooms, living and kitchen areas. This also includes recycling, landfill and organic waste, ensuring that it all goes in the correct bin. DRS and Deakin University are committed to sustainability and encourages all residents to share in this responsibility.

A cleaner may, at any time, determine that a room, unit or common area is in such a condition that it makes their job impossible to complete. In this situation, the cleaner will contact Reception and members of the room/unit will be advised that they have one hour to tidy up the common area so the cleaner can continue their work. The unit may be cleaned, and residents will be charged the cost or be left to the next allocated time for cleaning.

Damage and Vandalism

Property damage and/or vandalism must be reported immediately to Reception. If you are responsible for the damage, you will be liable for the cost of repairs or replacement of any part of the residence, fitting, fixtures and furnishings, gardens or to any item provided by the University, excluding defects and damages caused by fair wear.

You are also liable for damage caused by any visitor or guest invited into the residence. DRS will determine the cost of the repairs and undertake the work required.

You are not permitted to make any alterations to rooms or units. This includes inscribing, affixing or allowing any items (writing, signs, or similar) to be placed on any part of the unit that may cause damage. Posters may be placed on walls in common areas with removable adhesive.

Where damage to any common room or area occur, including shared kitchens, bathrooms, lounge, hallways, walls, or windows, cannot be attributed to an individual(s), all occupants of the unit and/or other persons in attendance may be charged a portion that is considered fair and reasonable according to the General Manager. As DRS does not charge a bond, any costs for repair work will be directly invoiced to the resident(s) after consultation.



Fire

Tampering With Equipment

Fire equipment is only to be used as necessary in the case of a fire. Use or misuse must be reported immediately so that it may be restored to working condition. Tampering with fire alarms, extinguishers, exit signs, smoke detectors and other safety equipment is unlawful and poses a high risk to all occupants. If evidence of tampering is found you will be charged recovery costs for the replacement of equipment and any damage.

Fire Alarms

In the event that your actions result in a fire alarm being raised and the fire brigade being in attendance, whether intentional or accidental, the cost of the call-out will be charged in full to your account. In the case where no individual is identified, the General Manager reserves the right to divide the cost between all occupants of the unit involved.

Deodorant, hair spray, hair dryers, aerosols, hair straighteners, and cooking equipment (toasters, hot water jugs, rice cookers, microwave ovens etc.) are not to be used in bedrooms. Residents of self-contained studio rooms may cook in their rooms using the provided appliances only. Candles, incense and sparklers are prohibited. General Managers reserve the right to confiscate any unauthorized equipment.

For more information regarding Evacuation see Emergency Procedures.

Behaviour and Respect

Hazing, Discrimination and Harassment

You are not permitted to engage in any action or activity which does, or has the potential, to intentionally or unintentionally endanger a student(s). This includes any activity that humiliates, degrades or risks emotional and/or physical harm, regardless of the person's willingness to participate.

Sexual harassment, harassment, bullying and discrimination are unlawful under State and Federal laws. Deakin values and respects the diversity of people and culture and believes this enhances the community. Any unwelcome communication or conduct of sexual or other nature which makes the recipient feel offended, humiliated and/or intimidated should be reported through a Residential Leader or staff member. This includes any electronic content.

Sexual Harm (Assault and Harassment)

Deakin is committed to providing a safe and respectful learning and working environment for all students and staff. Sexual assault is any unwanted sexual behaviour that you have not agreed to. It can take many forms, ranging from touching, exposure to sexual acts, sexual images taken without consent to any form of sexual penetration. Sexual assault is a crime that can happen to anyone, of any age, sexual orientation, gender, cultural background or religious belief. Sexual harassment or assault is never the fault or responsibility of the victim/survivor.

Sexual assault is misuse of power and violates personal boundaries. It is not your fault. It doesn't matter if the assault happened recently or a long time ago; whether you're a student or staff member; the assault occurred on campus, at a University event, during a placement, or in your personal life away from the University- support is always available. Deakin has no tolerance for sexual assault or harassment.

