



**UNIVERSITY HALL**

**Handbook 2017**

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# Welcome to University Hall

**Congratulations on your success in being selected as a University Hall (UniHall) resident. You're joining a vibrant and dynamic living and learning community where you'll have the opportunity to enjoy an exceptional collegiate experience while working hard to achieve your academic goals.**

UniHall celebrated its 70th anniversary in 2016. Many of the core values we hold dear have been borne out of the incredible history of the Hall and the residents who have shared its journey.

UniHall began in 1942 when The University of Western Australia (UWA) loaned land to the US Navy for use as a wartime officers' base. After the war, UWA saw an opportunity to use the land and existing buildings for student accommodation and in 1946 the University Hostel opened with a diverse student population. In 1961 the Hostel became Currie Hall, operating more closely with the University in its management and operations. In 2013, Currie Hall was renamed University Hall and opened the new J, K and L Houses which wrap around the historical 'heart' of Currie Hall. The Hall population grew from 250 to 750 residents and we continue to establish our own new chapters in the Hall story.

UniHall's core values have been retained through each reincarnation of the Hall and are embedded in the way our community lives and learns together. We are committed to a culture of diversity and inclusiveness, individual responsibility, high academic performance, respectful and honest relationships and fair and ethical decision-making.

It's important you understand and appreciate the community into which you are being welcomed. Our expectation is that you will be a proactive, engaged, respectful and responsible member of the Hall. No matter how long your stay – from a one semester exchange student to a student who moves from undergraduate to postgraduate while at the Hall. We value your contributions and want you to make your time with UniHall as enjoyable and successful as possible.

UniHall has a strong safety net of support available to residents. Our Residential Life (ResLife) staff members are here to assist and support you. All residents have a Residential Advisor (RA) assigned to their accommodation floor. The extended ResLife team includes three Residential Life Coordinators (RLCs), three Lead RAs, one Lead Academic Mentor, 25 floor RAs and two professional staff members who work in the ResLife Office (located under the Sir George Currie Dining Hall). The ResLife team coordinate our Academic and Community programs as well as providing wellbeing care and support.

Each year residents elect their own representative Residents' Club (ResClub) Committee and this group organises a multitude of social activities for residents. This group works with the ResLife Team to achieve the common goal of making your Hall experience one you will remember for the rest of your life.

Please take the time to read this Handbook and ensure sure you understand your responsibilities in the community. We look forward to meeting you all and sharing in your successes as the year progresses.

## UNIVERSITY HALL TEAM

UniHall is owned and operated by The University of Western Australia, our team is located within the Student Life portfolio.

<b>Principal</b>	Mark SAMPSON
<b>Deputy Principal &amp; Alumni Manager</b>	Melissa SUCKLEY
<b>Residential Life Coordinators (RLCs)</b>	Stuart EDE Sangeetha PARAMESWARAN Liam WHYTE
<b>Admissions</b>	Jamie TANG Joan MANALIP
<b>Marketing &amp; Communications</b>	Kelly SHEPPARD
<b>Administrative Assistants</b>	Laura BARDOTTI Bronwyn DICKSON
<b>Facilities (Maintenance &amp; Housekeeping)</b>	Roslyn RETALLICK Claudio CATTANEO Uwe DEGENHARDT Norma VARGAS
<b>Lead Residential Advisors</b>	Michelle KANG Chris MIHALJEVICH Tim SMITH

## WORKING WITH US

The UniHall team are happy to answer your questions and to assist and advise you regarding any issues of concern you may encounter. You're welcome to make an appointment to see any staff member through the ResLife Office. Staff members such as the RLCs, may have drop-in times when you can stop by for a chat without an appointment.

The entire team endeavours to develop and maintain good relations with residents and make a point of attending student activities and events when time permits.

If you have any suggestions for improvement or comments you might like to put these into an email and address them to [reslife@unihall.uwa.edu.au](mailto:reslife@unihall.uwa.edu.au). The team who monitor this email account will ensure your email is forwarded on to the most appropriate staff member. We welcome constructive and timely feedback on the quality of the services we offer and attempt to improve on our services every year. We would prefer you didn't let a problem go on while bottling up your concerns – instead tell us about it (that's why we're here). Often what seem like problems are just miscommunications or misunderstandings. It is best to operate on the basis that a problem has occurred through a lack of knowledge, not through malice or indifference. We will then do our best to find a solution that is widely acceptable and affordable.

At the same time we would ask that you remember we have over 750 residents to look after and sometimes we need to prioritise the appointments we make, the people we see and the things we do. This is no reflection on our interest or concern for your needs; it is merely the only practical thing to do. Remember, the sooner you tell us about a problem, the sooner we can work towards a solution for it.

## LIFE AT UNIHALL

In providing an exceptional collegiate experience, UniHall is committed to a culture of:

- community-mindedness
- high academic performance and support
- responsible social behaviours
- negotiating conflict with integrity and compassion
- relationships based on respect, honesty, empathy
- inclusiveness
- valuing individual differences
- leadership by example
- equitable and ethical decision-making
- environmental responsibility
- health and wellbeing.

# RESIDENT CODE OF CONDUCT

UniHall residents must commit to a standard of conduct to build a safe, caring, respectful and successful living and learning experience for all. The Resident Code of Conduct ensures that all residents have a range of rights, including the rights to:

- personal privacy and safety within the Hall environment
- be treated with respect, courtesy and fair consideration
- be free from acts of violence, harassment, intimidation, discrimination, and physical and emotional harm
- access assistance and support from Hall staff
- high standards of hygiene in all Hall spaces
- live, work, study and sleep without disturbance, excessive noise or anti-social behaviours.

University Hall expects that its residents will always act in the best interests of their fellow residents, keeping in mind respect for others, their rights and freedoms as well as their health and personal safety.

Due simply to the size and nature of the University Hall community, the Resident Code of Conduct does not cover all acceptable and unacceptable behaviours. In accepting residency at University Hall you agree that if you breach this code you will agree to University Hall's system of managing such breaches as outlined in the Residential Tenancy Agreement and this Handbook.

In addition, all UWA staff and students are governed by the UWA Code of Ethics and Code of Conduct. It is a condition of enrolment that students adhere to the provisions of legislation and University policy including the UWA Code of Ethics and Code of Conduct.

Incidents of student misconduct dealt with by University Hall's Resident Code of Conduct may also be considered by the University under the Regulations for student conduct and discipline (the Regulations).

UniHall residents are expected to:

- comply with all UniHall and UWA policies, State and Federal Legislation.
- represent UniHall in ways that reflect positively on the reputation of the Hall and UWA
- strive for academic excellence and seek support when difficulties arise
- behave ethically and honestly
- cause no harm to themselves or others
- accept the consequences and outcomes of personal actions
- treat staff, residents and guests with respect and empathy
- deal with conflict in a calm and sensible manner
- demonstrate behaviours which support community safety, security and harmony
- follow instructions and requests from Hall staff
- report incidents of harassment, discrimination or unacceptable behaviour

Breaches of the Resident Code of Conduct may include, but are not limited to, the following:

- Failure to comply with the University's rules, policies, codes, University Council regulations or other lawful directions of the University or to obey any reasonable direction of an authorised person in relation to conduct;
- Any conduct which impairs the reasonable freedom of other persons to pursue their studies, research, duties or lawful activities at the University or to participate fully in the life of the University;
- Littering, damaging, defacing or wrongfully dealing with any University (Hall) property or any other property on campus or property on a location where a resident is present under the auspices of the University;
- Unreasonable conduct, including criminal activity, which may disrupt the normal activities of the University or which may be prejudicial to the reputation, good order and governance of the University;
- Acts or threats of violence, harassment, intimidation, discrimination, coercion, deceit or other conduct (by physical, verbal, written or electronic means) that threaten or endanger the health, freedom, safety of any person or obstructs a University member in the performance of their duties;
- Any act of hazing;
- Providing information known to be false or the forgery, alteration or misuse of any document, record or instrument of identification;
- Providing false information before or during an investigation of a possible breach of the Resident Code of Conduct by a person authorised by the Principal to conduct such an investigation;
- Breaches of any provision of the University Hall Handbook or Residential Tenancy Agreement imposing obligations on a resident;
- Any unreasonable failure by a resident to comply with a sanction arising from an adverse determination.

## Authority within the Hall

The Principal has the responsibility for the management of, and conduct within, University Hall. The Deputy Principal, Residential Life Coordinators and Resident Advisors are appointed for the management of, and conduct within, University Hall and as such the Principal's authority may be delegated to staff in those positions.

## Principles

In managing breaches of the Code of Conduct, the University will observe the principles of natural justice.

Formal rules of evidence do not apply and in any investigation the standard of evidence is the balance of probabilities.

Some elements of the process of managing breaches of the Code of Conduct may have similarities with the legal system; however it is predominantly educative and administrative in nature.

If any part of this Resident Code of Conduct conflicts with the Residential Tenancy Act 1987, then the part of the Code that

conflicts with the said Act will be deemed not to apply unless the provision in the said Act can be excluded or modified, in which case the said Act is excluded or modified to give effect to the Resident Code of Conduct.<sup>1</sup>

## Procedure for Addressing Possible Breaches of the Code of Conduct

We endeavour to manage breaches of the Resident Code of Conduct at the lowest level appropriate to the issue being dealt with. If a Residential Life Coordinator (RLC) is notified of a possible breach of the Code of Conduct the RLC may ask a Resident Advisor (RA) to discuss the incident with you in order to provide you with guidance and/or advice about University Hall's expectations of future behaviour.

The RLC may ask for this to occur if the incident is of a lower level (eg, noise). In such occurrences the recommendation is that you cooperate with the RA or it may be necessary for the RLC to employ a more formal approach to resolve the matter.

Should the RLC need to take a formal approach in managing possible breaches of the Resident Code of Conduct, the following procedures will be followed by an RLC.

