



University Hall Handbook 2023



UNIVERSITY HALL
THE UNIVERSITY OF WESTERN AUSTRALIA

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WELCOME FROM THE PRINCIPAL

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

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 UWA 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 UniHall population grew from 250 to 760 residents and continues to establish our new chapters in UniHall's story.

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

It is important you understand and appreciate the community into which you are being welcomed. UniHall's expectation is that you will be proactive, engaged, respectful and responsible no matter how long your stay – from a one semester exchange student to a student who moves from undergraduate to postgraduate. Your contributions are valued so you can make your time at UniHall as enjoyable and successful as possible.

UniHall has a strong safety net of support available to you through the staff member team. As Principal I lead the team and provide the vision for the College. Our Deputy Principal maintains connections with residents right from the start of their journey until they become alumni. There are three Residential Life Staff (RLS) to provide pastoral care and they coordinate the innovative UniHall programs engaging all residents. You will have a Residential Advisor (RA) assigned to your house floor. The Housekeeping and Facilities team help you keep your room clean, fix any maintenance issues and keep UniHall looking fresh and

vibrant. Upon arrival you will meet the Admissions staff who process applications and the Marketing and Communications Officer who captures and shares the community's unforgettable UniHall experience. The UniHall Office has three Admin Assistants who offer a friendly face for you to talk to and assist with laundry tokens, mail collection, parcel collection – almost any question you need answered! The office is open from 9.00am to 6.00pm Monday to Friday during the semester.

The resident community elects the Residents' Club (ResClub) Committee which organises an exciting social events calendar for all residents. This group of volunteers works with the UniHall team to ensure your experience is one you will remember for the rest of your life!

Finally, the relationship between UniHall students, UniHall staff and UWA is one of respect and engagement and is unique throughout Australian residential colleges. Accordingly, you will find over the page our Mission and Charter that maintains the foundation of community, innovation and progression that aims to support each student through their studies and life after UWA.

Please take the time to read this Handbook and ensure you understand your responsibilities as a member of our community. We look forward to meeting you, developing a strong relationship with you and sharing in your successes.

All the best for an enjoyable and fulfilling 2023!

Mark Sampson
Principal



MISSION AND CHARTER

University Hall Mission

University Hall aims to provide the most enriching UWA student experience possible. We deliver this in a fun environment where all cultures and interests are valued, and all residents are best prepared to leave UWA as leaders of purposeful lives.

University Hall Charter

At the very core of our organisation:

- **University Hall is people-centric in all decision making and actions:**
We place people at the heart of everything we do, celebrating their diversity and providing support and opportunities to learn, interact and engage.
- **University Hall is driven by outstanding and harmonious customer service and care:**
We are resident focussed at all times.
- **University Hall actions are underpinned by a sense of fun, participation and collaboration:**
Our priority is to ensure that residents are safe and happy. In the busy world of study, it is important to embrace friendships and diversity.
- **University Hall is reflective in its practices and operation:**
We seek continual improvement and lead, engage, collaborate and invite feedback.
- **University Hall is driven by behaviours:**
 - Imagine – We look for new ideas and opportunities that will enhance all to feel welcome and valued.
 - Connect – We seek partnerships and build lifelong connections. We create living communities of friends, scholars and alumni.
 - Include – We value individual differences and embrace people from all walks of life.
 - Nurture – We want to make a difference to the lives of students around the world.
 - Strive – We create opportunities for students and others to achieve their full potential.

1.0 THE UNIHALL TEAM

University Hall (UniHall) is the only residential college owned and operated by The University of Western Australia (UWA). This means all staff members are employed by the University and are located within the UWA Student Life portfolio.

Principal	Mark Sampson	
Deputy Principal	Hayden Glass	
Residential Life Staff RLS	Head of Student Wellbeing – Talia George Head of Student Programs – Jason Taboni Residential Life Coordinator – Laura Bardotti	
Student Transition Officer	Jamie Tang	
Community Engagement Officer & Alumni Manager	Jess Wright	
Administrative Assistants	Ari Thinamani Angela Nino Benitez Jack Cocking	
Facilities (Maintenance & Grounds)	Troy Short (Facilities Manager) Claudio Cattaneo (Maintenance Supervisor) Chris Barlow (Maintenance Officer) Shane O'Reilly (Head Gardener)	
Facilities (Housekeeping)	Troy Short (Manager) Norma Vargas (Supervisor) Housekeepers: Jorge Rodriguez (Head Housekeeper) Clarise Rebolla Jacqueline Knights Jess Liao Junaidah Mokhtar	Karl Dengenhardt (General cleaner) Kathryn Bowman Linda Butler Michelle Smith Rebecca Cusworth Tinna Kennedy Wilmar Alacorn Gordo
Lead Resident Advisor	Aadhi Ramkumar	
Floor Resident Advisor Team	Agnes Monisse Aoke Jiang Arush Mitra Benjamin Yew Brandon Larter Czarina Laciste Dallas Osborne Ethan Nicholas Hamish Soh Hari Kannan Hemkrit Ragoonath Jaskaran Singh Dhillon Krisha Timbadia Kunal Shah Mabel Yet Yong Ting	Marc Loxley Melissa Simpson Michael Villena Rachel Chue Robert Whitehurst Rohanne Carroll Roshni Ramesh Saisha Shetty Sethara Ambawatte Siobhan Fraser Sistine Sun Sonal Perera Tiffany Yuen Vaniza Ali Merchant Varen Lutchmanen
Program Resident Advisor Team	Dougie Nelson Gauri Nair Jack McFerran Kim Wong Kiona Fry Lethaanya T P	Ronan Cameron Ryan Koch Sofia Rahul Storm Toomey Tiange Zheng Venuri Gurusinghe

Duty Resident Advisor Team	Amy Warner Amy Zhang Andreas Fischer Emily Norman-Murphy	Kira O'Brien Tharani Sivakumaran Tom Farson
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2.0 RESIDENT CODE OF CONDUCT

2.1 Overview

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 recognises and ensures that all residents have a range of rights, including the right to:

- personal privacy and safety within the UniHall 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 UniHall staff.
- high standards of hygiene in all UniHall spaces.
- live, work, study and sleep without disturbance, excessive noise or anti-social behaviours.

UniHall 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 UniHall community, the Resident Code of Conduct does not cover all acceptable and unacceptable behaviours. In accepting residency at UniHall you agree that if you breach this code you will agree to UniHall'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 UniHall's Resident Code of Conduct may also be considered by the University under the Regulations for student conduct and discipline.

2.2 Expectations of Residents

UniHall residents are expected to:

- comply with all UniHall and UWA policies, State and Federal Legislation and the Tenancy Agreement.
- represent UniHall in ways that reflect positively on the reputation of UniHall 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.
- maintain and leave rooms and common spaces to a high standard of cleanliness and hygiene.
- abide by the expectations of behaviour outlined in this Handbook.
- deal with conflict in a calm and sensible manner.
- demonstrate behaviours which support community safety, security and harmony.
- follow instructions and requests from the UniHall team.
- report incidents of harassment, discrimination or unacceptable behaviour.
- actively engage in community events and activities.
- inform Residential Life Staff if they are the subject of, protected by, or in the process of applying for a VRO or MRO. This information may help UniHall better manage the safety of that student and of other residents.

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 failure 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 UniHall (UWA) 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 (including themselves) or obstructs a University staff 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 UniHall 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.

2.3 Passive Participation

- Residents are expected to comply with the provisions of all relevant laws, regulations and University rules, policies and procedures during your residency.
- Residents are also obliged to remove themselves from any situation where a breach of these laws, regulations, rules, policies or procedures is occurring.
- Residents should report immediately any behaviour which compromises the safety or security of people or property. For example, if someone takes out an illegal drug in your presence, you are obliged to remove yourself immediately from that situation rather than 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 an RA, a ResLife Staff member (RLS) or the Deputy Principal/Principal.

