

ACCOMMODATION HANDBOOK



www.cqu.edu.au/accommodation



CAPRICORNIA COLLEGE



CANEFIELD COLLEGE

A - Z of Living on Res Community Standards

Welcome

Congratulations on becoming a part of the CQUniversity Student Residence Community.

I recommend that you read this handbook carefully as it contains valuable information. For most Residents living on campus is a time when you are moving towards independence and I hope that we can offer you the freedom and opportunities to achieve this. By accepting your 'Offer' to live at CQUniversity student residential accommodation you have agreed to comply with the A – Z of Living on Res Community Standards in this Handbook.

Living on campus is an exciting and stimulating experience. It can also be challenging as life in a community inevitably means that you must modify your behaviour so it will not have a negative impact on those who live and learn around you. You can expect to make friendships that last a lifetime while you enjoy many cultural and social activities within CQUniversity and the student residential community.

The rules and regulations within Student Residences have been minimised deliberately. This is because we believe that if Residents are mindful that consideration for others is the fundamental and guiding principle of community living, it will result in sensible and responsible behaviour. Experience has shown there are a number of areas that warrant special mention as noted in this comprehensive list outlined in the A – Z Living on Res Community Standards.

Please work with the staff so that you enjoy a safe, secure, comfortable and supportive environment ensuring your academic pursuits and personal development has every possible chance of success. Finally please have heaps of fun and huge success in your studies.

Mr. Mark Williams
General Manager

Student Residences Contact Details:

Student Residence	Rockhampton	Mackay
Building Number	51	750
Room Number	G.01	G.05
Address	CQUniversity Rockhampton Capricornia College Rockhampton North Campus Rockhampton QLD 4701	CQUniversity Mackay Canefield College Ooralea Campus Mackay QLD 4740
Telephone – Business Hours	07 4930 9764	07 4940 7426
Security on Campus	0418 792 982 1331 (internal dial only)	0418 792 982 1331 (internal dial only)
Telephone – After-Hours	0407 761 912 0418 792 289	0427 248 577 0427 221 406
After-hours Extension	Residential Life Team - Rocky 1600 or 1601 (internal dial only)	Residential Life Team - Mackay 1335 (internal dial only)
Email Address	studentresidences@cqu.edu.au	
Web Address	https://www.cqu.edu.au/accommodation	

A - Z of Living on Res Community Standards

About Us

Living on Student Residences (Res)

The University operates residential accommodation on two campuses;

- Rockhampton North campus – Capricornia College is predominately fully catered, with a limited number self-catered options
- Mackay Ooralea campus – Canefield College is fully self-catered only

Res will help you settle in to your new university environment. A successful social transition particularly in the first year is the key to a successful academic transition to university. It is also a valued part of a student's university learning experience. Student Residences provides a range of support services and networks to help you get the most out of your university experience including orientation programs which are designed to assist your transition to university and familiarise you with a range of University services.

In 2018 we introduced an all-inclusive Student Engagement Model

- Academic Focus
- Community Lifestyle
- Health and Wellbeing
- Social and Interactive Activities
- Life Ready Skills

It is therefore our intention to;

- provide a comprehensive range of social and sporting activities that facilitate supportive relationships and friendships
- ensure a comprehensive support team consisting of peers, senior students and staff who are available if your confidence wavers and homesickness sets in
- enhance life skills to foster personal development
- engage residents in their new living and learning environment
- provide academic peer program to assist in meeting the challenge of tertiary education
- assist with employment opportunities under the Earn While Learning (EWL) program
- provide an environment where residents are exposed to a diversity of cultures and
- ensure a welcoming community atmosphere

The first step to enjoying your time at Res is to ensure you get to know the other students in your house and around the wider residential precinct. There are a number of social and sporting activities in the first few weeks and throughout the year where you can be involved in life at Res. It is important you participate as much as possible to ensure you get the most out of living on Res.

The next step is to ensure you make a positive contribution to the wider residential community. Res will be your home and we want you to feel at home with us. When you accept your 'Offer' you are asked to sign the Residency Agreement and to have read and understood the Student Residence Code of Conduct. We assume that all residents will make every effort to live within these expectations and guidelines. Failure to do so may jeopardise your ongoing ability to remain living on Res.

Residential Life Team (RLT)

The Residential Life Team members are responsible for providing a positive living and learning experience for residents studying at CQUniversity. They are an important resource and can provide assistance in living on campus as well as referring you to other university services. We are sure you will find this team invaluable people to know and seek assistance from during your time at Res. The Residential Life Team consists of Residential Leaders and Residential Life After-Hours Coordinators. Both Rockhampton North and Mackay Ooralea campuses have their own Residential Life Team. Team members live on Res, with at least one RL in each residential zone. The Student Residences Residential Life Team (RLT) is available to assist all residents and guests outside of normal business hours. See contact details above.

A - Z of Living on Res Community Standards

Residential Life After-Hours Coordinators

Residential Life After-Hours Coordinators live on Res and are employed by CQUniversity to assist with life on Res outside of business hours. They assist the Director and Residential Student Adviser to coordinate, maintain and further develop an effective after-hours residential support service for all residents. They will display exemplary behaviour at all times. Their responsibilities include, but are not limited to the following;

- coordinating the Residential Life Team on their specific campus/precinct,
- providing positive and constructive feedback to enhance team performance,
- effectively implement all pertinent pastoral care and student conduct policies and ensure all health and safety legislation, regulatory and university policy requirements and provisions and ensure these are adhered to,
- assist the Student Residences management team to manage after-hours residential student conduct matters including serious safety, welfare, security and emergency situations,
- facilitate conflict resolution and disciplinary matters and refer serious matters to the Director.

Residential Leaders (RLs)

Residential Leaders live on Res and are engaged by the University to assist with life on Res. They assist the General Manager, Residential Life Coordinator and Residential Life After-Hours Coordinator/s in the operation of community life at Res. and their responsibilities include, but are not limited to the following;

- provide after-hours advice and emergency assistance
- promotion of the Student Residence Code of Conduct
- promotion of the A – Z of Living on Res Community Standards
- act as deputy fire wardens after-hours
- report incidents and assist with incident investigations

Each residential zone has at least one RL. Your RL will be there to greet you when you arrive, is available to help you settle in and to provide support throughout the term. They serve as role models, promote the A – Z of Living on Res Community Standards, the Student Residence Code of Conduct and assist residents integrate into the University and life on Res. Residential Leaders have a high profile around Res and are available to assist students outside of office hours. The RL who is rostered on duty is available for all houses on Res and can be contacted at any time. During normal office hours – all enquiries should be directed to the office staff on each campus.

Residential Life Coordinator

The Residential Life Coordinator is responsible for;
coordinating the academic peer lead program on both campuses

- coordinating the EWL placements within Student Residence and assist with placements across the university footprint
- managing all disciplinary actions, investigations and recommendations for the Director
- providing assistance to all residents during business hours

Student Residences Management and Staff

We have office staff situated at both colleges who can assist you with all queries. Normal office hours are 8:30am – 5:00pm Monday to Friday in Rockhampton and 8:45am to 4:45pm Monday to Friday in Mackay. Please direct all enquiries to the relevant office during these times. The General Manager's main office is in the Capricornia College Rockhampton office with regular visits to the Canefield College Mackay office. Should you wish to speak with him please organise an appropriate time.

A – Z of Living on Res Community Standards

The A – Z of Living on Res Community Standards replaces all previous Residents Handbooks. It provides valuable information in an alphabetical format to assist residents and guests that reside on Res.

A - Z of Living on Res Community Standards

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Abandoned Personal Property

While every effort is made to locate the owner of any item left in the Student Residences precinct, your ownership of personal property is deemed to have transferred to CQUniversity at the expiration of 7 days after you vacate or terminate your accommodation. CQUniversity may thereafter sell or otherwise dispose of the property without any obligation to you for the property or the proceeds of its sale. CQUniversity may recover from you any costs it incurs in the storage or disposal of any such property.

It is an offence under the 'Criminal Code Act 1899 (Qld)' to unlawfully take equipment, or resources from CQUniversity, or the property of other persons.

Absence from Student Residences

Residents are able to come and go from Student Residences as they wish however as we are a caring community can you please advise your RL if you will be off campus overnight.

Residents who intend to be absent from Student Residences for more than 24 hours are to notify the Office and/or an RL in your zone. It is important in the event of a fire alarm or other emergency that all residents are accounted for. Please return your key to the Office for periods of absence of one week or more.

If you are absent from your room for 7 or more days and have not advised the Management of Student Residence, you will be considered to have abandoned your room. Student Residence may then terminate your Residency Agreement, dispose of any property remaining within the residences (at your expense) and then re-rent the room. In cases of prolonged absences you remain liable for accommodation costs according to the terms of your Residency Agreement. If you fail to return your room key within the 7 day period, you will also be charged for a new key.

Academic Records and Success

Management of Student Residences will have access to your academic records on a strictly confidential basis. At the beginning of each term Management of Student Residences is able to review the academic results of all residents. Residents are expected to demonstrate a sound academic record in accordance with University requirements. Residents experiencing difficulties with their studies will be encouraged to utilise the relevant university student support services.