Comprehensive information on:

- how to report,
- what to expect when reporting,
- and how to support someone else is available on our [Safer Community website](#).

To report sexual harassment or assault and/or access support, contact Safer Community Service (Monday to Friday, 9am–5pm) on +61 3 9244 3734 or at safercommunity@deakin.edu.au.

Note: Safer Community is NOT an emergency response service. Please contact DRS, Deakin Security or 000 for an emergency response. You also have the option of making a report and/or receiving support from [DRS staff](#).

Alternatively you can contact **off-campus specialist services** at any time, any day:

- Victorian Sexual Assault Crisis Line (24 hours) **1800 806 292**, <https://www.sacl.com.au/>
- **1800 RESPECT**, <https://www.1800respect.org.au/>
- Centre Against Sexual Assault, <https://www.casa.org.au/>
- Rape and Domestic Violence Services, <http://www.rape-dvservices.org.au/Get-Help/National-Services/VIC>

Dangerous/Illegal Activity

You are not permitted to engage in dangerous or reckless behaviour that does, or has the potential to, cause harm to themselves or others, or damage the facility. You shall not bring into the residence any explosive or combustible materials, laser pointers, nangs, firearms (including replica firearms), spear guns or other weapons.

Guests and Visitors

Rules apply regarding visitors and guests to the residential precinct.

- A **visitor** is defined as a person who is meeting with a resident for a short period of time whilst a **guest** is defined as a person who is staying between the hours of 11:00pm – 8:00am with a resident.
- All visitors are required to leave the property before the noise curfew period commences at 11:00pm each night unless in possession of a guest pass.
- The General Manager reserves the right to cancel all rights to having a guest by a resident if repeated violations occur.
- You may request to have a specified guest for a maximum number of 3 nights in any 7 day period.
- Any individual is only permitted to be a guest of one resident in any 7 day period (e.g., an individual is not permitted a guest of another resident following being a guest of the first resident).
- DRS reserves the right to charge an amenity fee to anyone staying more than three nights in any seven day period or apply a fee for those found to have unregistered guests. This includes current residents staying in a room other than their allocated room without an Agreement.
- A guest must be accommodated in your room, not the common area. No furniture, pillows or other contents of the common area can be used as bedding.
- You must register your guest via the Res Portal and ensure that they are aware of DRS and University rules and polices. You are responsible for their behaviour and conduct. You are also responsible for informing others in your unit of your guest.
- The residential management team reserves the right not to allow a person to stay as a visitor or guest, and to limit the number of occasions that individual may stay on campus.
- DRS does not generally accept guest pass requests for those under the age of 18 years, unless authorised by the General Manager.
- No overnight guests are permitted during Orientation, study or exam weeks.
- Visitors/Guests must be accompanied by a resident at all times.
- Guest passes must be submitted prior to 11pm.

Disciplinary Procedure

In the event that you are in breach of DRS rules outlined above, you will be contacted by a member of staff to discuss the matter further. Failure to attend disciplinary meeting may result in further sanctions. Following an investigation, subject to the severity of the incident and previous recorded behaviour, no further actions may result, or one or more of the sanctions may apply:

- a) Warning: A verbal or written warning is provided.
- b) First or Second Breach: A formal breach of policy is issued in writing.
- c) Behaviour Management Plan: A formal agreement is issued which required undertaking or completion of certain tasks in order to remain as a resident. Must be signed and returned.
- d) Safety Management Plan: A formal agreement discussed with and agreed upon which requires undertaking of certain tasks and activities of assistance, value and support for health and wellbeing, and which are required in order to remain as a resident. Must be signed and returned.
- e) Financial charges associated with breaches of regulations may apply, and may also include restitution in the form of volunteering.
- f) Referral: The matter may be referred to an internal University or external agency. Note: this may include referral to the University Misconduct process.
- g) Exclusion/Eviction: The termination of Agreement and notification of exclusion from the residential precinct.