2.4 Consequences of Breaches to Resident Code of Conduct

Consequences to a resident of a breach to the Resident Code of Conduct may include one or more of the following:

Response	Issuing Authority	Description
Verbal warning	ResLife Staff Deputy Principal	Verbal advice that your actions have constituted a breach of the Resident Code of Conduct, or could lead to a breach. UniHall's expectations of future behaviour will be re-stated at this time.
Written warning	ResLife Staff Deputy Principal	Written advice that your actions have constituted a breach of the Resident Code of Conduct, or could lead to a breach. UniHall's expectations of future behaviour will be re-stated at this time.
Social agreement	ResLife Staff 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. This could be an online program or meeting with a UWA student service.
Apology	ResLife Staff 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	ResLife Staff Deputy Principal Principal	Restriction or withdrawal of your privileges (for example, access to facilities, parking, services, activities or events, permission to keep or consume alcoholic beverages).
Restitution	ResLife Staff Deputy Principal Principal	A requirement that you make reimbursement for any loss or damage which has been incurred by another person or organisation as a result of your actions.
Room relocation	ResLife Staff Deputy Principal Principal	A requirement that you relocate from your current to another room within the UniHall Precinct.
Suspension	Deputy Principal 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 days to do so, however, this may be immediate or earlier depending on the severity and impact to the community of the issue / incident.

2.5 Responsibilities of UniHall to Residents

- UniHall is committed to providing a safe, secure and supportive environment. All members of the residential community have a responsibility to recognise and protect the rights of others, to practise and promote tolerance and care for others and to exercise the values of compassion, courtesy and cooperation.
- The UniHall Head of Student Wellbeing provides pastoral support to all Residents through guidance, support planning, and referrals. UniHall recognises the diversity of Residents and their lived experiences, and encourage those with any concerns, barriers or challenges to make contact.
- UniHall will support and encourage residents in the exercise of their rights.
- 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 UniHall's policy that Staff must arrange ambulance transportation for any resident who is unconscious, experiencing breathing difficulties, chest pains, significant bleeding or any other critical medical incident.
- In matters of sexual harassment or serious crisis, sexual assault and criminal activities involving a resident as victim or alleged perpetrator, UniHall will communicate and work with the University and other services to support residents.
- UniHall acknowledges that it does not have the resources, expertise and skills to support serious issues of mental health. UniHall will assist families and other organisations in helping the resident. However, there may be occasions when a resident will be excluded from living at UniHall until such time that it is considered safe for their health and well-being, and that of other community members, for them to return.

2.6 Authority and Procedures

Authority within UniHall

The Principal has the overall responsibility for the management of, and conduct within, UniHall. The Deputy Principal, Residential Life Staff and Resident Advisors are appointed for the management of and conduct within UniHall 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. (Note: This will only apply where the Residential Tenancy Act is relevant i.e. to E, J, K, L House residents).

Complaints Procedures

Should you wish to make a complaint against a UniHall Staff member or Resident you may do so by making a Disclosure or Formal Report. A disclosure is a record of conversation in making information known, and a Formal Report which will be investigated in full, and outcome provided. All complaints will be taken seriously with full available support given. Should you wish to know more about your options, please speak with ResLife Staff or the Head of Student Wellbeing.

Procedure for Addressing Possible Breaches of the Code of Conduct

UniHall endeavours to manage breaches of the Resident Code of Conduct at the lowest level appropriate to the issue being dealt with. If a Residential Life Staff member (RLS) is notified of a possible breach of the Code of Conduct the RLS may ask a Resident Advisor (RA) to discuss the incident with the resident in order to provide guidance and/or advice about UniHall's expectations of future behaviour.

The RLS may ask for this to occur if the incident is of a lower level (e.g. noise complaint). In such occurrences the recommendation is that a resident will cooperate with the RA. If a more formal approach is needed to resolve the matter, a resident may be invited to an appointment with the RLS to discuss the issue further.

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

Recommendation to Suspend or Exclude a Resident

If it is determined that a resident is responsible for a breach of the Resident Code of Conduct and the most appropriate sanction should be their suspension or exclusion, that recommendation will be communicated to the Principal. The Principal (or delegated representative) will make the decision as soon as possible and within a maximum of five (5) working days of having received the recommendation. The Principal (or delegate representative) may either:

- Accept the recommendation and suspend or exclude the resident; or
- Deny 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 a Decision

A resident who believes they have been dealt with unfairly may appeal the decision. This can be done in writing to the Principal by outlining the reasons for the appeal. This appeal must be received by the Principal within seven (7) calendar days of the determination of the sanction. If a resident lodges such an appeal, the Principal may suspend any sanction until they have made a decision.

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 a decision was made.

When a resident appeals the decision of an RLS 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 RLS/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 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. An appeal can only be submitted on the following grounds:

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

3.0 RESIDENTIAL LIFE

3.1 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.

3.2 Working with the UniHall Team

We are always happy to answer your questions and to assist and advise you regarding any issues of concern you may encounter. You are welcome to make an appointment to see staff members by emailing unihall@uwa.edu.au. The entire team endeavours to develop and maintain good relations with residents and you will often see staff at meals, activities and events.

We welcome constructive and timely feedback on the quality of the services we offer and attempt to improve on these services every year. We would prefer you didn't let a problem go on while bottling up your concerns – instead tell us about it. Often things that seem like problems are simple 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 always do our best to find a solution that is acceptable and affordable. You can contact us via email with questions and feedback at unihall@uwa.edu.au. The team monitoring this inbox will ensure your email is forwarded on to the most appropriate staff member for a response.

At the same time, we would ask you to remember we have over 760 residents 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 the only practical way to operate. Remember, the sooner you tell us about a problem, the sooner we can work together towards a solution.

3.3 Residential Advisors (RAs)

UniHall employs students as Resident Advisors (RAs) to increase community engagement, assist in event and activity portfolios and to undertake duty rounds and student support. There are three separate roles the RAs perform – Floor RA, Program RA and Duty RA.

Floor RAs are a resident's first point of contact at UniHall. 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 support. As a result of intensive training undertaken at the commencement of the academic year, all RAs are well-placed to refer residents to the vast array of student support services offered by UWA.

Floor and Program RAs also organise social, sporting, academic and cultural events through the year for the community. They appreciate assistance from any resident in terms of event and activity ideas and ways to improve current activities.

Your Floor RA is your first point of call if you are:

- homesick.
- unsure of what to do in a particular circumstance.
- wondering where to go for a service on campus.
- feeling harassed or in any way uncomfortable.
- in need academic advice.
- looking for time management tips.
- need to know where to shop for particular items.
- finding it difficult to get along with someone living on your floor.
- if you will be away from Hall for an extended period of time.

RAs have been trained to manage difficult situations and conversations and will be able to offer you advice on most situations you encounter. Please remember that RAs are busy students too and may not always be able to respond immediately. Your floor RA will communicate with you about how to contact them and what to do if they are not available.

Duty RA

A Duty RA is rostered from 6.00pm to 12.00am (midnight) Monday to Sunday.

The Duty RA is responsible for after office hours 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, mostly likely leading to exclusion from UniHall. Such actions (e.g. offensive language) directed at an RA may also become an harassment complaint.

Contact Telephone Numbers

Duty RA from 6.00pm – 12.00am (midnight) Monday – Sunday: 0410 427 845

Please note **that after 12.00am (midnight)** residents should contact UWA Security on 6488 2222 **for lockouts, urgent student conduct related matters and emergencies.**

The Duty RA phone will also be redirected to UWA Security from midnight every night.

3.4 Residents' Club (ResClub) Committee

The ResClub is a proactive student volunteer committee. Its elected committee members are passionate about UniHall and encourage residents to make the most of their student experience. They work closely with staff to build a vibrant and supportive community at UniHall. Together they create an exciting social calendar filled with activities for residents to make new friends, have fun and feel at home. All residents are members of the ResClub due to paying a membership fee as part of confirmation of living at UniHall.

Members of the ResClub committee comprise the following roles:

Executive: President	Fresher Representative
Executive: Vice President - Events and Inter-College	Male Sport Officer
Executive: Treasurer	Female Sport Officer
Executive: Secretary	Marketing Officer
Inter-College Representative	Logistics Officer
3 Social Officers	IT Officer
Arts Officer	Indigenous Representative
International Representative	Welfare Officer
Postgraduate Representative	Past President

3.5 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 room clean and that your personal hygiene is effective. Specifically you are responsible for taking your rubbish from your room and placing it in the garbage/recycling areas provided. This also applies to common areas you may be using. For example, if you have been playing games in the Games Room ensure you return your equipment and put any rubbish made in the bins provided.

At the end of your lease, you must remove all items from your living space, including emptying out your fridge. Items left behind will be considered abandoned and disposed of after seven days. Any excess cleaning due to abandoned goods or damaged or dirty kitchens, bathrooms, furniture, walls and surfaces will be charged to your account.

Property managers often contact us to act as referees when residents apply for external accommodation and we would prefer to be able to share good stories about how you lived in, and ultimately departed, your living space.

3.6 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 shared 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 UniHall, 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, they should ask an RA to assist them in handling the issue. If the disturbance or discomfort continues in spite of reasonable requests, please discuss the matter with an RA who will raise the matter with the relevant RLS for further action.