Student Residences is an integral part of CQUniversity education framework and endeavours to provide an environment that is conducive to study. Your progress is of great importance to us, we will where possible assist you in achieving your best. You are welcome to approach your RA or the Management of Student Residence to enquire about student academic support. It is important that you achieve an appropriate balance between all aspects of your life (ie. academic, personal, sporting, cultural and extracurricular).

Academic Study Centre/Room

Rockhampton North BLD 59

The Academic Study Centre is located in BLD 59 adjacent to B60 (Jardine/Hopkins Laundry). It is air-conditioned and available to residents 24 hours a day. It is to be used for study purposes only. The Duty Team checks this room on the nightly Duty Rounds and all electrical equipment not in use will be turned off at this time. Residents who are still using the room will be asked to turn off the remainder of electrical items when they leave.

Mackay Ooralea BLD 751

The study area on the Mackay campus is located in BLD 751, residents are encouraged to use this room which is quiet and air-conditioned. This building will be open from 8.45am until 10pm Monday to Friday. Please speak to the Office staff or RA's regarding access outside of these hours.

Access to another Resident's Room

At Student Residences each resident is allocated their own private room which is their personal space. Under no circumstances will anyone else be permitted to enter that private space without the resident giving their verbal permission to an RL or the Office staff.

Management of Student Residences reserves the right to enter any room if they have reasonable concerns for the resident. If a resident lodges a maintenance request, they automatically give approval for maintenance staff to enter their private room to carry out repairs etc.

Accidents and Incidents

First Aid - kits / treatment/reporting

Members of the RLT have access to basic first aid supplies, e.g. Band-Aids and are able to provide 'first response' aid. Security officers are the university's designated First Aid Officers. Security can be contacted 24 hours per day on 1331 from any internal telephone or 0418 792 982. Security Officers should be informed immediately of an accident involving a resident or visitor that occurs within the Student Residence precinct. For minor injury management (skinned knees etc.,) the RLT have access to a supply of Band-Aids. In the event of a more serious accident an Ambulance should be called immediately, the Office and/or Residential Life After-Hours Coordinator informed.

Workplace Health and Safety legislation requires Student Residence to record all accidents, incidents and hazards that have occurred or are identified. An incident report must be completed and returned to the Student Residence Office on either campus. Please contact the Office for assistance in completing the report.

CQUniversity Policy/Procedure; Safety Health Environment WorkCover Sustainability Incident and Hazard Reporting and Investigation Procedures

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Activities and Events

Student Residences organises a number of activities and events which all residents are able to participate in. Attendance at official functions such as House Dinners, Professorial Lectures and Awards Night are compulsory for all residents to attend. Various sporting and social events and Student Residence Ball are not compulsory however we strongly encourage residents to attend to experience all facets of life on Res. The Residential Life Team assists with the organising of many social events such as outdoor sports, movie or board games nights and Scholar's Inn events for residents.

Admissions

Prospective residents wishing to apply for admission to the Student Residence in Mackay or Rockhampton must lodge their application for residency via the Student Residence Accommodation Portal and pay the relevant Application Fee. Each application is considered on its own merit and the Management of Student Residence retains the right to accept or deny applications.

Alcohol

CQUniversity has a document relating to Alcohol and Other Drugs Principles which states staff, students and contractors must;

- comply with CQUniversity safety, health and environment working procedures
- be in a condition where they are not adversely affected by alcohol or other drugs whilst they perform their duties;
- not wilfully or recklessly endanger the health and safety of any person at the workplace
- ensure binge drinking and drinking games are not permitted in Residents' rooms or on student residence grounds
- not consume alcohol in public areas of the student residences
- be aware that intoxication will not be accepted as an excuse for unacceptable behaviour
- ensure no Resident or their visitors are to have in their possession any substance or article which is forbidden by either State or Federal laws within the Student Residence's precinct

Consumption of alcohol in public and community areas is not allowed except on special occasions as sanctioned by Management of CQUniversity. Residents must adhere to the CQUniversity SHEWS Alcohol and Other Drugs Principles at all times.

Student Residence does not allow kegs of beer or home-brew kits to be brought onto campus. Alcohol may be consumed within the confines of a resident's private room or designated areas throughout the colleges with restriction on the hours. (Hours determined by Management)

Members of the Residential Life Team or the Residential Life After-Hours Coordinators have the authority to close either

Common Areas if inappropriate behaviour or noise becomes a problem.

Consumption of alcohol will be permitted provided that the quality of life and rights of other residents are not compromised, threatened or infringed in anyway. Drunkenness by residents or their guest/visitors will not be tolerated and will lead to penalties or termination of their Residency Agreement.

Residents are not permitted to enter the Dining Hall, Common Rooms or other shared living spaces if they have consumed excess quantities of alcohol.

Supplying alcohol to a person who is underage is illegal, and any residents found to have done this will be dealt with severely, including being reported to the Police. Any activity that promotes or encourages excessive or accelerated consumption of alcohol is not permitted within Student Residences. This includes 'group' drinks (punch etc.), drinking games and beer bongs/funnels. Any resident found to have instigated or participated in excessive drinking games may have their Residency Agreement terminated.

The consumption of alcohol may be prohibited at times, particularly during study and exam periods. During this time, alcohol is not to be consumed anywhere within the Student Residence precinct or as instructed by Management of Student Residences.

Ambulance

Queensland Ambulance Service (QAS) provides free emergency ambulance transport for Queensland residents. If you require emergency assistance – please call '000' (triple zero).

International students must have medical insurance to cover ambulance transport. This is a mandatory condition for admission to CQUniversity and this coverage will provide free ambulance service if required.

If you require non-urgent medical assistance please contact the Student Residences office if during business hours and the RL on duty if after-hours for assistance. Unfortunately Student Residences is not able to transport residents to medical treatment or appointments.

Arrivals (also see Check-ins)

New Residents

Residents will be allocated a room prior to check-in. All new residents who are commencing studies at CQUniversity should arrive on the day advised by the Management of Student Residence and as per their Residency Agreement commencement date.

Continuing Residents

Residents will be allocated a room prior to check-in. Residents returning should arrive no later than the Saturday prior to the commencement of the new term as per their Residency Agreement commencement date.

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Prior to Residency Agreement

Residents who wish to arrive prior to their Residency Agreement commencement date should contact the relevant Student Residence Office to determine if this is feasible. Please note fees will commence from commencement of earlier period.

Staff and Guests

Staff and guests are required to check-in between 1.00pm and 4.45pm Monday to Friday unless previously arranged. Additional fees may apply if arriving outside of these hours. Check-ins on the weekend and public holidays will be managed by the RLT on each campus.

B

Behaviour - Acceptable and Unacceptable

Every resident has the right to a safe, secure, private and comfortable living environment. It is expected residents will display considerate and respectful behaviour towards others at all times. Abusive behaviour, including physical, psychological, sexual, racial harassment or bullying of any kind will not be tolerated.

The use of offensive language is not acceptable at any time or in any situation. Verbal or physical abuse of University staff may result in the termination of your Residency Agreement and/or prosecution of offenders.

Residents who have guests or visitors on campus are responsible for these people and any abusive behaviour by the guests or visitors will be dealt with severely. Any instance of such behaviour should be reported immediately to Management of Student Residence or a member of the Residential Life Team (if outside business-hours).

Residents must adhere to the requests of any CQUniversity staff member or member of the Residential Life Team concerning their behaviour or the behaviour of their guest/visitor. Behaviour that is likely to cause offence or distress to others is not acceptable under any circumstances.

Dining Hall

Residents entering the Dining Hall must be neatly attired. Bare feet, sitting on tables, feet on chairs, drunken behaviour or throwing food is not acceptable at any time.

Bicycles, Skateboard etc

Bicycles are to be stored in the areas provided and not inside Res buildings or adjacent to doorways. At no time should bicycles, skateboards and the like be left to obstruct a pathway, doorway or walkway as this will constitute a hazard. They are also not permitted to be used indoors at any time.

There are no designated bikeways on the residential precinct therefore bicycles must be ridden on roadways not on walkways. All traffic regulations apply (i.e. helmets must be worn at all times). All modes of personal transport, such as

skateboards or motorized scooters etc will be treated the same as bicycles.

Blue Card

Information regarding Blue Cards can be found in the university's "Working with Children Guideline". Refer to this Guideline for any further information

1.6 Student Accommodation

CQUniversity operates student accommodation facilities. It is not considered that employees at the student accommodation facilities fall within the scope of the categories of employment or business which are regulated by the Act. As such, the employees at the student accommodation facilities will not require a blue card ...

Breaches of A - Z of Living on Res

This Handbook represents a guide for better living standards to ensure an environment that is conducive to study. Breaches of the A - Z of Living on Res Community Standards will result in disciplinary action in accordance with the Student Residence Code of Conduct. Residents who continually breach these guidelines will have their Residency Agreement terminated.

Building Evacuation

Student Residences buildings may need to be evacuated for a number of reasons, and at any time of the day or night and the safety of our residents and guests is paramount to us.