- Where the RLC is notified of a possible breach of the Resident Code of Conduct by a resident, the RLC will, within ten (10) working days, communicate this to the resident outlining the possible breach and indicating that the resident and RLC should meet to discuss the allegation.
- The RLC will, in this communication, advise the resident:
  - \* that the possible breach is being investigated under this procedure;
  - \* to read this section of the Handbook; and
  - \* they may be accompanied to any meeting by a support person.<sup>2</sup>
- Arrangements will then be made for the resident and RLC to meet. If the resident does not arrange such a meeting or fails to attend a scheduled meeting, the RLC will make a decision in the matter without input from the resident. The RLC has the option to find that in failing to arrange or attend a scheduled meeting the resident has not complied with a reasonable direction and apply an additional sanction accordingly.
- During a meeting with the RLC, the possible breach of the Resident Code of Conduct will be outlined to the resident who will have the opportunity to agree with the information presented, present additional or alternative evidence, mitigating circumstances, etc.
- A decision may be reached during the meeting and the resident advised. This will only be possible where further enquires are not required. If the RLC determines that further consideration is required the resident will be advised at the meeting and provided with an estimated timeframe.
- The RLC, once a determination has been made, will inform the resident of: the decision; any sanction(s) to be imposed at UniHall; and any referral of the allegations to the University for consideration under the Regulations.

- The RLC will then confirm in writing the breach of the Resident Code of Conduct, a brief summary of any discussion, the decision, reasons forming the basis of the decision, and any sanction within ten (10) working days. At the same time, the RLC will advise the resident of their right to seek clarification on the determination, the reasons, and any sanctions.
- The RLC may also inform any person who brought the possible breach to the University's attention the outcome of the matter.

For more serious matters this procedure may be managed by the RLC and the Deputy Principal, or the matter may be referred by the RLC directly to the Deputy Principal.

## Recommendation to Suspend or Exclude a Resident

When an RLC and/or Deputy Principal forms the view that a resident is responsible for a breach of the Resident Code of Conduct and that the most appropriate sanction should be their suspension or exclusion, the Deputy Principal will convey that recommendation to the Principal in writing. Upon receiving such a recommendation, the Principal (or any person acting on their behalf) shall make the decision as soon as possible and within a maximum of five (5) working days of having received the recommendation.

The Principal may either:

- accept the recommendation and suspend or exclude the resident; or
- not accept the recommendation and refer the matter back to the Deputy Principal with a direction to impose a lesser sanction.

If the Principal accepts the recommendation to suspend or exclude the resident, the Principal will ensure that the resident is served with written notice of this decision as a matter of urgency.

## Appealing an Adverse Determination made by an RLC or the Deputy Principal

A resident who has received an adverse determination may appeal, by lodging with the Principal, a letter outlining the reasons for the appeal. This appeal must be received by the Principal with seven (7) calendar days of the determination of the sanction in writing. If a resident lodges such an appeal, the Principal may suspend any sanction until they have made a decision on the appeal.

An appeal may only be lodged where a resident is able to demonstrate:

- Due process has not been followed; or
- New information of a substantive nature has become available after the matter has been determined.

When a resident appeals the decision of an RLC or the Deputy Principal, the burden of proof resides with the resident.

Following consideration of an appeal, the Principal will make a decision to put aside, confirm, modify (in full or part) or decrease or increase the sanction(s) originally imposed by the

1 This will only apply where the Residential Tenancy Act is relevant: E, J, K, L House residents.

2 The supporter's role is to observe the meeting and provide support and guidance to the resident, as requested. The supporter may not represent the resident or speak on the resident's behalf.

RLC/Deputy Principal. The Principal shall make a decision within a maximum of ten (10) working days.

At any point in this process residents are able to seek information, support and advocacy from Guild Student Assist.

### Appealing a Decision of the Principal to Suspend or Exclude a Resident

A resident who has been suspended or excluded may submit a written appeal to the Director, Student Life on the following grounds:

- Due process has not been followed; or
- New evidence of a substantive nature has become available after the resolution of the matter.

A resident wishing to appeal a decision of suspension or exclusion should contact the Office of the Director, Student Life to seek advice on the procedure involved in making such an appeal.

### Sanctions

A list of available sanctions, who has the authority to issue the sanction and a brief description is as follows:

Sanction	Issuing Authority	Description
Verbal warning	RLC Deputy Principal	Verbal advice that your actions have constituted a breach of the Resident Code of Conduct, or could lead to a breach. University Hall's expectations of future behaviour will be re-stated at this time.
Written warning	RLC Deputy Principal	Written advice that your actions have constituted a breach of the Resident Code of Conduct, or could lead to a breach. University Hall's expectations of future behaviour will be re-stated at this time.
Social Probation	RLC Deputy Principal Principal	A specified period of time, for up to as long as you reside at UniHall, during which you will be expected to maintain model behaviour. Any further breach of the Resident Code of Conduct would normally result in exclusion.
Suspension	Principal	A requirement that you remove yourself from the UniHall Precinct for a specified period of time.
Exclusion	Principal	A requirement that you remove yourself (and all your property) permanently from the UniHall Precinct. You would normally be given seven (7) days to do so.
Apology	RLC Deputy Principal Principal	A requirement that you apologise to a fellow resident, staff member or other person for your behaviour.
Restitution	Deputy Principal Principal	A requirement that you make good any loss or damage which has been incurred by another person or organisation as a result of your actions.
Restrict or withdraw privileges	RLC Deputy Principal Principal	Restriction or withdrawal of your privileges (for example, access to certain facilities, services, activities or events, permission to keep or consume alcoholic beverages, drive or park a motor vehicle).
Behaviour programme	RLC Deputy Principal Principal	A requirement to complete a behaviour programme relevant to the breach of community standards of which you have been found responsible. This could be an online programme or meeting with a UWA student service.
Room Relocation	RLC Deputy Principal Principal	A requirement that you relocate from your current to another room within the UniHall Precinct.

## RESIDENTIAL ADVISORS (RAs)

**RAs are a resident's first point of contact in the Hall. Their primary role is to facilitate a sense of community amongst residents in their area of responsibility (floor group) as well as being a source of academic, personal and social advice and support. As a result of their intensive training undertaken at the commencement of the academic year, they are well-placed to refer you to the vast array of student support services offered by UWA.**

RAs also organise various social, sporting, academic and cultural events through the year for the residents in their areas or the wider residential community. They will appreciate any assistance you can give in suggesting or organising such events or any ideas you may have for improving collegiality within your area.

Lead RAs are the team leaders for the three RA teams across UniHall. They work closely with and report to the RLCs.

If you are feeling homesick, unsure of what to do in a particular circumstance or where to go for a service on campus, feeling harassed or in any way uncomfortable, need academic advice or time management tips, want a simple recipe, or you need to know where to shop for a particular item speak to your RA. In the same way if you are finding it difficult to get along with someone living in your floor group, speak with your RA as they have been trained to manage difficult situations and conversations and will have some advice for you. If, however, you want someone to proof-read an essay at midnight you might want to put yourself in their shoes before you ask. RAs are students too and lead very full and busy lives so remember to give them some space.

### Duty RA

Each evening from 5.00pm to 8.30am the following morning, plus all day and evening on weekends (including public holidays), two RAs will be rostered for duty. During this time the Duty RAs are responsible for outside office hour's administrative operations, responding to student behaviour that is inappropriate or in breach of the resident code of conduct, in particular behaviour which has potential to endanger the safety of the community or result in damage to University or personal property. In such circumstances they act with the authority of the Principal. You are expected to follow their requests or directions accordingly.

Challenging the authority of, or a reasonable direction from, an RA in the performance of their duty is unacceptable and will result in disciplinary action being taken against you, mostly likely leading to exclusion. Such actions (e.g. offensive language) directed at an RA may constitute harassment.

### Contact Telephone Numbers

Residential Advisors on duty (from 5pm) Zone 1 (A, B, K, L and M Houses)	Ext 9502 0419 965 982
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Residential Advisors on duty (from 5pm) Zone 2 (C, D, E and J Houses)	Ext 9510 0410 427 845
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We request that after 10.30pm you only telephone for lockouts, emergencies or student conduct related matters.

# EMERGENCY AND EVACUATION PROCEDURE

## In the case of an emergency contact:

- Fire/police/ambulance: Dial 000 (Dial 0 first for internal phones)
- The closest hospital to UniHall is Sir Charles Gairdner Hospital
- UWA Security: Dial 45 2222 from any internal phone or 6488 2222
- Duty Residential Advisor (RA) Zone 1 (A, B, K, L, M Houses): ext 9502 or 0419 965 982
- Duty Residential Advisor (RA) Zone 2 (C, D, E, J Houses): ext 9510 or 0410 427 845

## Over the phone provide:

- full name
- exact location of the emergency on campus (e.g. building location, room number or common space)
- type of emergency (e.g. medical, violence, fire)
- if there are people injured, how many are injured and nature of injury
- UniHall address: 130 Winthrop Ave, Crawley

## Medical Assistance

If a resident is injured or ill at the Hall, they should seek assistance from an RA or the ResLife Office. First Aid kits are available at the ResLife Office during business hours and on each floor with the RA. Please be aware staff members are not authorised to dispense any medications, including painkillers.

If a doctor or ambulance is called to assist a resident at the Hall, the resident will be responsible for all associated medical, ambulance and hospital expenses. It is recommended that residents have health insurance cover which includes ambulance transport.

In a case where there is grave concern for the health of a resident, the Principal or delegated representative reserves the right to contact the emergency contact person nominated by the resident and/or emergency services. It is University Hall's policy that RAs must arrange ambulance transportation for any resident who is unconscious (from whatever cause), who is experiencing breathing difficulties, chest pains, significant bleeding, vomiting or any other critical medical incident.

Healthdirect Australia provides free health services on behalf of the government and offers 24-hour telephone access to medical advice on 1800 022 222.

Please refer to important contacts (pages 22 and 23) for other support services and information.

## Evacuations

This procedure operates in conjunction with UWA procedures relating to fire, medical, dangerous person/s, gas leak and chemical hazard emergencies ([www.safety.uwa.edu.au/incidents-injuries-emergency/procedures](http://www.safety.uwa.edu.au/incidents-injuries-emergency/procedures)).

Clearly defined evacuation points and procedures are displayed on notices in each building. Whilst the evacuation procedures are the same, the evacuation points have different locations for each building.

All residents must familiarise themselves with the following evacuation procedures:

- for fire, activate a break glass alarm in your room (if alarms do not self-activate)
- on the alarm tone leave the building by the nearest available emergency exit without delay
- DO NOT USE THE LIFTS. Use the emergency exit doors and stairs
- evacuation maps are posted in all rooms
- be aware of your nearest exit
- WALK. DO NOT RUN
- follow any instructions given by the Fire Wardens or other emergency personnel
- assemble at the primary evacuation point. Wait at the evacuation point for further instructions
- do not leave the area without informing emergency personnel
- DO NOT RE-ENTER THE BUILDING UNTIL EMERGENCY PERSONNEL INDICATE IT IS SAFE TO DO SO.