If involved in a situation where damage occurs to UniHall 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 and/or financial response.

3.7 Noise and Quiet Hours

UniHall is committed to providing an experience through 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 disharmony between residents.

It is important that you recognise your responsibility 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 maintain levels 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 attract a response in accordance with the Resident Code of Conduct.

What You Can Do

- Recognise that in a community it is important not to impose your lifestyle preference on other residents.
- Be aware that residents all have different schedules. While you may not have many academic commitments at a certain time, others might be under pressure. For example, certain courses conduct exams in the middle of semester but do not have exams at the end of semester when the majority of other courses do. Other students have intensive practicum weeks when they work all day and need to have a good night's sleep.
- 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 studying.

Respectful Hours

The hours outside Quiet Hours could be described 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 noise levels and actions accordingly. For example, if a neighbour knocks on your door at 3.00pm and says they are trying to finish an assignment due in three hours and they cannot concentrate because the volume of the music 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 or area should not be loud enough to disturb others and compromise their quiet enjoyment of their living space.

Pre-Exam and Examination Weeks

A total 24/7 noise ban inside buildings is 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 and any disturbance or complaints will escalate to a disciplinary response.

Responding to a Noise Disturbance

If you are being disturbed by another resident, group of residents or their visitors or guests (particularly on your own floor) we strongly suggest you approach the resident/s concerned in a friendly/polite manner to let them know how their behaviour is impacting upon you. If this is not practical or preferable (e.g. if the group is very large and approaching them would make you feel unsafe) you should contact the Duty RA or UWA Security to report what is occurring. During office hours you may visit or telephone the UniHall Office.

3.8 Complimentary Memberships

UWA Sport Membership

All residents automatically receive a membership to the UWA Sports Centre during their tenancy period. However, the membership will only be activated upon a resident's acceptance of the terms and conditions stipulated in the agreement. Acceptance of terms and conditions are to be carried out via the [UniHall portal](#) prior to the commencement of their tenancy. Residents will gain entry to the UWA Sport Centre and its facilities via their UWA Campus Card.

This membership allows residents access to gym, pool and fitness and weight training rooms and more than 50 group fitness classes each week.

Opening hours of the fitness and weight training room are*:

Monday - Friday: 6.00am to 11.00pm

Saturday - Sunday: 8.00am to 9.00pm

*Hours may vary on public holidays and during university shut down periods, refer to the [UWA Sport website](#) for the most up to date information.

3.9 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:

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.

Citizenship Awards

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

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.

Principal's Award

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

Professor Cheryl Praeger Prize

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

Sportspersons of the Year (Two awarded)

Awarded to two athletes who have demonstrated strong participation, sportsmanship and sporting skills in their intercollege and UWA sporting pursuits.

University Hall Association Award

Awarded to the most outstanding resident.

3.10 Pathways to Leadership

Pathways to Leadership provides you with an opportunity to develop a range of employer valued skills and experiences. You will be supported to follow your passions and interests and connect with others to develop new skills and expand your networks.

Participants in the Pathways to Leadership program are recognised under UWA's Advance Co- Curricular Badging program. The badges can be easily displayed and shared across digital platforms to maximise visibility and recognition from potential employers to enhance your career opportunities.

The Pathways to Leadership program is divided into 3 main pillars, with 12 student led committees:

- 1) **Careers & Academic Development**, which includes the following committees:
 - Academic Advancement
 - Career Advancement
 - Sites4Good
- 2) **Community Connections**, which includes the following committees:
 - Environment Committee
 - Diversity & Inclusion
 - International Student Committee
 - First Nations Student Committee
 - Sports & Leisure
 - Literary Society
- 3) **Arts & Media**, which includes the following committees:
 - HiRez
 - Student Music Committee
 - The Arts

Academic Advancement

The aim of this committee is to enhance academic performance and progress and to allow opportunities to network with peers and academic staff. The committee organises workshops, academic debates and the Mentor- Mentee programs to better connect our community and support students during their studies.

Career Advancement

The aim of this committee is to create networking opportunities and enhance the employability skills of students. Workshops tailored to the latest recruitment trends, job-hunting tools and marketing to potential employers will be organized by the committee. The range of topics may include interview skills, effective LinkedIn profiles, how to network and promote yourself and how to write a successful CV and selection criteria.

Sites4Good

Participants will learn the art of website construction. Sites4Good is an initiative that has been created to help small Australian charities with little or no digital presence, to promote their cause. You will work hands on with charitable organisations from the initial consultation through to the handover of the final website, all whilst being mentored and guided by industry experts along the way.

Diversity and Inclusion

The committee exists to represent and promote the diversity of individuals and groups that exist within the UniHall community. The presence of this committee strives to embed a culture in which everyone feels valued, involved,

respected, and treated fairly and to bring forth new perspectives, connection, and heightened education in relation to social justice.

Environment

The committee hosts a range of events, initiatives and projects designed to raise awareness about sustainability, environmental issues and solutions within the UniHall community and beyond. Projects can range from innovative recycling ideas, sustainability projects and alternative energy sources, to the establishment and maintenance of communal vegetable gardens.

First Nations Students Committee

The aim of the committee is to raise awareness and knowledge about First Nations culture and history. This will be achieved through information/educational session, guest speakers, tours and social events. The committee will also support students from different nations to connect with the Noongar land and history.

International Students Committee

The aim of the committee is to promote the interests of international students through activities to raise cultural awareness and connection within the UniHall community. The committee will also work to strengthen cross-cultural connections with an emphasis on traditions and customs.

Sport & Leisure

The Sports & Leisure Committee aims to raise the awareness of health and well-being through sports and leisure activities. The committee will promote physical wellbeing and exercise to foster a sense of community and belonging. It will also promote the importance to have a balanced uni life between study and physical activity and movement.

Literary Society

The aim of the Literary Society is to promote social and cultural awareness through the understanding and interest of literature. The society will promote interests related to books and written texts in an ever-changing digital world. The Literary Society will hold regular meetings to discuss texts and will provide an opportunity for members to share their insights, ideas, and experiences.

HiRez

The HiRez committee provides its members an entry to the media production world, through mini production projects at UniHall. Working on video and other digital media projects, the committee's members learn all aspects of the craft, from briefing and client liaison, to filming, production and editing.

The Arts

The aim of The Arts Committee is to promote the arts in all their different facets to our student cohort. From painting, art & craft, therapy workshops and events through to attending live performances such as theatre plays, ballet and opera.

Student Music Committee

The Student Music Committee (SMC) will bring the UniHall community together through live musical events. SMC will create music and soundtracks for broader special events and activities.

The committee will also run regular events such as Radio Talk and podcasts to keep the community lively, entertained and positively engaged.

4.0 SAFETY AND SECURITY

4.1 Guidelines

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

UWA Security conducts 24/7 patrols at UniHall. They also provide a free service to walk residents to UniHall from the UWA campus late at night. To use this service, please call Security on **6488 3020** (half an hour notice is appreciated as officers often have to travel from the other side of the campus to meet you) to arrange an escort, and a uniformed officer will respond.

Residents should call Security immediately on **6488 2222** in the case of a serious incident.

UWA Security has rolled out a new SMS service for students and staff in circumstances where verbal communications is not achievable.

- Students and staff can send a brief **SMS to 0438 739 744** (maximum of 160 characters), or add “URGENT” in front of the message if immediate assistance is required.
- There may be a short delay of 1 to 2 minutes before receiving the auto-message: ‘Thank you! Message received by UWA Security’.
- A Campus Security Officer will then follow up.

UniHall residents should adhere to the following security guidelines:

- Do not write your room number on your temporary card/UWA campus card.
- NEVER allow someone you don’t recognise into any UniHall building.
- If you are in doubt about someone’s identity or right to be on UniHall grounds, notify the UniHall Office (during business hours) or the Duty RA and UWA Security (after hours).
- Guests must not be given access to UniHall buildings without the hosting resident being present.
- Do not pass your temporary card/ campus card to another resident or a guest to provide access to your room, Dining Hall meals and any UniHall buildings.
- If you are concerned by antisocial behaviour within UniHall, notify the UniHall Office (during business hours) or the Duty RA and UWA Security (after hours).
- Do not tamper with any locks at UniHall.
- All visitors must leave the UniHall grounds by 11.00pm.

4.2 UWA Campus Card and Temporary Card

Your UWA campus card must be kept secure at all times. This card is used for entry to your accommodation and common spaces, for access to meal plans and for identification. Please note that any UWA staff member has the right to ask you to show your UWA campus card for the purposes of identification.