Evacuation signs are posted in all buildings and rooms indicating your location in relation to the nearest exit, steps to take and designated assembly points. Evacuation maps are part of the fire equipment and must not be tampered with.

If the emergency alarm sounds everyone must evacuate the building immediately regardless of the hour. All residents must proceed to the designated assembly area and follow the directions of the Fire Warden/s. Failure to evacuate when an emergency alarm sounds or when instructed by a staff member, may result in the issue of an infringement notice from Queensland Fire Emergency Services (QFES) and also termination of your Residency Agreement.

Bus or Minibus

Student Residences has a minibus which is available to transport residents to and from the local Shopping Centre on Thursday evenings and Saturday mornings. A member of the RLT will normally be the approved driver. Departure times will be posted on the Student Residence Facebook page.

As well as shopping trips, the buses may be used by residents for social outings or to attend CQUniversity activities. If buses are to be used for planned activities, excursions, sporting events or other social outings, the appropriate forms must be completed and approval granted by the Director prior to the bus being booked. The approved driver will need training prior to driving the bus, hold a current appropriate Driver's license. For further details please see Office staff.

C

Calls from parents or other non-residents

Family and friends who wish to enquire about a resident should always contact the Student Residence Office in the first instance because due to privacy legislation we are not permitted to provide information about our residents without their prior written approval.

Car Parking

If you bring your vehicle (car or motorbike) to Student Residences you must provide the details (make and registration) to the Student Residence Office staff. This ensures that your vehicle will be considered as having approval to park within the Student Residence precinct. Unidentified and/or illegally parked vehicles may be removed from the Student Resident precinct at the owner's expense.

No parking is permitted along roadways, in reserved areas or areas marked 'no parking'. Driving and parking on lawn areas of the Student Residence precinct is not permitted. Illegally parked vehicles will be reported to CQUniversity Security for appropriate action and penalties may apply.

Carparks

Resident car parks are marked for residents' and visitor use. Each house does not have their own designated carpark. It will be necessary to park your vehicle in the general parking areas and walk to your room.

Private vehicles are parked on CQUniversity grounds at the owner's risk. Security cameras are installed in a number of locations within the Student Residence precincts and Security patrol the grounds. All residents are encouraged to install antitheft devices to their vehicles to discourage any efforts of would be thieves.

Mackay Ooralea

The residents' car parks are located adjacent to Building 763 (PODs) with entries off University Drive. The car park adjacent to B1, B2, C1 and C2 on Boundary Road are for Staff staying in these buildings only.

Rockhampton North

Rockhampton residents have a choice of two car parking areas. The main carpark (CP17) is adjacent to the Dining Hall (Building 43). Alternatively residents may park in the carpark (CP19) behind Hopkins House (Building 62) located off Tweedie Avenue. The car park in front of the office is reserved for residents of Swanson Court flats, Office staff, official visitors and contractors.

Check-in and Checking Out

Checking In

Check-in times will be from 1.00pm to 4.45pm Monday to Friday. During business hours all arrivals will be managed by the Student Residences Office staff. After-hours a member of the RLT will assist with check-ins and late arrivals should

contact the RLT as per the instructions on the office door at either campus.

If you are arriving on a weekend or public holiday, a member of the RLT will assist you on arrival. Please follow the instructions on the office door at either campus.

All residents will be required to complete the required Residency Agreement. All staff or guests will be required to sign the appropriate form/s and pay the appropriate fees prior to being allocated a key.

Checking Out

All residents and guests are required to vacate their room by 10.00am on the day of departure or earlier if requested. Failure to vacate your room by 10.00am will incur an additional charge as per the Fee Schedule. If a resident or guest wishes to apply for a later check-out, they should contact the relevant Student Residence Office at least 48 business hours prior to original departure time and date. Additional fees may apply.

Guests and Visitors

Guests and visitors should leave their room in a clean and tidy condition and remove all personal effects. Additional cleaning charges may be incurred if rooms require extra cleaning. Room keys should be left in the box provided at the office.

Residents

Resident rooms should be left in a clean and tidy condition and all personal belongings and rubbish removed. Residents should arrange a suitable time for their room inspection with the RLT and be present for the inspection. If a resident chooses not to be present for the inspection, they must notify the RL and a note made that they would not be present on their room report and sign it.

Empty rooms will be inspected by a member of the RLT and/or Student Residence staff and any damages or loss of fittings identified will be charged to the resident.

Room keys must be returned to the Student Residence Office no later than 10.00am on the day of departure or immediately on completion of room inspection. Failure to return a room key as requested may result in additional charges and the costs of replacement key and/or lock.

Children within the Precinct

Everyone using CQUniversity facilities has an obligation to afford reasonable care and attention when using university spaces. Individuals bringing children and other visitors onto the campus should take particular care to ensure their safety and minimal disruption to other university activities. Children and other visitors are not allowed access to areas that are restricted for safety and security reasons.

Individuals who bring a child onto campus are responsible for the safety of that child and must accompany them at all times. CQUniversity and its staff are not responsible or liable

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for any harmful consequences that may result from a child being brought onto campus. Further information about this policy is available on the university website.

Management of Student Residences may direct that a child be removed if the;

- child's health or safety is at risk
- child is presenting a health or safety risk to others
- child's behaviour is causing undue disruption to the work of staff or the study of residents
- presence of the child is inappropriate, (i.e. in areas where alcohol is or can be consumed).

Code of Conduct

CQUniversity Student Residences upholds the core values of CQUniversity - Engagement, Leadership, a Can-Do Approach, Inclusiveness and Openness. As a member of our residential community you are required to adhere to all CQUniversity's policies and procedures and the Student Residence Code of Conduct. The Code of Conduct is here to protect us all and ensure that we live together safely and harmoniously.

The Code of Conduct clarifies that CQUniversity Student Residences are first and foremost places of study. It sets out acceptable and unacceptable standards of behaviour for members of our residential community and your obligations as a resident. Please ensure you read and understand the Code of Conduct, should you have any queries please direct them to the Student Residences Office on either campus

Common Rooms

Rockhampton North

The Junior Common Room (JCR) is located in B43 on the Rockhampton North campus. It is the designated location for residents to gather, socialize and consume alcohol. A number of activities can be enjoyed including pool/billiards, table tennis as well as Foxtel and movies.

Mackay Ooralea

Area 51 is the designated location for residents to gather, socialize and consume alcohol. PODs Common Room has Foxtel, games and table tennis available for residents. In blocks A, D, E, F & G there are also TVs in the kitchen/lounge areas for residents to use.

Throughout the Student Residence precincts there are common rooms for use as gathering places for planned and spontaneous activities. There are places where you can read, study, watch TV, play a video game or just relax. Activities, programs and meetings organised by the Residential Life Team take priority over general use. Residents may have guests accompany them to the Common rooms or areas but a Resident is responsible for their guest/visitor at all times.

Common Rooms are provided for the use of all Residents. They are shared spaces and should be kept tidy. All visitors must leave the Res precinct by 10:00pm at the latest.

Community

As a resident of the Student Residence community, you have a responsibility to those who live and learn around you, as well as to the environment in which you live. Consideration for others is the fundamental and guiding principal of community living.

Cooking in Rooms

Mackay Ooralea

Cooking is permitted in the rooms fitted with an approved kitchenette. A communal kitchen is provided in each House for use by residents who do not have approved kitchenettes in their rooms. Electrical appliances should not be left unattended at any time. Please note excessive steam/heat from kettles or toasters could potentially set off the fire/smoke alarms and residents are responsible for the costs incurred for the attendance by emergency services. It's as easy as burning your toast in the PODs Common room that would set off the alarms and result in the Fire Services being alerted.

Rockhampton North

Rockhampton Student Residence is a fully catered facility with a limited number of self-catering rooms available for residents. No cooking is permitted in any standard room. Residents living in up-graded rooms fitted with kitchenettes should only use the equipment provided by Student Residence. Electrical appliances should not be left unattended at any time. Please note excessive steam from kettles could potentially set off the fire/smoke alarms and residents are responsible for the costs incurred for the attendance by emergency services.

Cooking in rooms not specifically designed as a kitchen or kitchenette can be very dangerous. Cooking includes the use of frypans/skillets, toasters, coffee machines etc. All residents (no matter where) they reside have tea and coffee making facilities etc available to them in common areas. A fire that starts in a locked bedroom can be catastrophic.

D

Damages and Damage Assessment

Whilst you are residing at Student Residence, it is your home away from home, please respect the facilities. Damages beyond normal wear and tear and acts of vandalism or carelessness are an expense not covered as part of your Residency Agreement.

The cost of damage to Student Residence property by a resident, resident's visitor or guest is the responsibility of the resident. Engaging in sporting games or boisterous activity inside buildings is not allowed. If any damage to Student Residence property results from this type of activity, the person/s responsible will be liable for the cost of repairs and/or replacement of the property. If damage occurs and the offenders are not identified, Management of Student

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Residence will conduct an investigation to determine which resident/s were involved. If this cannot be determined all house residents may be responsible for the cost of repairs and/or replacement.

Removal of any university property from its designated location may be reported to the Police. This includes, but is not limited to furniture, appliances, street signs, plants and bike racks. The person responsible for interference, loss, damage or relocation of any university property will be charged replacement costs and an administration fee.