Privacy and Notice

Access to Units or Rooms

DRS staff may enter your private room with a minimum of 24 hours' notice.

This notice period is not required if any of the following conditions apply:

- There has been a clear indication or reasonable grounds to believe that there is a likelihood of risk to yourself, another student or University property.
- You have been reported as missing for an extended period of time and have not advised Reception of your intended absence.
- There has been a violation of the rules outlined in your Agreement, the Resident Handbook, University guidelines, policies or procedures, or state/federal law.
- Scheduled, requested or emergency cleaning or maintenance of the room or unit is required.

By completing a maintenance request you agree to maintenance/staff entering your unit/room to follow up the request. Staff will contact you to arrange a mutually suitable time where possible.

Regular room inspections are also conducted throughout the year. You will receive notification prior to these being conducted.

If your room or unit has to be entered by contractors/staff they should be wearing identification. You should ask contractors or staff to produce ID before they enter the room if none is displayed. If staff or contractors are unable to produce ID, you may refuse to let them enter. You should contact Reception if you feel uncomfortable with anyone entering your room/unit.

Privacy of Information

Your confidential information is stored, used and disclosed in accordance with current Victorian legislation. We will not disclose your address, telephone or contact details to the general public. We cannot share or discuss your details with any person, even a family member, without your written consent.

By signing your Agreement, you consent to the following:

1. The use and publication of your name, photograph or video footage, both hard copy and electronically, in University promotional materials regarding residences. You may choose not to give consent by notifying the General Manager in writing. No penalty or disadvantage will be incurred should you choose to take this action.
2. The use of your personal information within the meaning of expression in the Information Privacy Act 2000 and Health Records Act 2001, in the administration of the residence.

For more information, please see University policies and procedures relating to '[Privacy](#)'. If you have any concerns regarding privacy, please contact drsprivacy@deakin.edu.au



Conflict Resolution

Communal living is a great opportunity to enhance your collaboration skills and help prepare yourself for life beyond graduation and into the workforce. A small minority of residents can, at times, experience grievances with their neighbours.

Disagreements with neighbours are best dealt with by following the following steps;

1. Speak to the person your grievance is with as they may not know how you're feeling. It's a good idea to talk through your expectations of communal living and come to a mutual understanding.
2. Speak with your RL about neighbourly concerns you may have if an issue persists.

In the event you require further support or if you have other concerns living on campus, you are encouraged to speak with residential Campus Life staff.

Complaints and Suggestions

We value your feedback and conduct a number of formal surveys and evaluations throughout the year seeking your input. If you do wish to provide additional feedback please contact any member of staff from your Campus.

Complaints can also be addressed through the [University's Student Complaints Resolution Policy](#).

In the event you are aggrieved with any decision or mode of acting by a staff member in the enforcement of any conditions of the Licence Agreement or Residential Handbook, the following complaints sequence applies:

1. Contact your General Manager
2. Contact the DRS Chief Executive Officer drsprivacy@deakin.edu.au
3. Follow the formal complaints process
deakin.edu.au/students/student-complaints/complaints-contacts



*"So lucky to live where I live.
#deakinwarrnambool #deakinres"*

Ongoing eligibility for residences

It's important to remember in considering whether to apply to return in a subsequent year, that we're a popular place, with lots of applications from interested students and limited beds available. As a result, there is no actual or implied obligation for DRS to provide you with accommodation for a subsequent year.

The following page of information should be taken into account when determining your ongoing eligibility to remain or return to Residences.



Ongoing Eligibility Continued

Acceptable Behaviour

We take our rules seriously, and expect you to do the same. If you fail to abide by our rules during your time with us, not only will disciplinary action take place, but you'll risk your chances to returning the following year. Want to increase your chances of spending another fabulous year on campus with us? Be on your best behaviour!

Debt

Nobody likes being out of pocket, so it's important to note that you must settle any outstanding debts owed to DRS prior to your departure and that you won't be eligible to apply to return if you have any outstanding debts. If you have a history of late payments and/or debt accumulation you also reduce your chances. Please note that rent references will not be provided if you have been late to pay rent, or incurred charges or fines.