Residents may be given a temporary access card (temporary card) during their first week at UniHall or during their tenancy period (i.e. if their UWA campus card is lost). The temporary card must be returned as soon as the UWA campus card is operational or replaced. All temporary cards must be returned by the end of Week One of semester or as directed, or a \$50 charge will be applied to your account.

4.3 Lost or Stolen UWA Campus Card or Temporary Card

- Report a lost UWA campus card immediately [online](#).
- Report a lost temporary card immediately to the UniHall Front office or Duty RA
- Contact the UniHall Office or Duty RA to borrow a temporary card.
- The temporary card must be returned within one week or as directed, or a \$50 charge will be incurred.

If you lose or misplace your temporary card at any time, there will be a \$50 charge.

4.4 SafeZone App

SafeZone is a free downloadable app that connects you directly with UWA Security on campus. Within the app you can access First Aid medical assistance, Security Response to your location for urgent and non-urgent matters, and the Campus Map. You can find more information and the links to download [here](#).

4.5 Internet Safety

E-Safety aims to raise awareness and keep internet users safe through education and provides helpful information on steps to take should your cyber safety be compromised. You can find out more information from www.esafety.gov.au.

4.6 Under 18 International Students

International Residents under the age of 18 are considered Minors and subject to nightly curfew checks as per requirements of The Department of Home Affairs. More information can be found [here](#).

These students are required to be in their room by 10pm each night. The landlord (or their delegate) reserves the right to enter the room for the required curfew checks (nightly at 10pm) if the student fails to answer the door within a reasonable response time.

4.7 Lockouts

During office hours (9.00am to 6.00pm weekdays)

If you lock yourself out of your room there will be someone who can assist you. From 9.00am to 6.00pm weekdays you should go to the UniHall office and request assistance. If you are loaned a spare room card, you must return it the office within the next week or it will be considered lost and a charge of \$50.00 applied to your account.

* During shutdown periods, contact UWA Security during usual office hours.

After-hours

If you are locked out before 9.00am or after 6.00pm please contact:

- The Duty RA from 6.00pm – 12.00am (midnight), seven days a week, or
- UWA Security from 12.00am (midnight) – 9.00am on weekdays, and from 12.00am until 7pm on weekends.

Please be aware that 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 to 7 – \$20 each.
- Lockouts 7+ – \$50 each.

If you lose your UWA campus card, you must immediately report the loss [online](#) and arrange a replacement card. This new card will need to be presented to the UniHall office administration staff for your UniHall access to be added. Please be aware that you need to wait 24 hours between getting your new UWA campus card from UWA Student Central and bringing it to the office for coding.

4.8 Insurance and Personal Belongings

UniHall provides maintenance and security of UWA and UniHall 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 appropriate insurance for your personal belongings, particularly if you own high value items.

4.9 Reducing Theft

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

Bicycle theft has been an issue in previous years due to residents leaving their bikes unlocked in open spaces. Please use the bicycle storage sheds and secure bikes with a high quality lock to secure them.

In the case of theft, firstly report the incident to the UniHall Office and follow up with a [theft/lost property report](#).

4.10 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 leave UniHall 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. Guests are not permitted during Welcome Weeks, Pre-Exam Study Breaks or Examination Weeks.

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. Please talk with your RLS if you have exceptional circumstances necessitating a guest stay longer than your allocated six nights.

Guest stays are free of charge, however, there is a fee of \$20.00 if guests need to hire a mattress and linen. This charge will be added to the resident's UniHall account.

A guest stay form (available from the UniHall Office) must be completed for each stay and submitted during office hours at least 2 business days in advance of the proposed visit. Please note that last minute requests cannot be accommodated so if you have not completed the process 2 business days pre-visit please do not bring your guest on site.

Under no circumstances are guests allowed to stay with residents or in a resident's rooms without permission or for an extended stay beyond six nights per semester without permission. If this occurs, it will be considered a breach of the tenancy agreement.

Residents are accountable for the behaviour of their visitors and guests. This includes responsibility for excessive noise, damage, disruption or other anti-social behaviours.

Visitors and guests must never be alone in buildings or given access to buildings other than their resident host's building. This means that a resident must be physically in the company of a guest at all times.

It is a serious violation of UniHall's safety and security policy to give a UWA campus card or a temporary card to visitors or guests regardless of their relationship to you. A disciplinary response will follow any misuse of a UWA Campus Card or a temporary card.

4.11 Dangerous Goods

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

4.12 Infectious Waste Disposal

Independent living means residents are responsible for cleaning up after themselves. However, residents should not attempt to clean spillage or come into contact with infectious waste that is not their own. Please report any potentially infectious materials through the UniHall Office or [UniHall portal](#) (Maintenance Tab).

4.13 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, balconies, stairways, exits and fire exits clear of obstruction and combustible materials at all times. No items including shoes to be left outside doors and in hallways.

4.14 Traffic Awareness

All vehicle users are advised to take EXTREME care in and around UniHall, paying particular attention to pedestrians and cyclists who may be nearby. All traffic and directional signage must be followed (e.g. there are areas which indicate one way traffic only). UniHall speed limit is 5 km/hr maximum. If residents do not adhere to the speed limit, parking privileges may be lost.

The speed limit above applies to all vehicles on UniHall grounds including bicycles, skateboards and e-scooters.

4.15 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 UniHall are harmful so please don't be too concerned. Unlike some parts of the world, Western Australia does not have endemic pest issues.

All reasonable pest control measures are taken by UniHall to protect 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 who neglect to follow the conditions above and are found to have a pest control issue as a result will be charged for any extermination costs.

5.0 EMERGENCIES, FIRE SAFETY AND EVACUATION

5.1 In the Case of an Emergency

In the case of an emergency contact:

- Fire/police/ambulance: **Dial 000 (Dial 0 first from internal phones).**
- The closest hospital to UniHall is Sir Charles Gairdner Hospital: **6457 3333.**
- UWA Security: Dial 45 2222 from any internal phone or **6488 2222.**
- Duty Residential Advisor (RA) between 6.00pm - 12.00am (midnight) seven days a week: extension **9510** or **0410 427 845.**

Over the phone provide:

- Your full name.
- The exact location of the emergency on campus (e.g. building location, room number or common space).
- The 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 6009; entrance off Winthrop Ave.**

5.2 Seeking Medical Assistance

If a resident is injured or ill at UniHall, they should seek assistance from the UniHall Office, or after hours from an RA or UWA Security on 6488 2222. First Aid kits are available at the UniHall Office during office hours and on each floor with the RA. A defibrillator is located in the UniHall Office. 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 UniHall, the resident will be responsible for all associated medical, ambulance and hospital expenses. It is recommended that residents have health insurance cover that 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 UniHall's policy that RAs must arrange ambulance transportation for any resident who is unconscious, 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.

The Mental Health Emergency Response Line (MHERL) is a 24-hour telephone service for people in the Perth metropolitan area experiencing a mental health crisis. It provides contact with a trained mental health clinician and can be reached via 1300 555 788.

Please refer to important contacts (on the final pages of the Handbook) for other support services and information.

5.3 Emergency and Evacuation Procedures

Evacuations

Evacuations follow UWA procedures relating to fire, medical, dangerous person/s, gas leak and chemical hazard emergencies (www.safety.uwa.edu.au/incidents-injuries-emergency/procedures).

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

All residents must familiarise themselves with the following evacuation procedures:

- For fire, where possible, activate a break glass alarm (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 Building Wardens or other emergency personnel.
- Assemble at the primary evacuation/muster point. Wait 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.

Primary Evacuation/Muster Point Locations

There are three Muster Points for you to go to depending on where you are at the time of a fire alarm:

1. Outside L House assembling north of the car park near the smokers' hut.
2. On the basketball courts outside E House.
3. Outside J House on the grassed area near the UWA underpass.

Fire Wardens will direct you to these areas.

These are also identified on the [Map of UniHall](#) in this Handbook.

Special Precautions

- In case of fire, 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.

5.4 Fire Safety, Fire Drills and Prevention

Fires can happen quickly and the repercussions in a residential community could 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 toasters, pots and appliances unattended during use.
- Highly inflammable materials must not be brought into UniHall.
- Smoking is not permitted outside of the designated smoking area at UniHall. This is located behind L House, adjacent to the external car park.
- 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 fee will be charged by DFES (approximately \$1337, subject to change). This fee is passed directly 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.