Recipients of a bill for damage have seven (7) days after the date of billing in which to pay the bill or request a review of the claim. If you receive a bill for damage, please take action and pay immediately. Any bill not challenged within seven (7) days after issue is no longer subject to review.

Dangerous / Prohibited Goods

Explosive or combustible materials, firearms; spear fishing guns, cross bows, hunting knives (including replicas of any of these) or any similar items considered to be dangerous or threatening are not permitted within the Student Residential Precinct – including being left in vehicles. Anyone possessing any of these items or any item determined to be dangerous will be reported to Security and/or Police.

Dining Hall

Rockhampton North campus only has a Dining Hall. Access and use of the Dining Hall and courtyard area is for the exclusive use of current residents. The Dining Hall is open for study and quiet activities until 10.00pm nightly.

Dress Regulations apply to the Dining Hall. To maintain an appropriate level of dress standards, swimwear and other forms of brief attire including bare feet are not acceptable in the Dining Hall. We request that hats/caps are removed while inside the Dining Hall. A higher standard of dress is required at Student Residence Ball and House Dinner, such as smart casual or semi-formal attire.

Disability or Special needs

Any resident who has a disability and requires assistance must notify Management of Student Residence prior to moving in. Such information will be treated in the strictest of confidence. We will endeavour to provide whatever support is reasonably necessary to assist students with disabilities. For further assistance contact the Office of Student Residence and we will provide information on additional CQUniversity support services.

Discrimination

Discrimination in any form (including racial, ethnic, religious, disability, sexual orientation, etc.) is unacceptable; every attempt is made to develop a community free of such behaviour. CQUniversity and the Student Residence are committed to maintaining an environment that is free from all forms of discrimination. Please see Harassment section below for more information.

Drugs (Illegal)

Our aim is to ensure that the Student Residences remain communities that are free of illegal substances and paraphernalia for the benefit, protection and safety of all. Possession, use, manufacture, distribution, consumption or selling of illegal or dangerous drugs (including prescription drug misuse) and any associated equipment within the Student Residences precinct is prohibited.

No resident or their visitor may have in their possession any substance or article which is forbidden by either State or Federal laws. Anyone found or identified in possession of such substances on Res will be reported to CQUniversity Security and the Police. Residents will be expelled from Student Residences and possibly from the university.

Any substance abuse or personal issues that lead to inappropriate behaviour or becomes disruptive to other members of Student Residence will constitute misconduct and a breach of the Student Residence Code of Conduct and the A – Z Living on Res Community Standards and therefore disciplinary action will result.

E

Electrical Equipment

For the safety of all residents and guests' personal electrical equipment such as heaters, electric blankets, air-conditioners, fairy lights and other electrical items are not permitted on Res. No electrical equipment is to be brought onto the Student Residential precinct except for shavers and hair styling equipment.

Electrical equipment and appliances should not be left on when a Resident's room is unattended. Items such as computer, mobile phone chargers TVs stereos etc. are to be switched off at the power point to avoid overheating.

Air-conditioners, fans and bathroom heaters that have been installed in rooms must be turned off when the room is not occupied. Spot checks will be conducted by Student Residences staff from time to time. The use of double-adaptors is prohibited within CQUniversity and staff from Student Residences will confiscate when identified. Power boards must have surge protection. Student Residences adheres to the CQUniversity Safety Health Environment WorkCover Sustainability Electrical Equipment Use Procedures which can be accessed on the university website.

Personal refrigerated air-conditioners, evaporative coolers and heaters are not permitted to be brought onto the Student Residence precinct.

Email Use

Email is an official means for communication within CQUniversity. CQUniversity has the right to send communications to students via email and the right to expect

that those communications will be received and read in a timely manner.

Students are expected to check their CQUniversity mail account on a frequent and consistent basis in order to stay current with CQUniversity communications. The university recommends checking email once a week at a minimum as certain communications may be time critical. Please refer to the CQUniversity policy on Student Email Principles which is located on the university website.

Students must comply with the Acceptable Use of Information and Communications Technology Facilities and Devices Policy and Principles and any relevant policies that may be established from time to time. In general, unless matched by an appropriate level of security, email is not appropriate for transmitting sensitive or confidential information. Confidentiality regarding student records is protected under the Information Privacy Act 2009 (QLD) and all use of email, including use of sensitive or confidential information, will be consistent with this Act. Email shall not be the sole method for notification of any legal action.

Emergencies

For any life threatening emergency call '000' to contact Queensland Fire and Emergency Service, Police or Ambulance Services. You then need to contact the Office of Student Residence during business hours and an RL if after-hours on 1600 or 1601 in Rockhampton and First Point or Second Point in Mackay.

All residents and guests are expected to download the free 'SafeZone' app which is available from the CQUniversity website. Please see information about SafeZone in this document.

43. Emergency Contacts

As part of your application you will have provided an emergency contact name and details. If these details change please notify Management of Student Residence.

F

Facebook

CQUniversity Student Residences have authorised Facebook pages set up for residents at each location. These pages are primarily used to communicate upcoming events, important announcements or information relating to our residents. These pages are not available to anyone who is not currently a resident.

Any offensive material will be removed by the administrators and the person posting the offensive material will be disciplined and posting permissions will be restricted.

Failure to Comply

Residents and their visitors must co-operate with CQUniversity staff members acting in the performance of

their duties. Persons failing to comply with reasonable directions may be subject to disciplinary action.

Fees & Charges

Student Residences revises the Fee Schedule annually. Refer to our website for the latest approved Fee Schedule.
<https://www.cqu.edu.au/accommodation>

Application Fees New & Continuing

All new applicants and continuing residents are required to pay a non-refundable application processing fee each term. All applications must be lodged via the StarRez Portal located on our website.

Cleaning Fee

A cleaning fee will be applied when a resident's room does not meet the standard of hygiene and cleanliness required by Management of Student Residences. Room inspections will be conducted on a regular basis. Residents will be given notice of these inspections and opportunity to rectify the situation.

Facility Levy

The Facility Levy is a non-refundable fee charged for Term 1 and Term 2. This levy covers electricity, internet access, housekeeping in common areas, Pastoral Care and the use of washing machines and dryers. Organised social and sporting activities, House Dinners and Professorial and Awards Night functions are also included. Please refer to the Fee Schedule for further details.

Late Cancellation Fee – Staff & External Guests

A fee applied when notification of a cancellation occurs within 3 working days' of the check-in date. Please refer to the Fee Schedule for further details.

Late Departure Fee

A fee applied when a resident, staff member or guest does not vacate their room by the allocated time. Please refer to the Fee Schedule for further details.

Late Payment Fee

A fee applied to your account each week or part thereof to deter the late payment of instalment payments. Please refer to the Fee Schedule for further details.

Lost or replacement Key Fee

A fee charged when a resident or guest has lost the room key/fob.

No Show Fee

The fee applied when the Student Residence does not receive notification of a cancellation. Please refer to the Fee Schedule for further details.

Refunds

Residents who have overpaid accommodation fees may request a refund by completing the appropriate form which is available from the Student Residence Office. Any refund must be made in accordance with the current CQUniversity Refund and Excess Payments (Credit Balances) Policy and Procedure.

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Please be advised that processing of approved refunds may take between 3 to 4 weeks.

Residents who wish to terminate their Residency Agreement will need to provide sufficient and supporting documentation in accordance with CQUniversity Removal of Financial Liability due to Special Circumstances before any refunds will be considered by Management of Student Residences. Please be advised that processing of approved refunds may take between 3 to 4 weeks.

Residency Fee

Residency fees are those fees charged and payable that cover your accommodation and/or meals. These fees are set out in the Fee Schedule. It is important to note that residency fees must remain 4 weeks in advance at all times and in accordance with the Payments Schedule.

The payment of your residency fees can be made by any of the following ways;

1. via our secure portal,
2. over the telephone by credit card
3. in person at the Student Residence Office by credit card or EFTPOS
4. sending us a cheque made payable to 'CQUniversity Student Residence'

Should residency fees fall into arrears Management of Student Residences will apply a Negative Service Indicator (NSI) to a resident's student account. This will result in the resident not being able to access academic results until outstanding fees are paid.

Referral to the University's Debt Collection Agency and/or legal action may also be considered to ensure all outstanding fees are paid in full. If a resident is experiencing genuine financial difficulties they should discuss their situation with the Management of Student Residences so that alternative arrangements can be considered.

Fire Evacuation Procedures (FEP)

It is a legislative requirement that all Residents undergo the FEP online training within 48 hours of their arrival at Student Residence. Each house has its own FEP and you must complete the First Response (Employee) section of the online FEP. Members of the RLT will advise you on how to do this.

Residents should familiarise themselves with the fire exits, fire equipment and assembly areas. Any questions should be directed to the relevant RL. When an alarm sounds residents must vacate the building immediately and proceed to the designated Assembly Area.

In the event of an emergency evacuation you must follow instructions from the Fire Wardens/Emergency Control Organisation (ECO). The RL on duty is the Fire Warden for their designated zone. Fire drills will be conducted throughout the year. Failing to follow instructions will result in an infringement notice being issued to the resident.