## Special Precautions

- use the back of your hand to check the temperature of the door and door handle
- if the door handle is hot, DO NOT OPEN the door. Remain in the room and attract attention at the window
- if you are caught in smoke get down as close to the floor as possible

Failure to participate in an emergency evacuation whether it's a real alarm, a false alarm or a drill is considered a breach of the Resident Code of Conduct.

## ACADEMIC STANDING

Academic achievement is a priority for UniHall. All students must maintain a satisfactory standard in their academic studies. Failing two or more units in one calendar year will be deemed unsatisfactory progress for the purpose of remaining in residence.

Residents who have failed two or more units in the previous semester will be asked to meet with their RLC and may be placed on an Academic Probation Agreement. This puts in place agreed processes to support their success.

## ADMISSIONS POLICY

### Lease

Residents are allocated a room at UniHall once their lease is signed. This room is fixed for the period of their Tenancy Agreement. As per the conditions of the Tenancy Agreement, no more than one person is permitted to live in the room at any one time.

Residents are not permitted to sublet their room, allow unauthorised guests to occupy their room or to lend their campus card to others while they are away.

### Course Enrolment

Residents must communicate with their RLC if considering a change to their course load or enrolment. Such changes may impact on scholarships, financial assistance and residency status and must be discussed before any action is taken by the resident.

If a resident does not communicate on matters which affect academic achievement, academic standing or full-time enrolment, their continued enrolment at UniHall may be compromised.

### Break Lease for Mid-Year Graduating Students/Outgoing Exchange Students

Mid-Year Graduating students and residents going on study abroad and student exchange programs are entitled to break their fixed term Tenancy Agreement without penalty on the condition that written confirmation of the student's 2017 graduation or the exchange agreement is supplied to UniHall no later than Monday 5 June 2017.

### Break Lease prior to the end of the tenancy agreement

Termination of the fixed term Tenancy Agreement by the tenant prior to the end of the contract period will require the tenant to continue to pay rent (and any associated costs) until a replacement tenant is found, or for up to six weeks from the date of departure (whichever is the lesser). Residents who wish to break their tenancy agreement are not authorised to advertise for a new tenant to fill their room.

All break lease requests should be discussed with the resident's RLC in the first instance. The RLC will enquire as to why the resident is requesting to break lease and will assist them to complete a Lease Termination Form. Residents should allow at

least five business days for their request to be processed after completion of the Lease Termination Form.

### Re-admission to UniHall

Residents will be eligible for consideration to return to UniHall in subsequent years provided they:

- have maintained satisfactory community standing and involvement
- have no outstanding debt at UniHall or UWA
- have a satisfactory tenancy history within the Hall
- have not failed more than two units in one calendar year

Social Probation and Academic Probation Agreements may impact on a resident's re-application.

Returning residents must abide by the UniHall admissions process which includes returning their lease by the specified due date. Failure to return a lease on time will potentially result in a resident not being able to reside at UniHall in the following year.

## ALCOHOL

The health and wellbeing of UniHall residents is our priority. Alcohol affects people in different ways and there are associated risks to a person's state of health. These include damage to an individual's health, family and peer relationships, academic performance and social and mental wellbeing.

UniHall residents have many different backgrounds and ways of life, therefore alcohol consumption must be considered from a community perspective, rather than an individual context. The Hall sponsors some events which serve alcohol. At all events where alcohol is served, non-alcoholic beverages are also available. All UniHall Orientation Week (O-Week) events are exclusive of alcohol.

As UWA's Hall of Residence, UniHall follows Federal and State laws pertaining to the use of legal and illegal substances.

### Legislation

Alcohol may not be consumed by anyone under 18 years of age at UniHall. In Western Australia (WA), it is an offence to supply alcohol to a person under 18 years of age in a private setting without parental or guardian permission.

This offence carries a maximum penalty of \$10,000. For further information regarding alcohol laws in WA, please refer to [www.alcoholthinkagain.com.au](http://www.alcoholthinkagain.com.au)

### Alcohol Consumption Guidelines

A responsible and respectful approach towards the consumption of alcohol within the Hall community is essential. The decision to not consume alcohol is a valid personal choice. Residents over the age of 18 years may consume alcohol in moderation in their room provided the rights of other residents to quiet enjoyment of their room are not compromised. In marked common spaces, a moderate amount of alcohol may be consumed between 5.00pm and 9.00pm.

## Resident Responsibility

All Hall residents must accept responsibility for their actions and words. Excessive consumption of alcohol is not an excuse for anti-social behaviour or failure to follow Hall expectations. The following behaviours around the use of alcohol are not acceptable within the community and will be cause for a disciplinary response:

- under-age drinking
- excessive intoxication
- anti-social acts (inappropriate acts or comments, aggression, verbal or physical intimidation, vomiting and loud noise) which result from intoxication
- drinking games and/or the sculling of alcohol
- pressuring other residents to drink alcohol
- supplying alcohol to underage residents
- misuse of wristbands/alcohol during events
- having open alcohol containers in public spaces (you may walk from building to building with closed containers)
- using or possessing any apparatus designed to drink alcohol in excessive quantities or to speed up the intake of alcohol. UniHall staff members have the authority to confiscate any such apparatus.

Residents will be charged for any damage or cleaning costs associated with intoxication and a disciplinary response will occur.

## University Hall Responsibility

Excessive use of alcohol or anti-social behaviours arising from alcohol consumption may result in a referral to UWA Counselling and/or Medical Services. If significant health issues surrounding alcohol or other substances are identified, residents will be supported within the capacity of UniHall and external agencies will be involved.

Under the Hall's Duty of Care an ambulance will be called to attend to any resident who is intoxicated and/or unconscious on Hall premises. Ambulance costs are the responsibility of the person in need of medical attention.

## Alcohol Use in Common Spaces

Alcohol consumption is permitted in certain common spaces between 5.00pm and 9.00pm. These areas are clearly posted.

Events involving alcohol may not be held in UniHall common areas without approval via an Internal Booking Request.

Residents should note that:

- the rights of other residents must be respected at all times
- all socialising involving alcohol must conform with visitor and noise policies
- residents must respect the hours during which alcohol can be consumed
- alcohol use must be moderate
- visitors must not outnumber Hall residents
- residents will be held financially accountable for damage or cleaning of misused spaces

- the area in use must be left clean and tidy and any issues around the improper use of these areas may entail an immediate change of policy regarding how they can be used.

## Alcohol Use in Rooms

Alcohol may be consumed in moderate amounts inside a resident's room subject to the guidelines listed above.

## BALCONIES

Balconies are quiet spaces intended for the use of the resident and a maximum of three guests. Anti-social behaviour on balconies is a breach of the Resident Code of Conduct and will incur a disciplinary response.

Washing, barbecues, bikes and furniture (other items not provided by the Hall) are not permitted on balconies. Balconies may not be used as storage spaces or for smoking, use of candles or incense.

## BASKETBALL COURTS AND GAMES ROOM

Residents are expected to observe common sense and safety precautions around the use of any sporting equipment and venues. The basketball courts, Games Room and equipment are reserved for the use of UniHall residents. Visitors and guests are permitted to use these facilities and equipment providing they are with a resident or Hall staff member at all times.

The half-courts behind B and E Houses are only to be used until 8.00pm at which time play must stop to allow neighbouring residents quiet enjoyment of their rooms. During exam periods (including study week) basketball courts are only open for use between 12.00pm – 7.00pm.

Pool tables, table tennis and other games equipment are under the care of ResClub. Residents are asked to cooperate in maintaining the security and condition of the equipment and to report any damage or misuse of equipment to the President of the ResClub or as a maintenance job in the portal.

## BICYCLES AND SPORTS EQUIPMENT

Bikes must be stored in the bike areas provided or in the underground car park areas. Bikes are not permitted in rooms or on balconies. Bikes stored inappropriately will have their locks removed and penalties may apply.

Large personal items including surfboards and bikes must be kept clear of common areas and exits and are not permitted to be stored in residents' rooms as this creates a fire hazard.

All bikes must display a valid bike permit available at the ResLife Office. There is no charge for a bike permit.

It is advisable to use a secure "D" Lock to reduce chance of theft. Theft, damage or loss of bikes is not covered by the Hall.

Insurance coverage is an individual's responsibility and it is highly recommended that residents purchase personal/contents insurance for bikes and other personal belongings.

## CANDLES, INCENSE AND SPARKLERS

Naked flames of any kind including candles, incense, oil burners and sparklers are not permitted in any area of the Hall. Residents found to have breached this rule will be subject to disciplinary action. In cases where a fire is caused by this prohibited behaviour or an alarm is activated, the resident responsible will be liable for the cost of the fire brigade's attendance fees.

## CLEANING

UniHall employs housekeeping staff to clean the common areas of the residences and students' rooms.

Common spaces such as kitchens, toilets and lounges are cleaned on a daily basis Monday to Friday.

Fridges and toilets in studio rooms and one bedroom apartments are the responsibility of the resident and must be kept clean during the lease period. Fridges must be cleaned and emptied at the end of the lease period.

Residents in studio rooms and one bedroom apartments will be notified of the monthly room clean schedule in advance. Residents who do not wish their rooms to be cleaned will have their rooms checked by the Housekeeping Supervisor to ensure the resident is maintaining it in a clean and tidy condition. Unsatisfactory rooms will be reported to the ResLife Office.

Students in standard and standard premium rooms have their room cleaned on a weekly basis. The schedule is published at the beginning of each semester on each House floor.

Throughout the period of occupancy the resident will be responsible for maintaining their room at a standard of cleanliness and tidiness acceptable as per UniHall standards. For this purpose the necessary cleaning equipment is available at the ResLife Office.

If you stain or damage the carpet or furniture and would like some cleaning assistance please make a request, in the same way you would request maintenance assistance, via [portal.residences.uwa.edu.au/StarRezPortal](http://portal.residences.uwa.edu.au/StarRezPortal). Our cleaning staff are well-practiced in removing stains and spills and can often access stronger cleaning products than those you can purchase yourself. We would much rather you ask for assistance than leave the stain or spill to worsen over the course of the year or semester.

Residents are expected to:

- wipe up spillages in their room and common spaces
- keep fridge/freezers tidy and throw away unwanted food
- keep the oven, the grill pan and microwave free of cooking debris
- keep surfaces clear (e.g. worktops and window sills)
- wash up and put away crockery and cutlery

- avoid leaving personal belongings in kitchens, corridors or bathrooms
- not hang wet/damp towels on vanity/kitchen doors because they will warp
- remove rubbish and recycling materials in common kitchens, corridors or bathrooms
- clean their wash basin or en-suite facility on a regular basis (e.g. removal of hair from the drain)
- keep their room in a clean and tidy condition
- not store perishable or dry foods in bedrooms or on windowsills
- not throw food out of kitchen and/or bedroom windows.