5.5. 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 [UniHall portal](#). It is prohibited to interfere with detectors and alarms in any way. Any interference will result in a disciplinary response, potentially expulsion from the Hall.

DO NOT cover smoke detectors – DO NOT disconnect smoke detectors.

A, B, C, D, M, J & K House

Any smoke alarm activation in a communal area will trigger a building wide evacuation immediately and DFES will be called.

Any thermal alarm activation within the building whether in a room or communal area will trigger a building wide evacuation immediately and DFES will be called.

If a smoke alarm in a room is activated, then a local siren in that room will activate. The resident will then have four (4) minutes to clear smoke. If the smoke is cleared within the four (4) minutes then the local siren will stop and no further actions will be required. 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.

If the smoke is not cleared within the 4 minutes then a building wide evacuation will be triggered and DFES will be called.

L House

There are two (2) detectors in each room of the One Bedroom Apartments.

Any smoke alarm activation in a communal area will trigger a building wide evacuation immediately and DFES will be called.

Any thermal alarm activation within the building whether in a room or communal area will trigger a building wide evacuation immediately and DFES will be called.

If a smoke or thermal alarm in a bedroom is activated, it will trigger a building wide evacuation immediately, and DFES will be called.

If a smoke alarm in the living room is activated, then a local siren will activate (the siren will sound from the bedroom). The resident will then have four (4) minutes to clear smoke. If the smoke is cleared within the four (4) minutes then the local siren will stop and no further actions will be required. 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.

If the smoke is not cleared within the 4 minutes then a building wide evacuation will be triggered and DFES will be called.

E House

In a room or communal area

Any smoke alarm activation in a communal area will trigger a building wide evacuation immediately and DFES will be called.

Any thermal alarm activation within the building whether in a room or communal area will trigger a building wide evacuation immediately and DFES will be called.

If a smoke alarm in a room is activated, then a local siren in that room will activate. The resident will then have four (4) minutes to clear smoke. If the smoke is cleared within the four (4) minutes then the local siren will stop and no further actions will be required. 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.

If the smoke is not cleared within the 4 minutes then a building wide evacuation will be triggered and DFES will be called.

In a Shared Kitchen

If a smoke alarm in a Shared Kitchen is activated then a local siren in the adjacent room/rooms will activate. The residents will then have 4 minutes to clear smoke.

If the smoke is cleared within the 4 minutes then the local siren will stop and no further actions will be required.

If the smoke is not cleared within the 4 minutes then a building wide evacuation will be triggered, and DFES will be called.

5.6 Candles, Incense, Sparklers and Other Potential Fire Hazards

Naked flames of any kind including candles, incense, oil burners and sparklers are not permitted in any area of UniHall.

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 (see 5.4 above).

5.7 Steam and Moisture

Excess steam and moisture can trigger the fire alarm, and residents should use caution when using the showers or appliances that produce steam, such as humidifiers. Always use the exhaust fan and keep the bathroom door shut when showering. Appliances such as humidifiers should not be left unattended, or operating for long periods of time, as the steam production can trigger a fire alarm and the resident responsible will be liable for the cost of the fire brigade's attendance (see 5.4 above).

6.0 ADMISSIONS

All residents must be full time enrolled students at The University of Western Australia or affiliated UWA course/colleges (at the discretion of UniHall) during their tenancy period at UniHall. Residents are admitted to UniHall in accordance with the terms of condition stipulated in their Letter of Offer.

6.1 Tenancy Agreement

Residents are allocated a room at UniHall once they are admitted to UniHall. This room remains 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.

Lease dates – start and end – are firm. It is a resident's responsibility to understand when their lease starts and when it ends. These dates are clearly stipulated on your tenancy agreement. You must vacate your room by 10am on your latest check out date, there are no exceptions.

No early arrivals or late departures can be accommodated. Residents who wish to arrive in Perth early are responsible for finding their own external accommodation and to arrive at UniHall on the earliest check in date of their lease. Similarly we are unable to assist residents with short term accommodation after the end date of their lease.

At the end of your lease, your room will be inspected. If the room has not been cleaned to the standard it was when you arrived, or if there is any damage, a charge will be added to your UniHall account and – until paid – a administrative encumbrance will be added to your account. This will affect your re-enrolment and potentially graduation.

Residents are not permitted to sublet their room, allow unauthorised guests to occupy their room or to lend their UWA campus card or temporary card to others at any time. Failure to follow this process is a breach of the Resident Code of Conduct and will incur a serious disciplinary response.

6.2 Academic Standing

All residents are expected to achieve and maintain satisfactory academic progress. In determining whether a resident has made satisfactory progress, UniHall will refer to the resident's UWA academic transcript. If a resident has failed 50% or more of their units in a standard semester, they have not fulfilled the requirements for satisfactory progress as a UniHall resident.

Residents who have failed two or more units in the previous semester may be asked to meet with their relevant RLS. This may put in place an agreed on processes to support their future success.

6.3 Course Enrolment

Residents must communicate with their RLS 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 may affect their academic achievement, academic standing or full-time enrolment, their continued residency at UniHall may be compromised.

6.4 Breaking Lease

All Residents

Termination of the fixed term Tenancy Agreement 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. 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 RLS in the first instance. The RLS will determine why the resident is requesting to break lease and assist them to complete a Lease Termination Request Form. Residents should allow at least five business days for their request to be processed after submission of the Lease Termination Request Form.

Mid-Year Graduation and Outgoing Exchange Students

Students who are completing their enrolled degree mid-year in 2023 (at the end of Semester 1, 2023) and outgoing exchange students will be released from their fixed term Tenancy Agreement on Sunday 9 July 2023. This is on the

condition that written confirmation of the student's current degree completion or outgoing Exchange/Study Abroad agreement is supplied to UniHall no later than Friday 2 June 2023.

6.5 Returning and Re-Admission to UniHall

Eligibility to Re-apply

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 UniHall.
- have not failed more than two units in one calendar year.
- have UWA enrolment of at least 3 subjects.

Behavioural, Health and Well-being Agreements and Academic Agreements may impact on re-application. This will be discussed fully with residents at the time they are placed on an Agreement.

Accepting Offer

Returning residents must abide by the UniHall admissions policy to accept their offers, which includes:

- accepting the offer by the specified due date,
- paying the non-refundable Confirmation Fee,
- paying the non-refundable Advance Rent Fee (equivalent to the first two weeks' rent), and
- returning all required documents.

Failure to meet the due date may result in a resident's offer being rescinded.

7.0 FINANCIAL OBLIGATIONS

Regardless of who is actually paying your rent, it is your responsibility as a resident to ensure rent is paid in accordance with the Payment Schedule.

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

7.1 What is Good Financial Standing?

Students, former students, and graduates are in good financial standing when their account with UniHall is not overdue. Those who do not maintain a good financial standing will be unable to obtain any documentation, recognition or recommendation from the University and UniHall. Students must be in good financial standing to view results, re-enrol and graduate.

7.2 Ongoing Rent Payment Options

Three options are available for rent payment:

- Direct debit, processed weekly in advance (i.e. rent for the week coming)
- Two one-semester advance payments, either by bank transfer, or credit/debit card via the portal (i.e. one full upfront lump sum payment for Semester1, another full upfront lump sum payment for Semester 2).
- One up front lump sum full tenancy period payment prior to the beginning of the lease, either by bank transfer, or credit/debit card via the portal.

If you choose the option to pay your rent by direct debit from your bank account, please set this up before the second Wednesday of your contract by completing the Direct Debit Request form sent to you with your Offer Pack and submitting the form via the portal. Alternatively, you can request another form by sending an email to admissions@unihall.uwa.edu.au.

If a direct debit payment has a bounce back (usually due to insufficient funds in your account), be aware that your bank may charge you a fee. Should this occur, you will need to make payment via the portal or at the UniHall office by Friday of that week.

7.3 Financial Difficulties

If you are having financial difficulties, please make an appointment to see your RLS to discuss your situation. We will do our best to assist you but the earlier you contact us the better.

7.4 Consequences of Outstanding Debt

You should be aware that a debt to UniHall is a debt to UWA.

For non-payment of rent or an outstanding debt after 14 days, residents will incur a Breach Notice for Non-payment of Rent under the Residential Tenancy Act as well as an administrative encumbrance to be placed on your UWA record.

This 'academic encumbrance' which will be placed on your UWA transcript until payment is made means that **you will not be able to:**

- obtain any documentation from UWA Student Administration.
- access your exam results.
- re-enrol at UWA next semester.
- graduate.