Fire safety legislation requires a clear and unobstructed egress from all buildings, therefore personal items, shoes, bicycles, baggage, boxes or rubbish must not be left in stairwells, common areas, foyers or other public areas.

Items left in such areas may be deemed as abandoned and will be disposed of. It is compulsory that residents maintain their rooms in a clean and tidy manner.

Anyone found to have caused a false alarm resulting in the fire services attending the Student Residence will be charged the cost of the call out which is determined by the Queensland Fire and Emergency Services. Please refer to the current Fee Schedule for the cost which is subject to change without notice. Interference with fire detection, safety or firefighting equipment will be considered a serious action and may lead to the termination of your Residency Agreement.

Fire Hazards

Candles, Incense and Oil Burners

Open flames, (including matches, cigarette lighters, candles, incense, oil burners and sparklers) are strictly prohibited within any resident's room, common areas or anywhere else within the Student Residential precinct. The burning of any of these devices could set off the smoke detector in your room resulting in a QFES callout charge. The resident responsible for any callout will be liable for the fee charge.

Flora and Fauna

(issues including pets and plants)

Student Residence buildings are surrounded by gardens and natural bushland. These natural environments may also be inhabited by animals such as birds, spiders, reptiles, snakes, fruit bats, possums, kangaroos and wallabies. Residents should report any animal they are concerned about.

You must not feed or provide water to any animals or birds as this is detrimental to their health. Animals that get accustomed to being fed by humans can also become a nuisance and need to be removed for the safety of residents.

External doors to all building should be kept closed at all times. We advise residents to keep all screens closed and avoid leaving any food on benches or in areas that may attract insects, birds or animals.

There is a large population of kangaroos on Student Residences Rockhampton North. These kangaroos are infested with ticks. The kangaroos often lay near and around the entrances to buildings. Please ensure outside doors are kept closed to limit the chance of ticks coming into buildings.

Residents are not permitted to keep pets or plants.

Furniture, equipment and other fittings

Furniture and equipment located in the common areas of the Student Residence are to remain in those designated areas. Any damage to furniture and equipment is to be reported immediately to the Office of Student Residence during business hours and to the RL on duty after-hours.

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In the event that furniture is damaged or removed from a designated area, a cost will be incurred to the parties involved.

Personal items of outdoor furniture are not permitted at Student Residence as these may present a hazard to residents.

Relocating Furniture in Your Room

You are welcome to move the furniture in your room to achieve a more personalised living space on the condition that the changes do not damage the furniture, create safety concerns (i.e. beds or furniture obstructing doorway) and that the furniture is relocated to its original position when you vacate your room.

Removal of Furniture from Your Room

Removal of furniture must have the prior approval of the Management of Student Residences. Charges will apply to cover any costs involved in the removal, storage, replacement and relocation of furniture.

G

Glass

Glass bottles and drinking glasses are not permitted in any areas of the Student Residence precinct where broken glass could be dangerous. This includes but is not limited to BBQ areas, foyers, balconies, stairwells, ramps, common rooms, entry areas or other areas designated by Management of Student Residence.

Glass items should be disposed of in one of the recycling bins provided and broken glass in particular should be wrapped in paper to prevent any injuries. Disposal of glass bottles is the individual responsibility of residents.

H

Harassment

CQUniversity and the Student Residence are committed to maintaining an environment that is free of all forms of harassment and bullying. All staff, residents, guests and visitors are required to abide by all government legislation and CQUniversity policies related to harassment and discrimination. Policies related to these issues are available on the university website.

If residents believe any other resident is the victim of harassment (sexual or otherwise), they should contact the Office of Student Residence immediately during business hours or a member of the Residential Life Team if outside normal business hours. We encourage you to discuss any concerns you may have as doing nothing will not resolve the problem and putting off action due to the fear of reprisal is not in anyone's best interest.

Internet and email

Harassment can fall into a number of broad categories:

Nuisance - where you continue to be contacted by a person even after you have asked them not to contact you again.

Obscene - where you are subjected to sexual harassment via the email or the internet.

Discriminatory - where the person uses the internet as a way of making derogatory comments which might be directed at your racial background, ethnicity, religion, sex, sexual orientation, or disability.

Threatening - where the person says (or implies) that he or she will physically harm you. The timing of the threat might be stated specifically or left vague.

In general, if you receive a harassing contact;

- Do not attempt to engage the person in conversation or reason with them, it might encourage them further.
- Do not reply or acknowledge any email or internet correspondence
- Keep a log of any contact you receive which might assist in determining a pattern
- Contact an RL and/or Management of Student Residence for appropriate advice and direction

Telephone

Harassment via the telephone falls into a number of broad categories:

- Nuisance calls – where you continue to receive calls from a person even after you have asked them not to call you again.
- Hang-up calls – where your phone rings but when you answer the caller immediately hangs up.
- Obscene calls – where you are subjected to abuse or sexual harassment via the telephone.
- Discriminatory calls – where the caller uses the telephone as a way of making derogatory comments directed at your racial background, ethnicity, religion, sex, sexual orientation, or disability.
- Threatening calls – where the caller says (or implies) that he or she will physically harm you. The timing of the threat might be stated specifically or left vague.

If you receive a harassing phone call;

- Do not attempt to engage the caller in conversation or reason with them as it might encourage them further. Simply hang up, ending the call.
- If you decide to speak with the caller remain as calm as you can and try not to show any emotion. Inform the caller that you will be reporting their call to Management of Student Residence and/or the Police if appropriate.
- Keep a log of any calls you receive that might assist CQUniversity in determining a pattern of harassment.

Hazardous Materials

Hazardous materials must not be used, stored or left within any building within the Student Residence precincts due to safety risk to all residents. Examples of hazardous materials include flammable liquid such as petroleum or paint thinner, automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, corrosives, explosives, dry-ice and acid-like materials. Do not pour motor oil on the ground or down any drain as it is a hazardous waste material and cannot legally be recycled or discarded on campus.

CQUniversity Facilities Management staff will remove any hazardous material found in the Student Residence precinct immediately and the costs incurred for cleaning the hazardous materials away will be billed to the resident/s concerned.

Hazing

Definition

Hazing is the practice of rituals and other activities involving harassment, abuse or humiliation used as a way of initiating a person into a group. Hazing is seen in many different types of social groups, including gangs, sports teams, schools, military units, and fraternities and sororities.

CQUniversity does not allow hazing in any form at all. Any resident participating in any activities considered to be hazing will be disciplined and have their Residency Agreement terminated immediately. The incident will be reported to the Director Governance for disciplinary action and possible expulsion from the university.

Any resident who is aware that hazing is or has occurred has an obligation to report this to a member of the Residential Life Team or Management of Student Residences immediately.

Health and Safety

All staff, students, visitors and contractors are expected to:

- comply with Health and Safety legislation and university policies and procedures
- conduct their activities in a manner which prevents personal injury or injury to others and damage to property
- cooperate with and actively participate in CQUniversity's safety management system
- report any incidents, unsafe conditions or acts that come to their attention

Further information on the CQUniversity's Workplace Health and Safety Policies and Procedures can be found on the University website.

Healthcare services

Should you require an appointment with a general practitioner please contact the Office of Student Residence and we can assist you to arrange an appointment.

Unfortunately we are unable to transport you to attend any personal or medical appointments.

Hygiene

Cleanliness - rooms & shared living spaces

All residents are responsible for the cleanliness of their individual room. It is the resident's responsibility to make sure that rooms are kept clean and that all rubbish is removed to the designated rubbish bins. Garbage bags should not be left in any corridors or stairwells as they present a health hazard and block emergency evacuation routes. If a resident's room is consistently identified as being a fire hazard, an additional room cleaning fee will be charged. Please refer to the Fee Schedule.

The condition of the kitchens in the self-catered areas is the responsibility of the residents allocated to the area. Each resident must ensure that he or she cleans up the kitchen properly after each meal preparation. All food, dishes, utensils and kitchen equipment are to be washed and dried after use and all loose items put away appropriately. Failure to comply will result in disciplinary action.

Housekeeping

Common living areas and shared bathroom facilities are cleaned regularly by our cleaners. Housekeeping staff will not clean your room – this is your responsibility. Vacuum cleaners are provided for your convenience.

All residents should maintain a high level of hygiene and cleanliness in their own rooms and all common areas.

You must observe and maintain socially acceptable standards of hygiene and tidiness in all areas of CQUniversity. These areas include residences, kitchens, bathrooms and other common areas. You must only discard rubbish in the receptacles provided by us. Where we determine that your room or common areas used by you are unacceptably dirty or untidy, according to normal social standards, we will clean these areas and charge you all or part of the costs of cleaning. Personal hygiene is always a touchy subject. Keeping yourself and your personal living space in a clean and tidy manner will reduce the chance of offending other residents.

Instalment Dates and Payments

The instalment date is the date that an instalment payment is due to be paid by to ensure continued residency. The instalment payment is a portion of the total term's residency fees payable.

Insurance

Student Residence will not be responsible for any damage or loss to anything located within the Student Residence precinct or in a resident's room. CQUniversity does not have insurance cover for your belongings however we recommend all residents take out appropriate insurance to cover the contents of their room.