An inventory will be conducted in rooms and common spaces at the beginning of occupancy. Any damage or missing items should be reported via the portal. Any additional damaged or missing items found at the end of occupancy will be charged to the resident.

## COMMON AND RECREATIONAL SPACES

Residents are expected to demonstrate respect and care in the use of any shared facilities. Most facilities are available for 24 hour use with a resident's campus card. A small number of common spaces are reserved for the exclusive use of residents and/or external guests within that building.

It is important for residents to consider their behaviours in community areas and ensure they don't infringe on other residents' rights to comfortable use of spaces.

Common spaces are also used by external guests and visitors at different times for different purposes throughout the year. Appropriate signage is provided so residents are aware of the event taking place.

Alcohol consumption is permitted in certain common areas during clearly posted hours.

Residents are expected to leave the spaces clean and tidy.

Visitors and guests must be accompanied by a UniHall resident at all times.

Any malicious damage will result in those responsible being held financially accountable for damage or cleaning. Other disciplinary action may be taken.

## CONDENSATION MANAGEMENT

Condensation can become a problem in rooms at UniHall, and may lead to the build-up of mould. It is the responsibility of each resident to ensure condensation and mould does not become a problem in their room.

To keep humidity levels down in the room (e.g. reduce moisture), keep the room as dry, warm and ventilated as possible. See below for tips on how to do so:

- keep bathroom door shut and fan running while showering
- keep bathroom door shut and fan running for 30 minutes after showering, where possible
- dry shower, including floor, with a microfiber cloth after use
- use the extractor fan when cooking (above hotplates)
- keep extractor running for 10 minutes after you have finished cooking
- put lids on saucepans while cooking
- don't allow kettle to boil for longer than required
- open the window if you see mist or fog on it
- sleep with window ajar or the heater on
- if drying clothes indoors, open the window and place them close to the window.

## COOKING

Due to health and safety issues residents living in standard and standard premium rooms cannot use toasters, kettle, rice cookers, microwave ovens and other cooking appliances in their room. UniHall reserves the right to confiscate any unauthorised equipment.

Residents of self-contained studio rooms and one bedroom apartments may cook in their rooms using the provided appliances. It is recommended toasters, kettles and other smaller electrical cooking items are checked and tagged for electrical safety by a licensed electrician prior to use at the Hall. New items purchased within Australia will be certified for use at the Hall and will not require testing.

### Cooking Safely

Operate appliances as per instructions provided:

- never leave cooking equipment on or unattended (including kettles, toasters)
- do not allow a build-up of grease on cookers or grill pans. Residents are responsible for keeping all equipment clean
- do not close oven doors whilst grilling or before the grill has adequately cooled down
- personal BBQs and the storage of flammable materials/liquids are prohibited.

## COOLING AND HEATING

Studio rooms and one bedroom apartments are fitted with reverse cycle air conditioners. The air conditioner will not operate if the windows or doors are left open. Please ensure the isolation switch on the wall under the air conditioner is switched on. A user guide is provided in each room.

Residents must not under any circumstances tamper with or remove covers from control boxes.

Residents may only use the heaters and fans provided by the Hall. Any heating appliance not approved by the Hall will be removed, invalidate any insurance claim against loss through fire and a resident breach will occur. If you require a fan, please submit a maintenance request via the Portal.

## DAMAGE AND VANDALISM

Property damage and vandalism must be reported to the ResLife Office during business hours or to the Duty RA or UWA Security after hours.

The resident responsible for the damage is liable for the costs of repairs including replacement parts. Residents are liable for damage caused by any of their visitors and/or guests.

Where damage to any common area, (including the shared kitchen, bathroom, lounge room, hallways, walls, windows) cannot be attributed to an individual(s), all occupants of the building or floor may be charged a portion that is considered fair and reasonable according to UniHall.

## DANGEROUS GOODS

Residents cannot bring explosive or combustible materials, firearms (including replica firearms), spear guns or other weapons into the Hall. Residents found to be in possession of these prohibited items on campus will be in breach of their Licence Agreement/Residential Tenancy Agreement and the matter will be referred to the Principal, who will take appropriate disciplinary action.

## DEALING WITH SITUATIONS PROACTIVELY

A resident may occasionally offend others. This can be deliberate or unintentional and can range from excessive noise to more extreme cases of anti-social behaviour.

It is important to understand that what one person finds amusing, another may find disrespectful. Hazing, bullying, discriminatory remarks, violence, swearing, sharing of inappropriate material and stealing food from fridges are examples of behaviours which cause harm and annoyance in a residential community.

Residents must be accountable for their behaviours and challenge others who act inappropriately.

If residents are disturbed by the actions or behaviour of others in the Hall, an appropriate first response might be to approach them and discuss the matter; often this solves the problem. If a resident feels unsure or uncomfortable about approaching the person directly, ask an RA to assist in handling the issue. If the disturbance or discomfort continues in spite of reasonable requests, discuss the matter with an RA who will raise the matter with the relevant RLC for further action.

If involved in a situation where damage occurs to Hall property or property belonging to another resident, residents are expected to report the damage to an RA or other staff member. Trying to hide the damage or avoid responsibility is not acceptable and will result in a disciplinary response.

## DECORATION AND ALTERATION

Residents are not permitted to make alterations to their room or to any part of it. Please do not inscribe on, affix to the room, or allow to be placed on any part of the room any boarding, writing, signs or other similar matter that will or may likely cause damage to the room. Do not affix anything to any part of the residence, with the exception of posters which may be placed on walls in common areas and rooms with removable adhesive. Any damages due to decoration/alteration will be charged to the responsible resident.

Under no circumstances is anything to be stuck on the ceilings, or on or near smoke detectors, as this is an occupational health and safety violation.

## (SIR GEORGE CURRIE) DINING HALL

The Sir George Currie Dining Hall is a space where residents eat, connect and make the most of community life. It is home to a diverse resident body and is a place where all residents, visitors and staff should feel comfortable and welcome.

Outside of the meal times stated below, residents are welcome to use the Dining Hall as a community and study space simply by using your student card to swipe in via the sliding doors. You may be asked to vacate periodically, eg if the floors are being cleaned.

Students with meal packages should utilise their campus or key card to redeem their meal by swiping upon entry to the Dining Hall. Students may only swipe once per meal period. Upgrade meal options can be purchased. Failure to follow correct entry procedures to the Dining Hall is a serious breach of the Resident Code of Conduct.

Residents should discuss any special dietary requirements with their RLC.

### Meal Times

The Dining Hall is open for meals during the following hours although these times may vary during study breaks:

#### Breakfast

Monday to Friday, 7.00am to 10.00am

Saturday to Sunday, 8.00am to 10.00am

#### Lunch

Monday to Friday, 11.30pm to 2.00pm

Saturday 12.00pm to 2.00pm

Sunday 11.00am to 2.00pm (brunch service)

### Dinner

Monday to Sunday, 5.00pm to 7.00pm

### Dining Hall Etiquette

The following guidelines are in place to ensure the Dining Hall serves its intended function:

- Please treat all Dining Hall staff with respect and courtesy
- Please scan your UWA student card upon entry during meal times. If you wish to purchase a guest meal please visit the Cashier's desk near the entrance. If unattended please wait patiently for the staff member to return.
- No alcohol in this space (except during approved UniHall functions)
- Anyone who enters the Dining Hall in an intoxicated state will be asked to leave
- Residents should be dressed in a way which is not offensive to other residents and/or staff (e.g. shirts must be worn and no pyjamas or swimwear)
- Residents are asked to not come directly from the gym or sporting activities due to hygiene standards.
- Footwear is required at all times
- Residents are asked to clear their plates, cutlery and glasses from the table and return them to the appropriate area
- Food fights are unacceptable and will attract a disciplinary response
- Crockery, cutlery or food may not be removed without permission from staff
- Please do not BYO food into the Dining Hall during meal times.
- All visitors and guests must purchase a meal at the Dining Hall entry point
- Access to the kitchen preparation areas is not permitted.
- Please do not move the tables and chairs.

### Meal Plan Upgrade Options

Residents can choose to upgrade their meal plans. These prices are over and above the standard rent and are calculated as a single transaction amount for the semester or remaining weeks of the semester. This must be paid upfront in full.

## ELECTRICAL EQUIPMENT

Personal electrical items brought into residences should be tagged and tested by a licensed electrician to meet the Western Australian Electrical Requirements prior to entry. New items purchased within Australia will be certified for use at the Hall and will not require testing.

Residents who require additional power points in their room must purchase a power board with a surge protector provided by UniHall. These are available from the ResLife Office for \$20. Residents using their own electrical adaptor must purchase the adaptor in Australia and ensure it is certified for use in Australia.

Any electrical equipment/minor appliances supplied by UniHall are tagged and tested and any item that is faulty or damaged must be reported to the ResLife Office immediately. Faulty items will be replaced or repaired as soon as possible.

Any equipment belonging to residents that are the cause of problems with electrical circuits may be confiscated. Please note,

electrical circuits in A,B,C and D houses have limited capacity. In bedrooms of those houses electric blankets, hair straightening irons, hair dryers, rice cookers, toasters, kettles and non-UniHall heaters are not permitted.

Faults with larger goods (washing machines, fridges) should be reported as a maintenance request on the portal.

## END OF YEAR DEPARTURE

The date and time that residents must vacate the Hall is specified in the Licence Agreement schedule and Residential Tenancy Agreement. Residents must ensure they have returned their nominal access keys and vacate the room and UniHall by this date and time.

A late departure fine of up to \$50 per hour may be applied to those residents who do not cooperate with this requirement. An end of year departure information sheet and checkout checklist will be provided to residents prior to vacating.

## EQUIPMENT LOANS

A selection of equipment (vacuum cleaners, irons) is available for loan at the ResLife Office.

## FINANCIAL OBLIGATIONS

Regardless of who is actually paying your rent it is your responsibility as our client to ensure it is paid in accordance with the Payment Schedule or as arranged with the Finance Officer.

It is expected, as part of the Tenancy Agreement Terms, that rent does not become overdue at any time. No change to a resident's particular arrangements can be made without prior agreement with relevant UniHall management.