Once your obligations have been fulfilled you can request the administrative encumbrance be removed. This may take up to 2 business days.

If debt remains ongoing there will be cause for UniHall to terminate a lease. Students who receive multiple Termination Notices during the tenancy period may not be accepted back to UniHall the following year.

7.5 Additional Fees

There may be other fees and charges applied to a student account from time to time. These include:

- Fire alarm charge.
- Property damage charge.

- Check-out cleaning and maintenance charges.
- Over-parked vehicle charges.
- Lockout charge.
- ResLife charges (for example event non-attendance, refer to section [11.1](#)).
- Guest stay charge.
- Bank fees and charges.
- Parking charges.

Any other charge must be paid immediately by eftpos or credit card at UniHall Reception. These include:

- Merchandise purchases.
- Meal plan upgrades.
- Laundry tokens.

It is compulsory for residents to pay the additional fees they incur. If payments are not made, you may receive an administrative encumbrance.

7.6 Confirmation Fee

The confirmation fee is the first payment all students make to secure their place at UniHall. This is a compulsory fee that all residents must pay and is non-refundable.

For all new students the charge is \$550. This includes ResClub membership for the year and Welcome Week fee.

For returning students the cost is \$400 which includes ResClub membership for the year.

7.7 Checking Your Account

It is recommended that you check your account frequently. This will inform you of any outstanding debt that may have accrued, (e.g. lockout charge, direct debit bounce back and Dishonour Fee). A payment can then be made through the Online Portal by following these steps:

1. Go to the [UniHall portal](#)
2. Login using your username and password.
3. Go to Accounts where you will be shown your outstanding account and how much you owe.
4. Follow the on screen instructions to make a payment via credit or debit card.

If you have any concerns, you require support or wish to seek further details, please email Residential Life Staff to make an appointment.

8.0 YOUR ROOM

8.1 Cleaning

UniHall employs a committed housekeeping team to clean students' rooms.

The cleaning of fridges, microwaves, shower recesses and toilets in studio rooms and one bedroom apartments is the responsibility of the resident. These areas must be kept clean during the lease period. NOTE: Fridges must be emptied and cleaned thoroughly at the end of the lease period or an excess cleaning charge will be applied. This is calculated on an hourly rate.

Studio rooms and one bedroom apartments are cleaned by our housekeepers once a month. Residents in studio rooms and one bedroom apartments will be notified of the monthly room clean schedule in advance.

Students in standard and standard premium rooms have their room cleaned on a weekly basis by our housekeepers. The schedule is published at the beginning of each semester on the [UniHall portal](#).

The included cleaning for rooms is compulsory, and part of your residential agreement to live at UniHall. However, residents may request to cancel one cleaning service per semester, only under exceptional circumstances (such as medical or undertaking of exams). The request is subject to approval and needs to be submitted to your relevant Reslife Staff **seven working days** prior your scheduled cleaning service. Please note, regardless of whether the cleaning service cancellation is approved, your room will be inspected by the Housekeeping supervisor.

Housekeeping staff will not service unsatisfactory rooms and a report will be submitted to the relevant Reslife Staff who will contact the resident

Throughout the period of tenancy, the resident will be responsible for maintaining their room at a high standard of cleanliness and tidiness. To assist residents, vacuum cleaners are available for loan via a maintenance request on the [UniHall portal](#). Vacuum cleaners can be borrowed from Housekeeping between 6.30am and 2pm on weekdays. Vacuum cleaners must be returned promptly to allow all residents equal access.

Maintaining your room to a high standard of cleanliness and hygiene means (where items applicable for your room type):

- wiping up spillages.
- keeping fridges and freezers clean and throwing away unwanted or out of date/spoiled food.
- keeping the oven, the grill pan and microwave clean.
- keeping surfaces clear (e.g. worktops and window sills).
- washing up and putting away crockery and cutlery.
- hanging wet/damp towels away from furniture or vanity/kitchen doors because they will warp. This will cause damage that you will be accountable for paying.
- properly disposing of rubbish and recycling in waste rooms or pantry bins.
- wiping down wash basins and shower recesses on a regular basis, removing stains, spills and hair from the drain.
- keeping the room clean and tidy.
- not storing perishable or dry foods on windowsills.
- ensuring that rooms and bins do not smell or become unhygienic.
- ensuring clear access to the balcony for maintenance and housekeeping staff.

Failure to maintain your room at the standard above or having an unserviceable room may result in additional cleaning charges.

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 the [UniHall portal](#). Our cleaning team is well-practised 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. If there is paint, glitter, makeup or other items that stain or damage carpet present upon your departure from your room, there will be additional charges to replace the carpet.

We understand that for some residents this is the first time they have lived away from home, and they may not be used to looking after their own space. RAs and RLSs are happy to help residents understand what is required and how to achieve a high standard of cleanliness and hygiene. Please do not hesitate to ask for help.

You will be provided with a Property Condition Report within 14 days of your tenancy start date. Any damage or missing items should be reported via the portal. Any additional damaged or missing items found at the end of tenancy will be charged to the resident.

8.2 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.

Clothes, barbeques, bikes and furniture (other than furniture items provided by UniHall) are not permitted on balconies. Balconies may not be used as storage spaces, for smoking or for the use of candles, incense or other potential fire hazards.

8.3 Condensation Management

Condensation can become a problem in rooms at UniHall, and may lead to the build-up of mould or mildew. It is the responsibility of each resident to ensure condensation and mould/mildew does not become a problem in their room. Please report any ongoing mould or mildew issues via the [UniHall portal](#).

To keep humidity levels down and reduce moisture, please keep the room as dry, warm and ventilated as possible. Tips on how to do this include:

- keeping the bathroom door shut and the exhaust fan running while showering.
- leaving the exhaust fan running for 30 minutes after showering where possible.
- drying the shower recess, including the floor, with a mop or cloth after use.
- turning on the extractor fan (above hotplates) when cooking and keeping it running for 10 minutes after you have finished cooking.
- putting lids on saucepans while cooking.
- turning off the kettle as soon as it has boiled.
- opening the window for a while to avoid condensation building up (this will look like mist or fog).
- sleeping with the window open slightly or the heater on.
- if drying clothes on a drying rack, opening the window and placing the rack close to the window.

8.4 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 UniHall. New items purchased within Australia will be certified for use at UniHall and will not require testing.

Do not cut food on bench tops. Always use a cutting board (that you will be required to purchase).

Cooking Safely

Operate appliances as per instructions provided:

- Never leave cooking equipment unattended (including kettles and toasters).
- Do not allow a build-up of grease on cookers, microwave or grill pans. Residents are responsible for keeping all kitchen equipment clean and grease-free.
- 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.

8.5 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 UniHall. Any heating appliance not approved by UniHall could invalidate any insurance claim against loss through fire and will be removed without notice.

If you require a fan, please submit a maintenance request via the Portal.

8.6 Decoration and Alteration

Residents are not permitted to make alterations to any part of their room. Please do not write on, affix to the wall, or any part of the room any boarding, writing, signs or similar that may cause damage. Posters may be placed on pin boards and noticeboards in internal and external common areas and in rooms as long as removable adhesive is used. Only removable adhesive (Blu Tack) can be used on room doors and cupboards (not on walls). However, this must be removed when posters, etc. are taken down. Do not use sticky tape or command hooks on walls as this will remove wall paint.

Any damage 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 as well as being a violation of the Residential Tenancy Agreement. In such cases, an RTA Breach will be issued.

8.7 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 already be certified for use at UniHall and will not require testing. Please note – larger appliances such as countertop dishwashers are not permitted at UniHall.

Residents who require additional power points in their room must purchase a power board with a surge protector. These can be purchased from supermarkets and hardware stores. Residents using an 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 UniHall Office immediately. Faulty items will be replaced or repaired as soon as possible.

Any equipment belonging to residents which cause problems with electrical circuits will be removed.

Please note, electrical circuits in A, B, C, D and M House have limited capacity and can overload quickly causing your power to trip. As a result, electric blankets, hair straightening irons, hair dryers, rice cookers, toasters, kettles and non-UniHall heaters are not allowed to be used in rooms. Bar fridges may be allowed with prior approval, however if they cause damage, charges may apply.

Faults with common area washing machines, fridges and microwaves should be reported immediately as a maintenance request on the Portal.

If you are charging equipment using lithium batteries, please do this whilst you are present and disconnect when you leave your room. There have been instances in the community where lithium batteries have combusted, resulting in a fire.

8.8 Installation of External Water Appliances

Under no circumstances is the installation of external water appliances to occur in rooms. This includes bidets, benchtop dishwashers, water purifiers or other devices which require addition, alteration or modification to existing room plumbing.