60. Internet Usage

CQUniversity provides access to the internet for use in connection with the research, educational, and administrative activities of CQUniversity and other eligible and affiliate organisations in accordance with the determinations under subsections 51(1) and 95(1) of the Telecommunications Act 1997 and the conditions of AARNet Pty Ltd's access policy.

Residents are required to abide by all CQUniversity policies and procedures related to the use of their internet facilities. WIFI is provided as part of the Facility Fee charged each term. Where WIFI is not accessible on Student Residence, a suitable cable will be provided for your use which is available from the Office of Student Residence free of charge.

In a shared computing environment residents assume responsibility for using available tools to maintain the security of information stored on computer systems and to maximise educational computing resources.

All users are responsible for;

- securing network accounts and authorisation codes that are assigned to individual users and should not share them with others
- being aware of destructive programs or viruses and take steps, as directed by CQUniversity to prevent their unwanted distribution
- limiting the non-academic use of network resources, i.e. connect time and information storage space for entertainment purposes
- Residents must abide by all CQUniversity policies in relation to internet and technology usage.
- As Residents of a community of respect, whether using a Student Residence computer or a personal computer connected to the network, all users are expected to;
- use only authorisation codes assigned to them
- access only files or data that they are authorised to use
- abide by all Local, State and Federal Laws, including Copyright Laws and those governing the distribution of inappropriate content.

61. IT Helpdesk

IT Helpdesk is available to all students who experience problems with their connection to University systems (including Eduroam). Please call TaSAC on 4930 9090 or 1300 666 620 (or extension 59090 from an internal phone.) They do have extended business hours, but are not available 24/7.

Key and FOB

Residents will be issued with a key and/or FOB that will open the main door to your house/building and your room door only. Your key/FOB will also provide you with access to common areas across the Student Residence precinct.

You are responsible for the key/FOB issued to you when you move into your allocated room. If you lose or damage your

key or fob, you must report it to the Office of Student Residence as soon as possible.

There is a charge to replace lost keys or fobs. Please refer to the Fee Schedule for further information regarding this charge. If your key/fob is faulty, please return it and it will be replaced at no charge. As a security safeguard keys cannot be duplicated, it is CQUniversity's responsibility to carry out all repairs.

L

Laundry Facilities

Washing machines, dryers and clothes lines are available at each campus. You will need to supply your own detergent and pegs. In consideration of others please remove your clothes from the lines or dryers as soon as possible after they have dried. If you discover clothes that have been left for some time in a washing machine or dryer please place them in the owner's laundry basket rather than pulling them out and leaving them on the floor.

No item of clothing or linen is to be hung from windows, over the door of resident's room or draped over balcony railings. Clothes lines or airing racks are not to be visible on any balcony or outside on the ground level rooms.

Laundries are open for use from 7.00am to 10.00pm daily. These times are to be adhered to so that residents and guests are not disturbed by early or late usage. The cost for using washers and dryers is covered by the Facility Levy. Clothes must not be washed in any sinks other than those provided in laundries.

The Student Residence laundry facilities are for the exclusive use of current residents and paying guests only.

Littering

Littering is not permitted and offenders will be disciplined appropriately. There are rubbish bins located throughout the campuses for use.

Luggage Trolleys

Trolleys are available for residents to use during check-in and check-out days because vehicles are not permitted to be driven or parked on grassed areas.

M

Mail

Incoming

Residents should ensure that their incoming mail is correctly addressed as indicated below.

Mackay	Rockhampton North
'Student Name'	'Student Name'
CQUniversity Mackay	CQUniversity North
Ooralea	Rockhampton
Canefield College	Capricornia College
Mackay Student Residence	Rockhampton Student Residence
PO Box 5606	554 – 700 Yaamba Road
Mackay MC QLD 4741	North Rockhampton QLD 4701

Mackay incoming mail can be collected from the mail cabinet in Building 763 (PODs) foyer.

Rockhampton incoming mail can be collected from the mail cabinet in Building 51 (Office reception).

During vacation periods, all mail will be held at the relevant Student Residence Office. The Student Residence can forward mail during vacations and following departure from Student Residence if a resident has provided forward address labels. If no labels are supplied the mail will be returned to sender.

Outgoing

For Mackay and Rockhampton outgoing mail can be left at the relevant Student Residence Office with adequate stamps attached. No postage stamps are held at the Student Residences Offices.

There is also an Australia Post Office located within the Bookshop (Building 65), Rockhampton North campus.

Maintenance Request

Maintenance requests for repairs and replacements should be made via the StarRez Portal. Requests are processed Monday to Friday only. When submitting a maintenance request, the resident agrees to allow the maintenance and/or tradesperson to enter their room to undertake the repairs. Management will endeavour to provide a minimum of 24 hours' notice if it is necessary to enter a resident's room for maintenance or repairs. All electrical outages should be treated as urgent and reported without delay. Urgent repairs will be handled immediately whereas others may take longer depending on the availability of maintenance and tradespeople.

Meals

Mackay Ooralea

Mackay Student Residence is a self-catering facility. No meals are available to residents. Please refer to 'Cooking In Rooms'

section. There is a local shopping centre within walking distance. Take away stores are also located at the centre.

Rockhampton North

Please see the Dining Hall Noticeboard for meal times.

Rockhampton Student Residence is predominately a fully catered facility with a limited number of self-catered options. Casual meal vouchers can be purchased from the Office of Student Residence or Kitchen staff for visitors, guests or self-catered residents.

After a resident has finished eating in the Dining Hall they must return their used cutlery, crockery and glassware to the scullery and clean away any mess left on the table resulting from their meal. The Food Safety Program does not permit residents to enter the main kitchen production area.

Meals can only be consumed in the Dining Hall unless special circumstances arise.

No cutlery, crockery, glasses or any other Dining Hall equipment can be removed from the dining areas or kitchen.

Visitors are welcome to join residents for a meal but the meal must be paid for in advance. Please refer to the current Fee Schedule for prices.

Non- paying visitors are not permitted to sit with, wait for or in any way accompany a resident in the Dining Hall or Courtyard area.

In special circumstances when residents are too ill to eat in the Dining Hall a meal may be prepared and delivered to their room. The resident must contact their zone RL or the After-Hours Coordinator prior to meal time for this to occur.

We do not provide take-away food for weekends or excursions.

Outside Meal times

Packed meals (dinner only) can be provided if a resident has a class commitment that prevents them from attending the Dining Hall during the set meal times. Any resident, who requires a packed meal will be required to advise the kitchen staff (and provide proof of class timetable if requested). This is not a regular service offered to residents who have work or sporting commitments.

Many special dietary requirements can be accommodated upon request. Residents should note their special dietary requirements when applying for accommodation via the portal. In some cases it may be necessary to discuss special dietary needs with the Chefs. It should be noted that there may be a limit to the extent to which special diets can be accommodated within the normal operation of the Student Residences' catering service.

N

Noise

One of the major challenges of living together in harmony is being able to reside on Res without being affected by undue loud noise.

Living on Res is both a home and social environment for students and residents and some noise is to be expected. It is your responsibility to consider other residents and ensure noise is kept to an acceptable level. Quiet times should be observed between 10.00pm and 7.00am - 7 days a week. During Quiet Time noise should not be audible beyond a resident's room. There will be times where a specific event allows for noise to be above normal limitations.

If your neighbours are making so much noise that you are unable to study or sleep, politely asks the resident to reduce the noise. If this is unsuccessful contact your zone RL or the RL on Duty. The rule is that if your noise disturbs someone else it is too loud and it is your obligation to turn it down.

You can minimise noise if you;

- keep your door shut when you have visitors
- discourage loud talking in your room
- do not slam doors
- wear headphones if like listening to music, watching TV or gaming in your room
- Low Noise Policy

From the Sunday prior to 'Program Review' and the 'Standard Exam' period, we enforce a Low Noise Policy to give all residents the best opportunity to study.

We will endeavour to ensure that all grounds maintenance and cleaning occurs during the times specified in the Low Noise Policy notice. Student Residence Office staff will post notices on Facebook and on notice boards within each House advising when the Low Noise Policy applies.

Residents and guests are not permitted to engage in social gatherings in any common areas within their houses during this period. Rockhampton JCR will be open for limited hours each day and the Mackay PODS Common Room is to be used for study purposes only – no social activities

O

Office Hours

Student Residences normal office hours are 8:45am to 4:45pm Monday to Friday. Outside of these hours our After Hours Duty Team (RLT) will assist residents and guests.

Orientation

New residents are strongly encouraged to participate in the social events organised by the Student Residence Office and RLT. These events will help new residents to get to know their way around their new home at Res. These activities are run to compliment the Orientation Week activities conducted by CQUniversity.

P

Pastoral Care and Personal Crises

Management of Student Residences has the best interest of our residents at heart. We strive to give them a home away from home. From time to time some residents may experience difficulties such as depression, mental illness, alcohol or drug dependence or abuse. CQUniversity has a number of trained professionals who can provide counselling and support at no cost to residents. Please contact your RL or the Office of Student Residence and we will direct you to the appropriate student support services.