### Payment Methods

Two options are available for rent payment; up front in full or weekly by direct debit.

To make an upfront payment log in to the UniHall Portal to pay by debit/credit card.

If you would prefer to arrange a direct debit from your bank account, complete the *Direct Debit Request* form that was sent to you with your Offer of Residency. Alternatively you can request a form by sending an email to [accounts@unihall.uwa.edu.au](mailto:accounts@unihall.uwa.edu.au). A \$2.50 Dishonour Fee will be added to your account if your payment is dishonoured by your bank. Settlement of this fee will need to be made separately at UniHall J House Reception or by the University Hall portal. You will also be required to make the outstanding payment within seven (7) days by other means.

### Alternate Payment Schedule

If you are having financial difficulties we would ask that you make an appointment to see your RLC to discuss your situation and to assess the possibility of setting up an Alternate Payment Schedule. We will do our best to assist you and work around your financial circumstances but the earlier you contact us the better.

## Outstanding Fees

You should be aware that a debt to UniHall is a debt to UWA. For non-payment of rent, residents will be issued with a breach or a termination notice under the Residential Tenancy Act. Where your rent remains unpaid for more than three weeks, an "Encumbrance" may be imposed. Such a sanction would normally preclude a student from accessing results, re-enrolling at UWA, being awarded your degree or obtaining an official Academic Transcript. More information can be found at: [ipoint.uwa.edu.au/app/answers/detail/a\\_id/27/related/1](http://ipoint.uwa.edu.au/app/answers/detail/a_id/27/related/1)

## FIRE SAFETY AND PREVENTION

Fires can happen quickly and the repercussions in a residential community can be devastating. It is mandatory for each resident to participate in fire and evacuation drills. Failure to follow fire drill procedures and/or fire warden instructions is a breach of the Resident Code of Conduct and UWA Emergency Procedures. Residents and guests must familiarise themselves with the fire safety notice in each room and adhere to the following rules:

- DO NOT leave pots and appliances unattended during use
- highly inflammable materials must not be brought into the Hall
- smoking is not permitted outside of the designated smoking area at the Hall
- fire exit doors are for emergency use only and must remain closed at all times
- DO NOT tamper with fire equipment and door closers fixed to all emergency doors
- fire doors must not be propped open.

If a fire alarm causes a building evacuation and Department of Fire and Emergency Services (DFES) attendance, the DFES officers at the scene will determine the cause of the alarm. If this is shown to have been caused by resident negligence, a \$750 fee will be charged. This fee is passed on to the resident responsible.

Any resident found breaking fire prevention rules will face immediate disciplinary action and financial penalty.

Fire extinguishers and blankets are provided for residents' safety and must only be used in the event of a fire. If an extinguisher or blanket is used, residents should report this via the Maintenance Portal immediately.

### Fire Alarms and Detectors

All rooms are fitted with alarms and detectors for resident safety. Residents must use the exhaust fan while cooking and keep the room adequately ventilated.

If the alarm beeps and/or is illuminated, residents should log a maintenance job through the Portal.

It is prohibited to interfere with detectors and alarms in any way as this will result in a disciplinary response.

### Fire Alarm Delay Button (J, K and L Houses only)

If the smoke alarm sounds in a room, residents should immediately press the fire alarm delay button (for six seconds)

located next to the front door. In case of an accidental alarm, pushing the button will delay the warning sent to the panel by 90 seconds. This provides an opportunity for residents to clear smoke in the room by opening the window and fanning the smoke. Do not open the door to the corridor as the full building alarm may be triggered.

## GLASS

The accumulation or collection of glass bottles in rooms is an occupational health and safety hazard. Care needs to be taken to ensure that residents and staff alike are not injured by broken glass.

Residents are expected to appropriately dispose of glass and rubbish in allocated UniHall recycling areas. Please be advised to carefully dispose of broken glass and do not put broken glass directly into bins.

## INFECTIOUS WASTE DISPOSAL

Independent living means residents are responsible for cleaning up after themselves. Residents should not attempt to clean spillage or come in contact with infectious waste that is not their own. Please report any potentially infectious materials through the ResLife Office or UniHall Portal.

## INSURANCE AND PERSONAL BELONGINGS

UniHall provides maintenance and security of UWA and Hall property and facilities; however the University does not accept any liability or responsibility for loss or damage to your possessions. You are encouraged to consider purchasing insurance for your personal belongings, particularly if you have a number of high value items.

## INTERNET AND WI-FI

Wi-Fi is free of charge and accessible in most common spaces and rooms. Users of the UWA Network must comply with all policies and guidelines with respect to use of information technology facilities.

To connect to the internet, connect the Ethernet cable into the data point located in the room. The onus is on the individual resident to connect their own computer to the port and to provide any hardware (including cables).

Wireless access points are available in the main common areas. The UWA network is called Unifi and students will require a UWA PHEME account to log in. Information regarding how to connect can be found at: [unihall.uwa.edu.au/new-unihallers/facilities](http://unihall.uwa.edu.au/new-unihallers/facilities)

## HARASSMENT

UniHall is committed to providing a living, working and learning environment free from harassment, bullying and discrimination. Harassment of any kind is unacceptable at UniHall. There are avenues to pursue grievances and any occurrence of harassment, bullying or discrimination will be dealt with severely.

Harassment may occur among students, residents, staff or members of the public. Incidents of harassment can undermine morale and adversely affect an individual achieving their full potential.

Harassment may occur through the words or actions of an individual or a group and may involve a single incident or repeated incidents. Harassment includes verbal or written threats, insults, taunts or abuse of a person with regard to their gender, race, age, religion, political beliefs, sexual preference, psychological state, physical impairment or other. Bullying and harassment may occur in person, on the phone, via text message, email, voicemail and on social networking sites.

It is important for all residents to understand that harassment is defined by the impact on the victim and not by the intent of the perpetrator.

Residents must be aware of their responsibilities in maintaining appropriate tone and language when communicating with other residents, UniHall staff, UWA staff and the wider community.

Comprehensive information about what constitutes harassment or bullying can be found at: [www.hr.uwa.edu.au/equity/inclusive-campus-culture/harassment](http://www.hr.uwa.edu.au/equity/inclusive-campus-culture/harassment)

### Legislation

The Western Australia Equal Opportunity Act of 1984 makes it unlawful to discriminate against or harass a person in certain areas of public life and provides the Commissioner for Equal Opportunity to resolve complaints through conciliation. Sexual harassment in particular conflicts with the University's Equity Opportunity Policy and the Commonwealth Sex Discrimination Act (1984).

### What we can do to prevent harassment

If you aren't sure about anything that could or has given offence to another resident you can:

- be sensitive to any sign of discomfort from the other person
- apologise, if you notice the discomfort
- stop it; or
- talk it over with your RA or your RLC

If you feel that you are the subject of harassment or, just as importantly, observe these you should:

- tell the person concerned that you object to the comments or behaviour and ask them to stop
- discuss what occurred with your RA or RLC or
- contact the UWA Complaints Resolution Unit ([www.web.uwa.edu.au/university/complaints](http://www.web.uwa.edu.au/university/complaints))

### Disciplinary Action

Any resident involved in bullying, harassment or discriminating behaviour against another resident, a group of residents or staff member will be subject to a disciplinary response. Harassment is grounds for expulsion from UniHall.

## Sexual Harassment and Sexual Misconduct

Every person, regardless of age, gender, cultural background or religion has the right to decide where, when and with whom sexual encounters take place. An individual also has the right to change their mind about wanting to have sex, both before and during sexual activity. In WA, the legal age for males and females to consent to sexual activity is 16 years old.

Residents need to be aware there are forms of sexual conduct which, although deemed harmless by some, are considered offensive by others. Any incident of sexual harassment is determined by how the alleged offensive conduct is perceived by the victim.

All residents must be aware of the potential for their behaviour to be considered offensive, even threatening, to other residents and to be aware of the possible consequences of their actions and words.

If residents experience any form of sexual misconduct or harassment while at UniHall, they are encouraged to report it to an RA or to any UniHall staff member.

Advice can be sought informally by accessing the UWA Sexual Harassment Policy and State discrimination guidelines [hr.uwa.edu.au/equity/inclusive-campus-culture/harassment](http://hr.uwa.edu.au/equity/inclusive-campus-culture/harassment) and at [hr.uwa.edu.au/equity](http://hr.uwa.edu.au/equity)

The following information clearly defines forms of sexual misconduct and legal consent.

### Consent

Consent is when a person freely agrees to sexual activities. Consent must be freely and voluntarily given and not obtained by force, threat, intimidation, deception or fraud. Being intoxicated or under the influence of drugs can affect a person's ability to give consent.

### Sexual Harassment

Sexual Harassment is one form of sexual misconduct.

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour which creates a sexual hostile work, study or living environment. Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect.

Sexual harassment covers a range of behaviours and includes, but is not limited to:

- unwelcome verbal communication of a sexual nature, either deliberate or unintentional
- unwanted and deliberate physical contact ranging from patting or pinching through to more aggressive or hostile behaviours
- graphic displays such as posters, cartoons, noticeboard messages or screen savers which are offensive or degrading

- implicit or explicit demands for sexual activity and
- offensive gestures, words or actions of a sexual nature.

Some of the above behaviours are prohibited under criminal law.

### What we can do to prevent sexual harassment

If you aren't sure about anything that could or has given offence to another resident you can:

- be sensitive to any sign of discomfort from the other person
- apologise, if you notice the discomfort
- stop it or
- talk it over with your Residential Advisor or your Residential Life Coordinator.

If you feel that you are the subject of sexual harassment or, just as importantly, observe these you should:

- tell the person concerned that you object to the comments or behaviour and ask them to stop
- discuss what occurred with your Residential Advisor or Residential Life Coordinator or
- contact the UWA Complaints Resolution Unit [web.uwa.edu.au/university/complaints](http://web.uwa.edu.au/university/complaints)

### Sexual Assault

Sexual assault is a crime where a person uses their power and control to dominate another. It can be any sexual behaviour or act which is threatening, violent, forced, coercive or exploitative and to which a person has not given consent or was not able to give consent. Sexual assault can take many forms, ranging from sexual harassment (such as inappropriate jokes or sexual comments) to unwanted sexual touching and forced sexual penetration.