8.9 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 and carefully dispose of glass and rubbish in allocated UniHall recycling areas. Please carefully dispose of broken glass and do not put broken glass directly into bins. Glass should be wrapped safely before disposal.

8.10 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 the power outlet under the desk and the refrigerator will always operate regardless of the card insert. Residents are not to use these outlets for cooking or heating equipment.

8.11 Reporting Damage &/or Maintenance Requests

Routine Maintenance

Residents should report any maintenance issues in their room when first noticed so that we can attend to them as soon as possible. Please be aware that you are not permitted to make repairs or replace any UniHall property or to contract external tradespersons or vendors to undertake repairs on your behalf.

To log a maintenance request you should:

- Login to the [UniHall portal](#)
- 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'* is not very clear, 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 are 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 always try to attend in a timely manner. However, we cannot guarantee work will be undertaken at a time requested by you as all work is done on a "most urgent" basis.

Using the information provided in your request, Maintenance staff will determine how urgent the issue is and will assign it a priority. This 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.

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

*Note: Maintenance staff work between 7.30am and 3.30pm, Monday to Friday. If an urgent maintenance issue occurs after-hours please alert the Duty RA (outside of office hours between 6.00pm – 12.00am, midnight) or UWA Security (outside office hours from 12.00am, midnight – 9.00am).

Every effort will be made to respond to 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 UniHall Office (9.00am to 6.00pm) or to the Duty RA (outside of office hours between 6.00pm – 12.00am, midnight) or UWA Security outside office hours from 12.00am, midnight – 9.00am). 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.

9.0 FACILITIES AND SERVICES

9.1 Map of UniHall



9.2 Common and Recreational Spaces

Residents are expected to demonstrate respect and care in the use of all 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 do not infringe on other residents' rights to comfortable use of spaces. This extends to being responsible for the behaviour of guests and ensuring you are accompanying them throughout UniHall at all times.

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 these events taking place.

Moderate alcohol consumption is permitted in certain common areas during clearly posted hours. If an area does not have signage, it means that the space is not open to alcohol consumption at any time.

Residents are expected to leave all common spaces clean and tidy after use. 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. Additional disciplinary action may be taken.

Innovation Space

This space is open to all residents who are participating in areas of the Professional Development portfolio including internships, work placement / practicums, leadership and employment.

Games Room

Residents are expected to observe common sense and safety precautions around the use of any sporting equipment and venues. The 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 UniHall staff member at all times.

Pool tables, table tennis games equipment, Xbox and Foxtel 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.

Basketball Courts

Residents are expected to observe common sense and safety precautions around the use of any sporting equipment and venues. The basketball courts 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 UniHall 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 to be used between 12.00pm – 7.00pm.

Residents are asked to cooperate in maintaining the security and condition of the courts and to report any damage or misuse to an RA and log a maintenance request through the portal.

Upper and Lower Quad

The grassed areas between A House and K House (Upper Quad) and K House and J House (Lower Quad). These areas are alcohol free unless there is a formal UniHall organised event occurring.

J House Lantern

Located on the 6th floor of J House this beautiful outdoor area offer views to the south-west overlooking UWA. It is open to all residents to book via the Internal Event Management form. Events must be resident-only. The Lantern is an alcohol-free space unless approval has been given in the Internal Event Management form. As with all common spaces, respect for others by cleaning the space after use is expected. Please be aware that due to safety regulations, the Lantern has a capacity restriction of fifty attendees so any proposed events should be for groups below this capacity. Further information can be obtained from your RLS.

L House Terrace

This area is situated on the 6th floor of L House and is for the exclusive use of postgraduate residents. It contains wonderful views to the south and is a relaxing area for residents to network and get together. BBQ facilities are available in this space. As with all common spaces, respect for others by cleaning BBQ's and the space after use is expected. The Terrace is open from 10:00am to 10:00pm. Events (L House residents only) outside these hours can be booked via the Internal Event Management form and the L House RLS.

LG22

This room is situated on the ground floor of L House and is for the exclusive use of postgraduate residents. It caters for both private and group study and is available for use on a first-in first-served basis.

J Common

Located at the front of UniHall, alongside Mounts Bay Road, J Common is a multi-purpose room used for many events, studying and relaxing. With couches, desks, tables, a TV and beanbags it's great for a variety of uses.

K Common

Centrally located near the Dining Hall and Upper Quad, K Common is a multi-purpose room used for many events, seminars and workshops. It is also a group study space as well as the central hub for students to grab a bean bag and watch movies and Foxtel.

Art Room

Located next to the Games Room, this area is used by students wishing to pursue their interests in drawing, painting, sketching, etc. and doubles as a study space for all and area for the Creative Arts Committees to host events and activities.

Music Rooms

Two soundproof music rooms are located in the corridor between the Upper and Lower Quads. They are available for use to all residents and must be vacated by 10.00pm to allow neighbouring residents quiet enjoyment of their rooms. Each music room is stocked with instruments and sound equipment which are owned and maintained by UniHall and free to use. A Music Officer and Student Music Committee oversee the Music Rooms and there are expectations of appropriate behaviour at all times. All UniHall owned music equipment is to be kept in the Music Rooms unless permission is sought from UniHall staff or the Student Music Committee.

Library

The UniHall Library is a quiet space to study, read or relax. There are books that represent UWA faculty areas, as well as a big collection of fiction and non-fiction books. The UniHall Literary Society, run by students, oversees the organisation and maintenance of the library. Borrowing books is based on an honour system whereby they are to be returned after use. Many residents donate textbooks and novels that they have finished reading which helps keep the library well stocked.

Shared Study Rooms

There are many shared study rooms located throughout UniHall. Some have printers, whiteboards and computers whilst other areas have shared tables and desks. All areas cater for both private and group study and are available for use on a first-in first-served basis.

9.3 Cleaning of Common Spaces

UniHall employs a Housekeeping team to clean the common areas of UniHall. These spaces include kitchens, toilets, laundries and lounges which are cleaned on a daily basis Monday to Friday.

Food areas and social spaces are the responsibility of the resident community to keep clean. It is respectful behaviour to ensure that these areas are left clean and tidy after you use them so that other residents are free to enjoy them too.

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 the [UniHall portal](#).

Our cleaning staff members are well-practised 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.

9.4 Cooking in Common Spaces

These areas must be kept clean and tidy.

Food areas are shared by all residents, and it is the responsibility of each resident using the spaces to keep them clean. It is respectful community behaviour to ensure that these areas are left clean, tidy and odour-free after use so that other residents can enjoy them.

Cooking Safely

Please operate appliances as per the instructions provided and with attention to the guidelines below:

- Never leave cooking equipment 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.
- Any attendance by DFES (Department of Fire and Emergency Services) caused by resident negligence will be charged directly to the resident(s) involved.

9.5 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 UWA policies and guidelines with respect to use of information technology facilities. Some restrictions apply and gaming consoles and some smart TVs are not compatible. Find more information [here](#).

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 the UniHall Office.

UniHall is not responsible if your mobile network is either weak or not connectable in the vicinity.

Non-UWA students will be issued a Uni guest account to internet access. Please contact the UniHall Office to organise an account.

9.6 Bicycles

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 without prior approval. Bikes stored inappropriately will have their locks removed and will be relocated. Ongoing issues will incur a breach notice and possibly a further disciplinary response.

All bikes must display a valid bike permit. These are available for no charge at the UniHall Office (weekdays 9.00am to 6.00pm)

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

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

Other large personal items including bikes must be kept clear of common areas, balconies and exits as they may create a hazard in a fire or other emergency evacuation.

9.7 Equipment Loans

A selection of equipment is available for loan at the UniHall Office:

- Irons
- Trolleys – these must be returned immediately after use and during business hours.

Failure to return loaned equipment within the agreed timeframe may result in charges for replacement being added to your account.

9.8 Car Share Program

UniHall has allocated two parking spots for Student Car Share. The program provides residents with an option to rent a car without the need of owning their own or paying for a parking permit while they live on campus. Students can sign up to become a member for a \$35.00 annual Membership with the rental rate starting at \$6.55 per hour + \$0.35 per km. This includes the cost of fuel, maintenance, cleaning, registration and insurance. Find out more [here](#).

9.9 Vehicles & Parking

Parking is not a guaranteed right of a resident's tenancy agreement and due to the extremely limited parking on site, it is strongly encouraged that students do not bring vehicles with them to UniHall.