Academic Progress

Your academic progress is important to us – after all it's the main reason you're here at Deakin! As such, DRS is permitted to access your academic results for the purpose of reselection, academic assistance and the determination of residential awards. As a resident of DRS, you are expected to achieve an acceptable level of academic performance – this means if you fail two or more subjects, you will be contacted by a Campus Life team member prior to the commencement of the trimester to assess your study support requirements. Bear in mind that repeated unacceptable results, or failure to meet with the staff member, may result in you not being permitted to return to residence for the following year.

Only full time students are eligible to live on-campus (excluding at Warrnambool where part time and online students are eligible). If your enrolment status changes from full time to part time you must let us know within two working days of submitting your enrolment variation. The General Manager may, at their discretion, revoke your Licence Agreement in accordance with the Revocation of the Licence Agreement by the University. Residency for students with a part-time study load may be approved in some circumstances.

If you are graduating from your course, withdrawing or deferring from the University, the conditions as outlined in the Revocation of the License Agreement by the Licensee will apply.

Suitability for Residence

A decision about admission or readmission will also be made with consideration given to your compliance with our RESPECT Values, behaviour, wellbeing and any impact upon the residential community.

Departing from residences

Whether you're wanting to leave us early, at the end of your contract but plan to return next year, or are on your way to graduation, take note of the following guidelines regarding departing from residence.





Departing From Residences

Early Departure

If you wish to depart prior to the date on your Agreement due to exceptional circumstances, you will need to complete and submit a Notice to Vacate/Notice to Vacate to Landlord of Rent Premises form to the Residences Office (forms are available from Reception). A meeting with a DRS staff member may be required.

End of Year Departure

Your end of year departure date is specified in your Agreement. You must ensure that you have returned all keys and vacated the room and grounds by 10:00am on this date. Late departure fines apply. Short stay accommodation may be available should you wish to stay beyond your Agreement date. Contact Reception for further options.

In checking out, don't forget to:

- Complete a final Room Condition Report.
- Remove all food from shared kitchens and cupboards.
- Leave your room in a suitable condition. Charges may be imposed if you have left your room in an unacceptable state.
- Pay any remaining rent, fees or charges.
- Return your keys.

A Final Farewell

We hate to say goodbye, but if you are leaving us, there are a couple of things we encourage you to do before you depart:

- Stay in touch and update your details with [Deakin Alumni](#).
- Connect with us on [LinkedIn](#), stay connected with current and former residents, and keep up-to-date with latest news from the residential precinct.
- Don't forget us! We love to have past residents come back as guest speakers following their graduation. If you, or someone you know, is doing amazing things, let us know!
- Spread the good word: Loved your time on res? Write is a review on Google. Don't forget to let friends and family know about your experiences. We often have cousins, brothers and sisters of residents all make their way through life on campus and Deakin.

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NOTE: This is not to be constructed as a complete list of all regulations pertaining to on-campus accommodation. You are required to review your Agreement for additional information. DRS reserves the right to alter, add to or update these rules, fees and charges at any time. It is your responsibility to maintain knowledge and understanding of these rules.

In Case Of Emergency, contact

Fire/ Police/ Ambulance	000
Deakin Security	1800 062 579
Reception:	
Burwood	(03) 9251 7671
Waurm Ponds	(03) 5227 1158
Waterfront	(03) 5227 8631
Warrnambool	(03) 5563 3111

Provide:

- Your Name
- Campus Address
- Exact location of the emergency
- Type of Emergency
- If there are people injured
- How many are injured
- Nature of Injuries

Please notify your campus reception if you contact emergency services so that they can provide support and directions.



SafeZone App

SafeZone App is a free App for all Deakin University students and staff, which connects you directly to the Security team when you need help on campus. The App makes it easier for you to contact the Security team and helps them to respond if you need assistance, but sending your name and location directly to the response team members.