### Helpline

If a resident or someone they know believe they have been sexually assaulted recently or in the past, the Sexual Assault Resource Centre in WA has a free 24-hour helpline on 1800 199 888 or [www.kemh.health.wa.gov.au/services/sarc/](http://www.kemh.health.wa.gov.au/services/sarc/)

### Reporting or seeking assistance for victims of sexual assault

If you are the victim of a sexual assault you're encouraged to report the incident as soon as possible, to any or all of the following:

- discuss what occurred with your Residential Advisor or Residential Life Coordinator or
- contact the UWA Complaints Resolution Unit [www.web.uwa.edu.au/university/complaints](http://www.web.uwa.edu.au/university/complaints)
- contact the Sexual Assault Resource Centre
  - \* 24-hour emergency line: 1800 199 888 or [www.kemh.health.wa.gov.au/services/sarc/](http://www.kemh.health.wa.gov.au/services/sarc/)
- contact the Police
  - \* Phone: 000 (emergency) or 131 444 (non-emergency police assistance).

## HAZING

Hazing is defined by UWA as any mental or physical requirement or obligation placed upon any person or group of persons that could cause discomfort, pain, fright, disgrace, injury or is personally degrading or violates any Commonwealth, State or Local Government statute or any University policy. Hazing in any form is unacceptable at UniHall and any resident who is found, after appropriate due process, responsible is most likely to be excluded.

## ILLEGAL SUBSTANCES

Residents must not have in their possession or control in the Hall any substance or article of which possession is forbidden by the Law of the State of Western Australia or the Commonwealth of Australia.

UniHall does not condone the use of illegal drugs or the abuse of legal drugs and will not protect drug users or suppliers from the law. If the use or abuse of drugs is observed or trafficking is suspected, UniHall will refer to police or other appropriate agencies to resolve the problems identified.

Trafficking or participating in the trafficking of illegal drugs, will result in the resident(s) being expelled from the Hall and the police notified.

Use of any illegal drug by a UniHall resident will result in immediate dismissal.

Any student in possession of devices used to smoke or use illegal drugs will face disciplinary action which may include dismissal and/or the police being notified. Synthetic cannabis or similar substances will not be tolerated at the Hall.

Please note that improper use of prescription medicines or the sale or supply of such medications can also be illegal and will be dealt with in the manner mentioned above for illegal drug use.

Should a resident self-refer and seek assistance to overcome addiction to an illegal (or legal) substance, the Hall will give reasonable support within the law and will refer to professional external support services.

## HEALTH AND SAFETY HAZARDS

To achieve the necessary standards of Health and Safety a commitment is required from residents and staff to ensure they do not create hazards for themselves or others.

Items causing a hazard or obstruction will be removed without prior notice and a charge made for removal costs and storage. All employees and residents must keep passageways, stairways, exits and fire exits clear of obstruction and combustible materials at all times.

## HEALTH AND WELLBEING

In the independent living environment offered at the Hall, residents are expected to be self-managing of existing medical and mental health issues, including, taking their medications regularly.

Making the transition to university and independent living can cause stress at different times. Stress is part of all life changes but if a resident has symptoms of unhealthy stress (such as difficulty sleeping, feeling unusually angry and upset, stomach cramps, headaches or trouble concentrating) they are advised to seek advice from the ResLife Office or the UWA Medical Centre.

Please be aware UniHall staff members are not professionals in counselling or medical care but are able to refer residents to support services when necessary. UWA has a number of support services on campus available to residents (see pages 22 and 23 for contact details).

## LAUNDRIES

Laundry facilities (excluding washing powder) can be found in E, J, K, L and M Houses. Washing machines and dryers are token-operated. Tokens can be purchased from the ResLife Office or the automatic token machine in M House laundry. Non-residents are not permitted to use the laundries, so residents must ensure the laundry doors are locked at all times.

Residents are reminded to be considerate of others. If residents using the laundries cannot wait for their washing, they should regularly return to check (10-20mins) if the machine has completed its cycle.

UniHall takes no responsibility for clothing left unsupervised in the laundries. It is not advisable to leave clothes on the line or in the laundry overnight.

## LIFTS

Residents are requested to lodge a maintenance request through the portal if a lift is not working.

Lift doors are not to be tampered with or held open. This will cause the lift to go into fault and the lift will be out of order for a period of time until reset.

## LIVING INDEPENDENTLY

Living away from home means taking on new responsibilities. These include keeping rooms clean and tidy, making meals, doing laundry, managing a budget and sometimes working part-time as well as balancing studies with social, sporting and family obligations. Part of independent living and belonging to a community is to establish and maintain healthy personal hygiene habits. It is your responsibility to ensure you keep your bedroom/studio/apartment clean and that your personal hygiene is effective. Each resident is responsible for taking their rubbish to the garbage/recycling areas.

## LOCKOUTS

If you lock yourself out of your room there will always be someone who can assist you to get back into your room.

During office hours you should go to ResLife Reception and collect a spare room card. You are expected to return it before the office closes on that same day. There is no charge for this service. Cards not returned will be treated as lost.

Outside of office hours you should call the Duty RA.

The first three lockouts in a calendar year are free, however for the fourth and subsequent lockouts a charge will be added to your account as follows:

Lockouts 4 and 5 – \$15 each  
Lockouts 6 and 7 – \$25 each  
Lockouts 7 or more – \$50 each

## MAIL

Residents may collect their mail and parcels from the ResLife Office during business hours (8am – 5pm weekdays). Mail will only be sorted if it has a resident's name on it. Incorrectly addressed mail will be returned to sender.

Incoming mail should be addressed as follows:

Your First and Last Name  
Your Building and Room Number  
University Hall UWA, M426  
130 Winthrop Avenue  
CRAWLEY WA 6009 AUSTRALIA

Residents are advised to liaise with couriers and Australia Post for the safe delivery of valuable items as UniHall does not accept responsibility for damage to packages and mail. UniHall is unable to sign for food or alcohol deliveries.

UniHall does not forward/redirect mail or parcels over the summer break or upon departure from the Hall. It is the resident's responsibility to update their correspondence address with Australia Post.

## MAINTENANCE

### Routine maintenance

You should report any maintenance issues in your room when you first notice them so that we can attend to them as soon as possible. You are not permitted to make repairs or replace any University property nor are you permitted to contract external tradespersons or vendors to undertake such repairs on your behalf.

To log a maintenance request you should:

- go to <https://portal.residences.uwa.edu.au/StarRezPortal>
- login using your email and password (contact ResLife Office if you can't remember it)
- go to the Maintenance Tab along the top menu bar

- complete the maintenance request as instructed
- be as specific as you can about the item and also the issue you are experiencing. For example:
  - \* "tap not working" could be any number of hand basins or shower taps, while
  - \* "the back left hot plate on the stove appears to heat up but then, after 2 or 3 minutes, no longer works" is very helpful
- press the "Save and Continue" button.

By logging a maintenance request, be aware that you're giving tacit approval for the University's staff or contractors to enter your room (following appropriate protocols of course) to inspect the problem and to make necessary repairs or replacements. Any delay in gaining access or entry to your room could result in subsequent delays to completing the repair or maintenance work requested. The maintenance team will endeavour to but cannot guarantee work will be undertaken at a time requested by you as they may be required to attend to more urgent matters (see table below).

Using the information provided in your request, our maintenance staff will determine how urgent the issue is and will assign it a priority. This ranking system is designed to make sure that work is allocated fairly so that urgent matters are attended to as quickly as possible and other work is undertaken in a reasonable time frame.

Issue Type	Response time
Urgent (E.g. gas leak, burst water pipe)	< 4 hours
Medium	Up to 24 hours
Low	Up to 72 hours

\*NB: working hours for Maintenance staff are 7.30am-3.30pm, Monday to Friday.

Every effort will be made to rectify logged maintenance within the above timescales. However, if this is not possible a note may be left in the affected room to inform the resident when the issue will be resolved. If a maintenance fault cannot be rectified within a reasonable period of time alternative accommodation/ facilities will be offered where possible.

If you use equipment (drains, stoves, etc.) for purposes for which they were not specifically designed or intended, you will be held financially responsible for any damage resulting from such misuse. This includes disposing of sanitary pads, tampons, condoms and paper towels in the toilets.

### Urgent maintenance

Urgent maintenance issues, even those occurring during office hours, should be reported in person or via telephone at the ResLife Office or to the Duty RA. Examples of such issues would be:

- loss of power or water
- damage, breakages or other situations that have the potential to compromise personal or property safety

## Periodic/scheduled maintenance

Periodically, UniHall staff may require room and kitchen access throughout the year for pre-planned maintenance. Notice will be given for such work in accordance with the Residential Tenancy Agreement.

## NEIGHBOURING COLLEGES

UniHall enjoys excellent relationships with its four neighbouring colleges. Residents should be aware that colleges are private property and UniHall residents are only welcome on their premises if invited.

Any unauthorised presence and/or anti-social behaviour at another college is considered trespassing and a breach of the Resident Code of Conduct which may result in a disciplinary response.

If a resident invites a friend from another college to the Hall, the resident is responsible for their guest's behaviour and conduct. They should be accompanied at all times and leave the Hall premises by 11.00pm unless permission is granted for an overnight stay.

## NOISE

UniHall is committed to providing a student experience in which students grow personally and intellectually. Establishing an atmosphere supportive of academic success is the responsibility of all residents and staff.

Noise is a perennial issue in any community living environment and one of the greatest sources of discontent between residents. It is important you recognise your need to be considerate of others and respect their right to an environment that is conducive to academic endeavour. You should never operate on the assumption that if no complaint is being made about your behaviour then it must be acceptable. The onus is on the resident who is the source of the noise to ensure that it's within acceptable bounds.

An individual who imposes their lifestyle preferences on other residents is not making an acceptable community choice. Excessive noise which affects other residents' study and sleep will usually attract a response in accordance with the Resident Code of Conduct.

### What you can do

- Recognise it's not appropriate to impose your lifestyle preference on others.
- Be aware that others do not have the same schedule as you do. You may not have many academic commitments whilst others might be feeling under pressure. For example, Medical students have a range of exams in the middle of term (when most others students would not) but then do not have exams at the end of semester when the majority do. Education and Nursing students have intensive practicum weeks when they are in school or on wards all day (or night) and need to have some good sleep to refresh.

- Appreciate that not everyone has the same tolerance for noise. Some students find it difficult to study in total quiet and enjoy having plenty of activity around them. Others would find that to be a distraction and would not be able to concentrate.

### Quiet Hours

Quiet Hours operate from 10.00pm Sunday to Thursday and from 11.00pm Friday and Saturday, until 8.00am the following morning. This means that no voices or music should be heard outside your room or area where you are.