Parties

Social gatherings are an important part of life on Res.

Private parties and gatherings of large numbers (more than 10 people) require permission from Management of Student Residences prior to the event.

If you have a party you are responsible for it and all those attending. Guidelines have been developed to protect the interests of all residents.

Everyone who lives at Student Residences must be mindful that although they may wish to celebrate a special occasion, others may be studying or preparing assignment, please be aware of your fellow residents.

Management of Student Residences or their nominee reserves the right to terminate any party at any time if it is of the opinion that the continuation of such activity is not in the best interests of CQUniversity, residents or their guests.

Passive Participation

Every resident is expected to comply with relevant legislation, CQUniversity policies, Student Residence Code of Conduct and A - Z of Living on Res Community Standard. Residents are also obliged to remove themselves from any situation where a breach of these policies or standards is occurring. Residents are expected to report any behaviour that could compromise the safety or security of people or property. Passive participation in any activity that breaches these policies or standards is subject to the same consequences as active participation.

Pest Control

Student Residence undergoes regular pest control treatments. However it remains the responsibility of each resident to report concerns about pests to the relevant Student Residence Office in order for it to be dealt with appropriately.

It is very important to maintain a high standard of personal hygiene and cleanliness in your living area and throughout the precinct. Ensure that food is not left out or uncovered because it can attract ants and other pests. Any pest infestation that is introduced by a resident or directly linked

to a resident's poor housekeeping or lack of hygiene will result in charges being applied to the resident's account.

Privacy Issues

CQUniversity functions necessitate the collection, creation and use of personal information about students, staff and other clients. CQUniversity is strongly committed to protecting personal privacy and recognises that staff, students and other clients having links to CQUniversity have a reasonable expectation CQUniversity will protect and appropriately manage the personal information it collects and holds about them. For more details please refer to the Information Privacy Policy and Procedures on the university website.

Student Residence collects a range of information from you in the process of you joining and being part of our residential community. The privacy and confidentiality of that personal information is important to us. We will not release your personal information to outside agencies without your permission. We collect personal information about residents so that we can operate our residential community in an efficient manner providing an environment that is friendly, supportive and safe. Please make an appointment to speak with the Business Director if you have any concerns.

R

Re-admission to Student Residence

Residents wishing to return to the Student Residence in the following term must lodge their application for re-admission via the StarRez Portal and pay the applicable processing fee.

<https://www.cqu.edu.au/accommodation>

Returning residents will be considered for a further period of residency as long as they do not have an outstanding debt with Student Residence and they must be able to demonstrate a sound academic record in conjunction with particular requirements of their discipline and CQUniversity.

Returning residents are not automatically guaranteed re-admission or to be allocated the same room as in the previous term or year. Residents past and present that have at any time during their stay not complied with the CQUniversity Student Residences A - Z Living on Res Community Standards will be interviewed by Management to determine whether their application for re-admission will be accepted. Management reserves the right to reject a resident's re-admission application.

Refunds

Guests

Any cancellations or alterations to a guest booking must be made at least 7 days prior to your expected arrival for you to be eligible for a full refund. Please refer to the Fee Schedule for further information.

Residents

In the Residency Agreement signed by you or your guardian Section 7 – 'Termination or Suspension by Us', states you are not entitled to a refund should your Residency Agreement be terminated.

Refunds may be granted under exceptional circumstances. An Application for Refund form needs to be completed along with supporting documentation of the exceptional circumstance and submitted to Management for consideration. No refunds will be considered within the last four weeks of a Residency Agreement.

Leaving Student Residence early than the contracted time period due to completion of exams etc, is not considered to be exceptional circumstances.

Resident

A student or long term staff member who has signed a Residency Agreement to stay at Student Residences for one or more terms.

Restricted Areas – Access to

A person must not access a restricted area unless specially authorised to do so. Restricted areas include, but are not limited to, roofs and secure storage areas. Climbing to or from balconies or windows constitutes access to a restricted area.

Right to enter and inspect your room

Management of Student Residence or a nominee may enter your room at any time if there is an emergency or suspicion of illegal activity.

Scheduled room inspections are undertaken by Management or their nominee to ensure that rooms are maintained in a satisfactory condition.

Management will also authorise staff to enter any room or area of the Student Residence for maintenance and property inspections to uphold regulations and where there is a concern for a resident's personal safety and well-being. Any unauthorised property or prohibited items will be removed without notice and/or reported to the relevant authorities.

Rooms and Flats

Decorating

Residents are welcome to personalise their room. Posters may be used to decorate rooms but please ensure that they are only affixed using non-marking removable adhesive. No stickers, paint, glue, nails, drawing pins, screws or hooks are permitted to be used on walls, ceilings or woodwork. Please be aware posters must not be placed on any surface other than an interior wall and you will be responsible for the cost of repairing any damage (eg. peeled paint), regardless of the method of attachment. Please note residents will be required to remove any offensive material.

A - Z of Living on Res Community Standards

Room Allocations

Student Residence will endeavour to allocate rooms to residents on the basis of need and personal preference. Residents should be aware that requests for particular houses and rooms will be accommodated when possible; however there are no guarantees.

Room Changes

Requests for room changes throughout the term require consideration of gender, academic discipline, year level and other factors to determine the best outcomes. A Room Change Request Form must be submitted to the Office of Student Residence for all room changes to be considered by Management.

Room Checks

On arrival

Residents are required to inspect and verify the condition of their room, furnishings and fixtures within 48 hours of arrival. This inspection protects both the resident and Student Residence against the cost of damage and/or loss to a room during a resident's stay. Residents are required to complete and sign the Room Inventory Condition Report in the presence of their zone RL.

On departure

You are required to vacate your room by 10.00am. All furniture should be returned to its original position and the room free from rubbish prior to vacating Student Residence. The Room Inventory Condition Report must be completed with an RL or staff from Student Residence.

Charges will be incurred for cleaning and maintenance of any room not left in a satisfactory condition. Once the room check has occurred, the resident must return the key/key fobs to the Office of Student Residence.

All Residents must ensure that prior to departing all outstanding amounts owed to Student Residences have been paid in full. Failure to do so will result in an NSI (Negative Service Indicator) being applied to your CQUniversity student account. Please refer to the university website for further information about an NSI and the effect this can have.

Room Lockouts

Keep your room key with you at all times, even if you are only going to the bathroom. As a mandatory safety measure, housekeeping and maintenance staff will lock your room after their services are carried out. If you are locked out of your room for any reason, you may ask the housekeeping staff to open your room if they are nearby. Alternatively, you can go the Office and they will provide you with a temporary key, this key must be returned immediately otherwise charges will apply.

Outside office hours, please contact the House RL or the RL on Duty to assist you. Be aware that regular lockouts (3 or more) or lockouts between midnight and 8.00am will incur a

fee. Staff and RLs will not open another resident's room for you, only your room.

Room Types

Rooms are regarded as a private living area during residency. It is compulsory to lock your room whenever it is unoccupied. Room furnishings inc. a bed (with mattress and protector) a desk, chair, some furniture is built-in style while other is freestanding depending on style and location.

Mattresses are not to be placed on the floor or removed from your room. Each resident's room is equipped with a data point for a network and internet connection, some areas are wireless.

Mackay - Ooralea

Standard Rooms

Air conditioned single story accommodation blocks with either shared bathroom or ensuite. These buildings also have shared kitchen/dining rooms.

Studio PODs

Three level building with individual air-conditioned studio style accommodation with ensuites and kitchenettes. The PODs common room is a large living/dining/kitchen space equipped with couches, tables and chairs, and also fridge/freezer, microwave and sink for residents.

Rockhampton North

Standard Rooms

Two level accommodation blocks with shared bathroom facilities on each level (mixed gender). Small kitchenette with microwave, kettle and refrigerator on each level. Fully catered option only.

Swanson Rooms

Single level accommodation blocks with shared bathroom facilities. These buildings also have a common area for the residents of the building. Small kitchenette with microwave, kettle and refrigerator. Fully catered option only.

Upgraded Room

Limited availability. Normally reserved for staff and guests. Air-conditioned room with single bed, desk, chair, and a built-in wardrobe. Separate male and female shared bathrooms on same level.

Running a business from Student Residence

As per the Student Residence Code of Conduct, you are not permitted to run a business from your room or any other area within a Student Residence precinct.

S

Safe Zone app

Please read about the SafeZone App on the CQUniversity website. All residents, guests and visitors are encouraged to download the SafeZone App. Instructions are available from the website.

<https://cqu.conceptsafety.com.au/>

Security

Security locks have been installed on all external doors to residential buildings. External doors are to be closed/locked during non-daylight hours. CQUniversity encourages all staff and students to download the SafeZone app. This app will alert all users of serious security matters pertaining to a campus or region.

Any security concerns or problems should be reported immediately to the House RL or the RL on Duty or by calling Security on 1331 (internal extension) on all campuses. CQUniversity Security (Rockhampton Campus) mobile number is 0418 792 982. The Mackay Security officer is not on duty 24/7, local security firm provides coverage outside of the working hours.