Deakin University encourages students and staff to register using your Deakin email address for the free SafeZone App on their mobile device. The App applies to all Deakin campuses, is monitored 24 hours a day and the response from the Security team is free. More information about the App, including how to download it to your phone, can be found at the following link: <http://deakin.edu.au/life-at-deakin/health-wellbeing-safety/security/safezone>

Evacuation Procedures

This procedure operates in conjunction with the [University procedures](#) relating to fire, medical, dangerous person/s, gas leak, and chemical hazard emergencies. Deakin Residential Services has clearly defined evacuation procedures and evacuation points. These are located on notices in the units and/or corridors of each building.

All residents must familiarise themselves with the following evacuation procedures:

- For fire, activate a break glass alarm (if alarms do not self-activate).
- For fire and all other emergencies, dial 1800 062 579 and advise Security.
- On the alarm tone, evacuate the building by the nearest emergency exit without delay.
- Walk – do not run.
- Follow any instructions given by a Warden or emergency personnel.
- Assemble at the primary evacuation point. Wait at this point for further instructions.
- Do not leave the area without informing emergency personnel.
- Do not re-enter until emergency personnel indicate that it is safe to do so.

Key Campus Contacts



MELBOURNE BURWOOD TEAM

YONNA COWAN

General Manager- DRS Melbourne Burwood Campus
y.cowan@deakin.edu.au • +61 3 925 17671

.....RECEPTION AND GENERAL ENQUIRIES
bsradmin@deakin.edu.au • +61 3 925 17671

.....CAMPUS LIFE
Rachael Gibson - Campus Life Coordinator
campuslifeburwood@deakin.edu.au • +61 3 925 17671

.....RECEPTION AND ADMINISTRATION
Sophie Lambropoulos- Reception Coordinator
bsradmin@deakin.edu.au • +61 3 925 17671

.....ACCOUNTS
bsradmin@deakin.edu.au

DEAKIN SECURITY

On campus • 1800 062 579 or extension 222

DEAKIN SERVICES

MEDICAL CENTRE

Building B, level 2, near DUSA building.
Mon- Fri, 8.45am- 5pm.
03 9244 5577 (ask for Student Life- Burwood)

SAFER COMMUNITY

Mon – Fri, 9am – 5pm • +61 3 9244 3734

CHAPLAINCY

<http://www.deakin.edu.au/students/health-and-wellbeing/multifaith-chaplain/contact-a-chaplain>

COUNSELLING

Building B, level 2 • +61 3 9244 6300

LGBTIQ+ COMMUNITY

<http://www.deakin.edu.au/students/health-and-wellbeing/lgbtiq-community>

DISABILITY SUPPORT

drcentre@deakin.edu.au • +61 3 9244 6255



GEELONG TEAM

MARION BAYLEY

General Manager- DRS Geelong
marion.bayley@deakin.edu.au • +61 3 5227 3453

GEELONG WAURN PONDS

.....OPERATIONS
Jodie Hazell - Operations Manager
j.hazell@deakin.edu.au • +61 3 522 71028

.....CAMPUS LIFE
Angelica Klein-Boonschate - Campus Life Coordinator
campuslife-geelong@deakin.edu.au • +61 3 522 78058

Toby Prendergast- Campus Life Officer
campuslife-geelong@deakin.edu.au • +61 3 522 78586

.....RECEPTION + ADMINISTRATION
24 hours reception for all general enquiries
gsradmin@deakin.edu.au • +61 3 522 71158

Lisa Brozina- Reception Coordinator
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.....ACCOUNTS
gsradmin@deakin.edu.au

GEELONG WATERFRONT

.....OPERATIONS
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.....CAMPUS LIFE
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.....ACCOUNTS
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WARRNAMBOOL TEAM

GABRIELLE TOBIN

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.....RECEPTION AND GENERAL ENQUIRIES
wsradmin@deakin.edu.au • +61 3 556 33111

Campus Life and Maintenance staff are available and can be contacted via the email and phone numbers provided above.