### Respectful Hours

One might describe the hours outside Quiet Hours as Respectful Hours. This means that all residents (and their visitors or guests) are required to be respectful of the rights of others and monitor their actions accordingly. For example, if a neighbour knocks on your door at 3.00pm in the afternoon and says they're trying to finish an assignment due in three hours and they cannot concentrate because the volume of the TV in your room is too high, then you are obliged to reduce the volume to a more appropriate level. In summary, no matter the time of day or night the noise from a room/area should not be of sufficient volume to disturb others and compromise their quiet enjoyment of their living environment.

### Pre-Exam and Examination Weeks

A total 24/7 noise ban will be put in place for the duration of Pre-Exam and Examination Weeks. During this time it is not acceptable to make any noise that has the potential to disturb others. No warnings are given during this period.

### Responding to a Noise Disturbance

If you're being disturbed by another resident, group of residents or their visitors or guests (particularly on your own floor) we strongly suggested you approach the resident/s concerned to let them know how their behaviour is impacting upon you. If this is not practical or preferable (for example, if the group is very large and approaching them would make you feel unsafe) you should contact the Duty RA to report what is occurring. During office hours you may visit or telephone the ResLife Office.

## NOTICEBOARDS

Residents must seek approval from the ResLife Office to post signs around UniHall. Material which has not been approved will be removed.

## PARKING AND TRAFFIC AWARENESS

Parking is not a guaranteed right of a resident's tenancy agreement. Residents who own a vehicle and do not have a UniHall parking permit need to make alternative arrangements. Due to the extremely limited parking on site, it is strongly encouraged that students do not bring vehicles with them to the Hall.

To be considered for a position on the waitlist, please contact the ResLife Office. Priority is on a first come, first served basis.

UniHall takes no responsibility for damage, loss or theft of vehicles parked in the Hall parking area. Residents are strongly advised to take out appropriate vehicle insurance cover as a precaution against theft and damage. UWA Security must be notified of any damage or theft of motor vehicles via the incident form (see important contacts page 22 and 23).

All vehicle users are to take EXTREME care in and around UniHall, paying particular attention to pedestrians and cyclists who may be nearby.

Parking over the summer may be available for existing carpark users upon application and payment of a summer parking fee. Users who are going away for any or all of the summer are requested to leave a spare key with ResLife Reception so that your car be moved should maintenance or an emergency situation pose a danger to your vehicle.

UniHall visitors may park in the specified visitor car bays from Monday to Friday, 9.00am – 5.00pm. To avoid a possible parking fine, visit J House Reception for a temporary parking permit.

Between 5.00pm and 8.00am on weekdays, and anytime on weekends, residents are able to park in any of the open parking bays, including those reserved for staff. If you utilise these parking bays please relocate your car prior to business hours so as to avoid a parking fine.

## PASSIVE PARTICIPATION

You are expected to comply with the provisions of all relevant laws, regulations and University rules, policies and procedures during your residency. You are also obliged to remove yourself from any situation where a breach of these laws, regulations, rules, policies or procedures is occurring. Furthermore, you should report immediately any behaviour which compromises the safety or security of people or property. For example, if you are sitting with a group of friends around a picnic table and one of the persons presents a marijuana cigarette from their pocket, lights it and commences to smoke it, you are obliged to remove yourself immediately from that situation rather than remain sitting at the picnic table passively participating in an activity which is a breach of the Residents Code of Conduct. Ideally, you should draw the activity to the attention of the ResLife Office or an RA.

## PETS

Residents are not permitted to have pets of any kind.

## PEST CONTROL

Pests such as rats, mice, ants, spiders and other insects can become a problem during different times of the year. Only a small fraction of the pests you see around the precinct are harmful so please don't become too paranoid. Unlike some parts of the world we do not have endemic pest issues.

All reasonable pest control measures are taken by UniHall to prevent against the presence of pests. Residents can minimise

the presence of pests by ensuring all food items are stored properly in the fridge and/or cupboards in air tight containers and any food scraps are disposed of immediately.

Please avoid leaving food or dirty dishes on the floor or benchtops, and always wipe benches and stoves after food preparation and cooking. Ensure all rubbish/recyclables are placed in the rubbish or recycling bins provided. Do not leave rubbish or recycling on the floor.

Residents will be responsible for the costs of extermination of any infestation attributable to the resident.

## POWER AND LIGHTING

Studios and one bedroom apartments have a smart reader power saving device installed. To operate the power, residents need to insert their campus card into the slot next to the front door. The smart reader will only operate via this card. The campus card must be removed upon exiting the room.

Please note, under desk power outlet and refrigerator will always operate regardless of the card insert. Residents are not to use these outlets for cooking or heating equipment (e.g. a resident must always be present during use of cooking and heating equipment).

## PRIZES AND AWARDS

At the end of each Academic Year, UniHall offers a range of prizes and awards to those residents who have made an outstanding contribution to the community:

### **Professor Cheryl Praeger Prize**

Awarded to the resident who has spent the majority of their academic life at UniHall and gained outstanding academic results.

### **Citizenship Awards**

Awarded in recognition of outstanding contributions to community life at UniHall.

### **Academic Prize Indigenous Student**

Awarded to the Indigenous student who has spent the majority of their academic life at UniHall and gained outstanding academic results.

### **University Hall Association Prize**

Awarded to the most outstanding resident.

### **Principal's Prize**

Awarded to the resident who, through voluntary work has given the most outstanding service at the Hall.

### **John and Kaye Fall Prize**

Awarded to the first year student who has made the most significant contribution to Hall life.

### **John Spillman Alumni Prize**

Awarded to the postgraduate student who has made the most outstanding contribution to Hall life.

### **Mary Hodgkin Prize**

Awarded to the resident who has contributed most to fostering cultural diversity within the Hall community.

### **Nick Rock Prize**

Awarded to the resident who has contributed most to the musical life of the Hall.

### **Sportswoman of the Year**

Awarded to the female who has demonstrated strong participation, sportsmanship and sporting skills in their intercollege and UWA sporting pursuits.

### **Sportsman of the Year**

Awarded to the male resident who has demonstrated strong participation, sportsmanship and sporting skills in their intercollege and UWA sporting pursuits.

## **PROGRAMS AND PORTFOLIOS**

UniHall offers a range of exceptional programs and activities for residents.

### **Academic Achievement Program**

Provides students with skill presentations, peer support and access to resources to assist them in achieving their academic potential. The Professional Series includes presentations by external businesses and industry providers to assist students in their future career planning and development.

### **Community Experience Program**

Provides residents with social and sporting activities to build connections, learn about health and wellness and to develop cultural understandings. It also provides opportunities to engage within the Hall and local communities through outreach programs.

### **Personal Enrichment Program**

Engages residents in activities to develop their understanding of 'self' and 'enhance', along with leadership and life skills to develop into well-rounded and self-aware adults.

### **Sports and Clubs**

Engages residents in a diverse range of sporting, social and healthy lifestyle activities.

## **PROSH**

PROSH is one of the largest charity events of its kind in Australia. PROSH is short for 'procession' and refers to a specific day in March/April when hundreds of UWA students, many dressed in costumes, sell copies of the satirical PROSH paper (written by UWA students) to raise money for charity. Residents are advised that consuming alcohol is not an appropriate accompaniment to the event, whether the evening before or the morning of PROSH. Residents must be aware they represent both UWA and UniHall.

## **PUBLIC TRANSPORT**

A bus stop is located directly adjacent UniHall with regular buses arriving for residents to travel to the city, beach, shopping and entertainment areas. Please refer to [uwa.edu.au/university/transport/public-transport](http://uwa.edu.au/university/transport/public-transport)

## **RESIDENTS' CLUB (RESCLUB) COMMITTEE**

The ResClub are a proactive student volunteer committee who are passionate about UniHall and encouraging residents to make the most of their student experience. These elected UniHalls work closely with ResLife to build a vibrant and supportive community at the Hall. Together they create an exciting social calendar filled with activities for residents to make new friends, have fun and feel at home. These activities cater for all residential needs and range from sporting and social events to community outreach programs and academic assistance.

## **ROOM INSPECTIONS**

Studio rooms and one bedroom apartments will be inspected by the Property Management Team once during each semester and at Lease-end. Room inspections cover cleanliness of rooms and maintenance issues. Residents will be notified by email prior to an inspection taking place.

## **SAFETY AND SECURITY**

UniHall is a friendly and supportive community where trust is developed quickly. However, residents are advised to take precautions, particularly after hours at UWA and in surrounding areas.

UWA Security conducts 24/7 patrols at the Hall. They also provide a free service to walk residents to the Hall from the UWA campus late at night. Residents should call Security immediately on 6488 2222 in the case of a serious incident.

UniHall residents should adhere to the following security guidelines:

- do not write their room number on their room card/campus card
- do not allow someone they don't recognise into any UniHall building
- if a resident is in doubt about someone's identity or right to be on Hall grounds, notify ResLife Reception during business hours or the Duty RA or UWA Security after hours
- guests must not be given access to UniHall buildings without the resident being present
- do not pass their room card/ campus card to another resident or a guest to provide access to their room, Dining Hall meals and any UniHall buildings
- if a resident is concerned by antisocial behaviour within the Hall, notify ResLife Reception or the Duty RA and UWA Security after hours
- residents must not tamper with any locks at UniHall
- all visitors must leave the UniHall grounds by 11.00pm.

## SMOKING

UWA is a smoke-free environment and smoking at UniHall is strictly prohibited. The Hall is committed to ensuring students, staff and visitors are not exposed to second-hand tobacco smoke.

UniHall does however make one space available to smokers for their use. The designated Smoking Area is located behind L House external parking area.

UniHall residents who smoke must comply with the principle that non-smokers should not be subjected to first or second hand smoke inhalation. It is unacceptable for fellow residents to be disturbed by cigarette smoke blowing into their rooms.

The Smoking Area must be kept clean. Smokers are expected to be courteous and dispose of their cigarette butts and packets properly in the bins provided and to keep the area clean and tidy. Alcohol is not permitted in this area.

Those using the Smoking Area must comply with the guidelines around noise and quiet hours. Smoking apparatus such as hookahs, water pipes, e-cigarettes, herbal and synthetic substitutes and similar are not allowed at UniHall. Failure to respect these conditions will result in the closure of the smoking area until it is clean.

It can be challenging to stop smoking. If you would like help to quit, the Australian Government has an excellent website at [quitnow.gov.au](http://quitnow.gov.au) and there is a free Quitline at 13 7848.