Security of your belongings

Unfortunately vandalism occurs and Student Residence is not immune to such acts. It is compulsory to lock your room whenever it is unoccupied. Please do not leave your belongings outside or unattended. Student Residences recommends all students/residents consider taking out insurance for your belongings.

Self-catered

Mackay Ooralea

All accommodation in Mackay is self-catered. Cooking facilities may be communal or in-room. A resident must provide their own cooking vessels and utensils, crockery, cutlery, glassware and food containers. A lockable cabinet will be allocated to you for the storage of these items in you are located in blocks D, E F or G. Refrigerators are provided for residents use.

Rockhampton North

Limited self-catered rooms are available. These facilities are communal. No cooking is allowed in residents rooms. A resident must provide their own cooking vessels and utensils, crockery, cutlery, glassware and food containers. Refrigerators are provided for residents use.

Smoking

CQUniversity recognises the growing community concern about the effects of passive smoking on the health of non-smokers, we have adopted the CQUniversity Smoking in the Workplace Policy.

Smoking is prohibited;

- in all buildings or parts of buildings under CQUniversity control
- in any outdoor area of a food outlet or any outdoor area where food and drink is provided
- in areas where "no smoking" or other smoking prohibition signs are displayed, e.g. refectory and commercial centre, chemical and fuel storage areas
- within five metres of any entrance to buildings, air conditioning intakes, ventilation louvers or open windows
- on all semi-enclosed thoroughfares such as verandas and on all elevated walkways between buildings
- in all motor vehicles, planes or boating vessels; and
- in public transport waiting points

Smokers should ensure that all litter, including cigarette butts and empty packets are disposed of properly. An accumulation of such litter around any Student Residence precinct will result in the cost of cleaning up being met by the residents living in and around that building.

Smoking is also prohibited on any veranda, balcony and immediate outdoor area where smoke can easily track back into a resident's room and public areas.

Speed Limits

The upper speed limit within the Student Residence grounds is 25 km per hour on both Rockhampton and Mackay campuses. All traffic regulations must be adhered to including speed restrictions, seat belts and helmets (inc. bicycles and all transportation devices). For the safety of our student community Police patrol our roads and car parks.

Student Academic Support

A peer-led tutoring is available to provide academic support to residents needing assistance and guidance with their studies. Many residents have availed themselves of this service and we have received many positive comments. Sessions are conducted on both campuses and session details will be advertised on Student Residences Facebook pages.

T

Television

Televisions are located in common areas on each campus. Please remember to turn off all equipment once you have finished with it.

Termination of Residency

The following information is from the Student Residence Residency Agreement

Section 7-Termination or suspension by Us

We may terminate the Residency Agreement immediately if;

- you do not comply with any of the terms or conditions of the Residency Agreement, and seven (7) days after we give you notice to comply you still have not taken reasonable steps to comply,
- you have committed a breach of the policies or procedures of the University which has resulted in a decision being properly made in accordance with the University's policies and procedures to exclude you from your residence,
- you have committed a breach of the Student Residence Code of Conduct and a decision has been properly made in accordance with that Code of Conduct and the University's policies and procedures to exclude you from your residence,
- you have been charged with or convicted of an offence and the University considers, on reasonable grounds, that your presence at the Student Residences is likely to harm the reputation of the University, or that you may pose a danger to residents or staff,
- you have been properly and lawfully excluded from any part of the University campus or from any University activities on the basis that there is a reasonable expectation that you may cause persons physical harm,
- you cease to be an enrolled student of CQUniversity or a staff member of the University (however if you fully disclose to us the circumstances in which you have ceased to be a student or a staff member we may permit you to continue as a Resident for a reasonable period).

Upon termination in any of the above circumstances you will be required to vacate your residence immediately. You will not be refunded residency fees not used. In addition you must pay the following charges;

- all removalist, storage or additional administrative costs reasonably incurred by the University as a consequence of the termination of your Agreement and
- at the discretion of the Management of Student Residence acting reasonably \$150 administration cost plus four weeks accommodation, or if terminated before the end of the term, the fees that would have been payable to the end of that term had the Agreement not been terminated, whichever is the greater.

Your occupancy at CQUniversity Student Residence may be suspended pursuant to the Student Residence Code of Conduct or the University policies and procedures. The Residency Agreement will continue during your period of suspension and unless we determine otherwise you will be required to pay residency fees during and in respect of the period of your suspension. You will not be required to remove your possessions from your residence during the period of your suspension.

Termination by You

You do not have an automatic right to terminate this Agreement and leave your residence before this Agreement ends.

You may be permitted to terminate this Residency Agreement before the end date on completion of an Early Termination Form subject to approval by the Management of Student Residence and in accordance with CQUniversity Policy and Procedure on Removal of Financial Liability due to Special Circumstances.

Please refer to your signed Residency Agreement.

Theft

Theft, hiding or borrowing other peoples' possessions without permission is unacceptable. Where items appear to have been stolen the incident should be reported to the RLT, campus Security, Office of Student Residence and the Police.

Transport

Public transport is available on both Mackay and Rockhampton campuses. Please consult the local bus companies for timetables, including pickup and drop off points.

V

Vacation Accommodation

Vacation period relates to periods outside contracted Term 1 and Term 2 dates. Accommodation at Student Residences is often required for external guests, conferences and sporting groups throughout the year, particularly during vacation periods when residents are on vacation. However if residents are required to stay outside of term time due to the nature of their program, work or personal circumstances, then accommodation may be available. Residents must lodge their Application to Remain in Residence via the Student Residence Accommodation Portal and pay the associated fees in advance.

All residents staying on after the end of Term 2 contract period may be required to relocate to a more suitable location within the residence for the remainder of their stay or until commencement of Term 1 the following year.

Vehicles

Management of Student Residence advises all residents with vehicles that theft in university car parks may occur. We encourage all vehicle owners to protect themselves against theft by having an electronic security system installed in their vehicle and by placing a steering wheel lock on at all times when the vehicle is unattended.

Residents are also encouraged to remove all articles of value from their vehicles. The onus is on the owner to ensure their vehicle is not an easy target. Security lighting and security cameras are installed in resident car parks.

Vehicles (Cars, Motorbikes trailers etc)

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Repairs and maintenance

Vehicles may not be left derelict within Student Residence precincts for any reason. All vehicles must be registered and roadworthy. Due to environmental regulations no repairs, maintenance or wash-down of vehicles can be done within the residential precinct.

Violence

CQUniversity ethos forbids the use of violence of any form (physical or verbal). The use of violence for any reason will be regarded as a serious offence and is likely to result in termination of your Residency Agreement. Management of Student Residences after consultation with Security will not hesitate to refer the incident to Queensland Police Service where deemed necessary.

Visitors

Visitors are welcome on Student Residence but must be accompanied at all times by their host resident and have departed the Student Residence precinct no later than 10.00pm. Visitors who are disruptive will be asked to leave Student Residence precincts immediately. Failure to comply with such a request from an RL, Security or Management of Student Residence may result in disciplinary or legal action being taken against the visitor and the resident.

For safety and security reasons it is important to ensure RLs are fully informed of who is visiting Student Residences. All visitors must respect the rights of our residents and that their living environment and normal access to residential facilities and services is not compromised.

Visitors staying overnight

As per your Residency Agreement the following rules apply if you wish to have a visitor stay overnight;

- you must obtain prior approval from Management of Student Residence if you wish to have a guest stay overnight
- if a room is available, your guest will be required to pay the fee applicable for each night
- a guest may stay for a maximum of two nights
- the guest must NOT sleep in your room or in any lounge room or other common area
- you are responsible for the behaviour of your guest and must accompany the guest while they are on site
- you are liable for the costs of any damage caused by your guest
- events or parties not sanctioned by CQUniversity Student Residence are not permitted and open invitations to events are not appropriate.

No visitors will be permitted at social activities during Program Review and Exam periods but you may invite a non-resident student to study with you in the Academic Study Centre (Rockhampton) or B751 (Mackay).

Host's Responsibilities

Any resident hosting a visitor at the Student Residences is responsible for ensuring their visitor respects the rules, guidelines, rights and property of the CQUniversity, Student Residences and other residents.

W

Weapons

A weapon is any item; device or instrument designed or through its use is capable of threatening or producing bodily harm or which may be used to inflict self-injury. Under no circumstance is it acceptable to possess or use a weapon within the Student Residence precincts.

Webpage

Student Residences web can be accessed at:

<https://www.cqu.edu.au/accommodation>

What to bring

Long Term Residents

All residents signing a Residency Agreement need to bring their own linen, sheets (king single), pillows, blankets, bedspreads and towels. Other items that you may find to be valuable are bar fridge, radio/stereo players, umbrella, reading lamp, computer/laptop, laundry basket, laundry powder, pegs and sufficient coat hangers.

Short Term Staff and Guests

All linen will be provided. Please bring your own toiletries. Tea and coffee facilities are available.

Self-catered accommodation

All residents who are self-catered at either Mackay or Rockhampton locations need to provide their own cooking vessels and utensils, cutlery, crockery, glassware and food storage containers etc. It is also recommended you provide your own tea towels and washing up detergent as you are required to clean up after each meal prepared.

Approval and Review		Details
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