## SOCIAL EVENTS AND SOCIALISING

UniHall hosts a number of social events which are carefully planned to offer the community enjoyable opportunities to connect and interact. These events are for residents only unless otherwise indicated.

UniHall is not an appropriate venue for large private social gatherings. Residents must exercise good judgement, depending on the activity taking place, around the number of people socialising in their room or common spaces. Residents should consult an RA if they are unsure.

Socialising inside buildings and in external common spaces must be in line with Hall visitor, noise and alcohol guidelines. Any activity which affects other residents' study and/or quiet enjoyment of their space is not appropriate and may result in a disciplinary response.

If asked to be quiet or move to another venue by a staff member or a fellow resident, residents are expected to cooperate.

### Event Etiquette

UniHall takes pride in the quality of its events. Residents must bear in mind the following guidelines when attending Hall events:

- residents may not invite non-resident guests
- non-alcoholic beverages are provided at all functions
- residents under the age of 18 must not consume alcohol

- residents may not bring their own alcohol or take any alcohol away from the venue
- event promotion will usually indicate the dress code and time of event. Residents are expected to dress appropriately and arrive on time
- in the case of 'themed' dinners, residents are asked to be mindful of other cultures, faiths and beliefs when planning their attire or costume
- during speeches and performances, residents are expected to refrain from using their mobile phones, continuing their conversations loudly or engaging in any kind of activity which is disrespectful to those presenting
- arriving intoxicated, consuming an excessive amount of alcohol and/or any kind of anti-social or offensive behaviour will result in those involved being asked to leave the event. Further disciplinary action may follow
- if an event is RSVP only, residents who fail to honour their RSVP may be excluded from future events.

### Room Bookings (internal)

Permission may be requested via an Internal Booking Form to hold private gatherings, such as birthdays, dinner parties or other social events in common spaces. The majority of attendees at such events must be Hall residents. Booking forms clearly outlining terms and conditions are available at the ResLife Office. All requests are subject to approval by ResLife.

## SOCIAL MEDIA

The UniHall Social Media Guidelines pertain to both personal and professional use of social media sites. Residents who use social media must apply the same professional expectations and principles of ethical conduct to their online interactions as they do to face-to-face communications. Residents are further advised to protect their own privacy online by adjusting privacy settings to the audiences with whom they wish to share their status.

Residents must follow the guidelines below:

- confidential, private and proprietary information about UniHall must not be posted on social media sites
- postings referring to members of the Hall community which are malicious, potentially libellous or which attempt to damage another resident, alumnus and/or staff member's reputation or standing within the community are not permitted
- if an opinion related to the Hall or its operations is expressed, a disclaimer must be included
- the disclaimer must tell readers that the views are personal and that they do not represent the institution in any official capacity
- a courteous and professional email tone is to be applied for all UWA communications
- no use of the UniHall logo is allowed (unless permission has been granted by the Principal and/or Marketing Manager) and
- internet postings must respect copyright, privacy, fair use, financial disclosure and other applicable laws.

UniHall reserves the right to remove inappropriate comments and postings from social media sites. Failure to respect these guidelines will be subject to disciplinary action. In severe cases, this could lead to a resident's dismissal from the Hall.

For more information residents can refer to the UWA Regulations for Student Conduct and Discipline at [hr.uwa.edu.au/publications/code\\_of\\_ethics](http://hr.uwa.edu.au/publications/code_of_ethics)

## SUSTAINABILITY

Residents are strongly encouraged not to leave lights or other electrical appliances on in rooms whilst they are unattended. It is important to remember that water is a scarce resource in Australia, with Western Australia being often subject to drought conditions. Everyone is encouraged to conserve water wherever possible (e.g. turn off taps properly, limit showers to three minutes and report leaking taps or toilets on the Portal). Recycling facilities are available and residents are expected to sort their rubbish to ensure that as much waste as possible is recycled.

## STORAGE

Unfortunately we are unable to store your items for you during the summer vacation period. Personal effects must not be left behind in rooms or common areas. If residents wish to store items at the end of their lease period, they must make personal arrangements with an external storage provider.

## TELEPHONES

Each room has a personal telephone connected with a direct phone number. Incoming calls are free of charge. See table below for instructions.

Room within UniHall	Dial four digit extension number
Other UWA extensions	Dial access code '45' and then the four digit number
External numbers	Cannot be made from room phones
Serious emergencies	Dial access code '0' then 000

Refer to the ResLife Office for personal room phone numbers.

## THEFT

To assist in minimising theft, residents should lock windows and doors at all times. While living at the Hall, it is recommended residents have insurance for their personal and valuable belongings.

In the case of theft, firstly report the incident to the ResLife Office and follow up with a theft/lost property report at [security.uwa.edu.au/report/theft](http://security.uwa.edu.au/report/theft)

## UWA CAMPUS CARD

A resident's campus card must be kept secure at all times. It is used for entry to a resident's room, common spaces, access to meal plans and for identification.

Residents can request a temporary access card during their first week at the Hall. This card must be returned during Week One of semester at the time their UWA card is programmed.

### Lost or Stolen Campus Card

- Report lost card immediately online at [campuscard.uwa.edu.au/lost](http://campuscard.uwa.edu.au/lost)
- contact the ResLife Office or Duty RA to borrow a temporary card
- the temporary card must be returned within one week or a \$50 charge will be incurred.

## VISITORS AND GUESTS

A visitor is defined as someone who visits a resident between the hours of 7.00am and 11.00pm. All visitors must depart the Hall by 11.00pm.

A guest is defined as someone who stays overnight in a resident's room. Guests must not stay at UniHall without permission.

Residents are always responsible for the behaviour of their visitors and guests. This includes responsibility for excessive noise, damage, disruption or other anti-social behaviours. Please talk with your RLC if you have exceptional circumstances necessitating a guest stay longer than your allocated six nights.

Visitors and guests must never be alone in buildings or given access to any buildings other than the resident/s they are with.

It is a serious violation of the Hall's safety and security policy to give a resident's room card/campus card to visitors or guests to provide access to their room or any Hall building. A disciplinary response will follow any misuse of the room card/campus card.

Residents can have a guest stay in their room for a total of six nights per semester. The six nights can be single night stays or consecutive nights.

Guests stay free of charge; however there is a fee of \$20 to hire a mattress and linen. This charge will be added to the resident's UniHall account.

A guest stay form must be completed for each stay. These are available from the ResLife Office and must be submitted during business hours at least 24 hours in advance. Last minute requests will not be approved.

Guests are not permitted during Orientation Weeks, Pre-Exam or Examination Weeks.

## IMPORTANT CONTACTS AND HELPFUL LINKS

CONTACT	TELEPHONE/WEBSITE
24 hour Life Line Counselling and crisis support	13 11 14
Accounts	accounts@unihall.uwa.edu.au
Admissions	admissions@unihall.uwa.edu.au
Alcohol and Drug Information Service	1800 198 024
Ambulance Emergency Non-Emergency	000 (Dial 0 first from internal phone) 9334 1222
Equity and Diversity Services	<a href="http://hr.uwa.edu.au/equity">hr.uwa.edu.au/equity</a>
Financial Assistance	<a href="http://studentfinance.uwa.edu.au/income#study">studentfinance.uwa.edu.au/income#study</a>
Global Learning Office (including exchange and study abroad)	<a href="http://studyat.uwa.edu.au/contact/global-learning-office">studyat.uwa.edu.au/contact/global-learning-office</a>
Hollywood After-Hours Clinic Monash Avenue, Nedlands Mon-Fri: 6.00pm onwards Weekends: 9.00am – 9.00pm	9346 6191
Holyoake (alcohol and substance abuse)	9416 4444
Locum Service 24 hour doctor and medical assistance	9346 6191
Men's Domestic Violence Helpline	1800 000 599
Mental Health Emergency Response Line 24 Hour Helpline	1300 555 788
Parking	parking@unihall.uwa.edu.au
Police Emergency Non-emergency	000 (Dial 0 first from internal phone) 13 14 44
Property Management	pm-residences@uwa.edu.au
Relationships Australia	1300 364 277
Residential Advisors on duty (from 5pm) Zone 1 (A, B, K, L and M Houses)	Ext 9502 0419 965 982
Residential Advisors on duty (from 5pm) Zone 2 (C, D, E and J Houses)	Ext 9510 0410 427 845
Residential Life	reslife@unihall.uwa.edu.au
Samaritans Youth Crisis	13 52 47
Security and Safety on Campus	<a href="http://security.uwa.edu.au">security.uwa.edu.au</a> 6488 2222
Sexual Assault Resource Centre (SARC)	9340 1828
Student Complaints	<a href="http://student.uwa.edu.au/experience/complaints">student.uwa.edu.au/experience/complaints</a>
Students Rights and Responsibilities	<a href="http://governance.uwa.edu.au/procedures/policies/policies-and-procedures?method=document&amp;id=UP07%2F132">governance.uwa.edu.au/procedures/policies/policies-and-procedures?method=document&amp;id=UP07%2F132</a>
Study Smarter (Learning Centre)	<a href="http://student.uwa.edu.au/learning/studysmarter">student.uwa.edu.au/learning/studysmarter</a>
Uni Access (Disability Support Services)	<a href="http://student.uwa.edu.au/life/health/uniaccess">student.uwa.edu.au/life/health/uniaccess</a>

## CONTACT

## TELEPHONE/WEBSITE

University Hall  
Mon – Fri: 9.00am–5.00pm  
Portal Link to log maintenance jobs

9273 3333  
<https://portal.residences.uwa.edu.au/StarRezPortal/>

University Policies

[governance.uwa.edu.au/procedures](https://governance.uwa.edu.au/procedures)

UWA Code of Ethics and Code of Conduct

[hr.uwa.edu.au/policies/policies/conduct/code/ethics](https://hr.uwa.edu.au/policies/policies/conduct/code/ethics)

UWA Drug and Alcohol Policies

[security.uwa.edu.au/alcohol](https://security.uwa.edu.au/alcohol)

UWA Medical Centre  
Mon – Fri: 8.30am – 5.00pm

6488 2118

UWA Security (24 hour emergency)  
Incident Form

6488 2222  
[security.uwa.edu.au/report](https://security.uwa.edu.au/report)

UWA Student Counselling Services

6488 2423  
[counselling.uwa.edu.au](https://counselling.uwa.edu.au)

UWA Student Guild services

[uwastudentguild.com](https://uwastudentguild.com)



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