Residents who own a vehicle but do not have a UniHall parking permit are not permitted to park on site and risk paying a hefty fine if they infringe UWA parking regulations.

To be considered for a parking allocation, apply through the [UniHall portal](#). Priority is on a first come, first served basis unless there are legitimate special needs indicated in the application. Applications which do not include valid registration papers will not be considered.

Residents who are issued with a parking permit must read and agree to the conditions outlined within the parking agreement, a copy of which is received as part of the application process. Failure to adhere to the terms and conditions, may result in loss of parking privileges.

UniHall assumes no responsibility for damage, loss or theft of vehicles parked in the UniHall parking area (external or underground). Residents are strongly advised to take out appropriate vehicle insurance cover as a precaution against theft, damage and other potential risks. Do not leave valuables in vehicles. UWA Security must be notified of any damage or theft of motor vehicles via a security incident form (see Important Contacts on the final pages of the Handbook). Only cars may be stored in your parking bay.

Only residents with a current UniHall lease may hold a parking permit and park their vehicle at UniHall.

UniHall visitors may park in the specified visitor car bays from Monday to Friday, 9.00am – 5.00pm. To avoid a possible parking fine, please acquire a permit from the ticket machine in the carpark.

Between 5.00pm and 7.00am 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.

Parking is not permitted in the Loading Zone between the back of the Dining Hall and L House at any time, as this will obstruct delivery and collection trucks.

Please note that residents are not permitted to use the Loading Zone as a car washing area.

9.10 Mail

Residents may collect their mail and parcels from the UniHall Office, 9.00am to 6.00pm Monday to Friday. Please note that mail and parcels will only be sorted if it has a resident's name on it. Incorrectly addressed mail and parcels will be returned to sender. Residents are asked to wait until they have received an email from the UniHall Office informing them that a parcel has arrived before collecting.

Incoming mail should be addressed as follows:

Your First and Last Name
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.

The UniHall Office will email residents at least twice informing them that a parcel has arrived and will hold parcels for 60 days after your departure date. After this time, any parcels which have not been collected will be considered abandoned goods.

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

Please be aware that there is no mail or parcel delivery over the UWA Shutdown period from (usually) the third week of December to the second week of January. Refer to the UWA website for specific shutdown dates.

9.11 Noticeboards

Noticeboards are placed throughout UniHall external areas and internal common spaces as well as inside the lifts. Residents must seek approval from the UniHall Office to post signs around UniHall. Material which has not been approved will be removed. Damaging, defacing, or any other malicious damage to noticeboards or any signage at UniHall will be treated as inappropriate behaviour and students found to be participating will be disciplined.

9.12 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.

9.13 Laundries

Laundry facilities (excluding washing powder) can be found in E, J, K, L and M Houses. Washing machines and dryers are token-operated. A token costs \$2 which can be purchased from the UniHall Office or the automatic token machine in M House laundry. You can also purchase 4 tokens for \$6 or 8 for \$12 from the UniHall Office.

Non-residents are not permitted to use the laundries so residents must ensure the laundry doors are locked at all times.

Residents will need to purchase their own washing powder and conditioner.

Residents are reminded to be considerate of others. If residents using the laundries cannot wait for their washing, they should return regularly to check it (every 10-20mins). Under no circumstances is a resident permitted to remove another resident's laundry from a washer or dryer.

Please remember to clean the lint filters in the dryers before and after every load to avoid fires and to ensure the machine is most efficient. If you have any questions on how to do this please visit the UniHall Office during business hours.

Please note that the washing machines and dryers do not perform efficiently if they are over-filled. To ensure proper cleaning and drying, make sure that you only fill 75% of the washer or dryer drum capacity.

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.

If you notice a washing machine or dryer not working, please lodge a maintenance request through the [UniHall portal](#).

9.14 Public Transport

Bus stops are located directly in front of UniHall (heading to Perth City and Northbridge) and across the road (using the underpass) opposite UniHall in front of UWA (for travel to Fremantle and beaches). Find out more [here](#).

9.15 Waste Management and Recycling

Each resident is responsible for taking their Rubbish/Recycling to the designated waste areas and placing in the correct bins.

Waste Areas

Designated waste areas are available on each floor for the disposal of small household waste and mixed recycling. Bulk waste or large items (Large cardboard boxes, unwanted clothing and large amounts of organic waste) must be taken to and disposed of in the bulk waste collection area located in the loading bay near L House.

Recycling

Co-mingled (Single Stream) Recycling bins are available on every floor and there is a large skip bin located in the bulk waste collection area. Residents of UniHall are strongly encouraged to participate in actively recycling and helping

towards the fight of reducing landfill. Information on what to recycle and how as well as other valuable resources can be found [here](#) or by downloading the Recycle Right App.

9.16 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 often being 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.

9.17 Damage and Vandalism

Property damage and vandalism must be reported to the UniHall 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 their visitors and/or guests.

Where a group of people were in attendance when damage took place to a common space but the individual responsible is not forthcoming, all those in attendance will be charged a portion that is considered fair and reasonable according to UniHall.

10.0 THE 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 a place where all residents, visitors and staff should feel safe, 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 their UWA card to swipe in via the sliding doors. Residents may be asked to vacate periodically (e.g. if the floors are being cleaned or an event is being set up or occurring).

Residents with meal packages should utilise their campus or key card to redeem their meal by swiping upon entry to the Dining Hall. Residents may only swipe once per meal period and if they leave the Dining Hall they cannot return during that service. Failure to follow correct entry procedures to the Dining Hall is a serious breach of the Resident Code of Conduct.

Meal plans are non-transferable. It is a breach of the Code of Conduct to pass a UWA campus card with UniHall meal plan access to another person.

Residents are asked to discuss any special dietary requirements with their RLS.

10.1 Meal Times

The Dining Hall is open for meals during the following hours:

Monday – Friday	Breakfast	7.00am to 9.00am
	Lunch	11.30am to 2.00pm
	Dinner	5.00pm to 8.00pm
Saturday – Sunday	Brunch	10.00am to 1.30pm
	Dinner	5.00pm to 8.00pm
Public Holidays	Brunch	10.00am to 1.30pm
	Dinner	5.00pm to 8.00pm

Any changes to Dining Hall hours will be communicated via UniHall's communication channels (UniHall App, posters, etc.).

10.2 Etiquette

The following guidelines are in place to ensure the Dining Hall can operate effectively:

- Dining Hall staff must be treated with respect and courtesy.
- Residents must scan their UWA campus card/temporary card upon entry during meal times.
- You may purchase a guest meal at the cashier's desk. If unattended please wait patiently for the staff member to return.
- The Dining Hall is an alcohol-free zone, except during approved UniHall events. Anyone who enters the Dining Hall in an intoxicated state will be asked to leave.
- Residents should be dressed appropriately and have showered after the gym or sport. Shirts and footwear must always be worn. Sleepwear (pyjamas and nightwear) is not permitted.
- Residents are to clear their plates, cutlery and glasses from the table and return them to the designated area.
- No crockery, cutlery and buffet food may be removed from Dining Hall.
- Please do not bring your own food into the Dining Hall during meal times.
- Access to the kitchen preparation areas is not permitted.
- Once the servery is closed you may not enter.
- The furniture is set to encourage conversation. Please leave tables and chairs in their correct place.
- Residents may not depart and later re-enter the Dining Hall for a second sitting during the same meal period.
- Please be mindful that some residents have specific religious and dietary needs so please use only utensils provided.
- The Dining Hall is a buffet and as such you may return numerous times. Please be considerate of your wastage and only take what you will consume.
- If your card is not working or has been lost/replaced please see UniHall reception for a meal voucher during office hours. Outside of office hours please see Dining Hall staff for assistance – you will need to show your temporary card in the case of a lost card.

- If anything is preventing you from accessing Dining Hall, please speak to ResLife Staff.

10.3 Meal Plan Upgrade Options

Residents have the option to upgrade their meal plan at any time during their tenancy period. The upgrades provide flexible options where you can add meals from as little as one week, one month or until the end of your tenancy period. Please contact the UniHall office to upgrade your meal plan.

10.4 Dietary Needs

The Dining Hall aims to cater and accommodate the dietary needs of residents and provides labelling of all dishes to indicate each dietary breakdown. If residents have any concerns outside of this, please ask the Dining Hall staff and they will endeavour to assist. Students with dietary needs or food allergies can notify UniHall of this by including the details in the Resident Background form. This can be updated anytime on the My Details page of the [UniHall portal](#).

For more information about the Dining Hall food options and discussing personal dietary needs, students can meet with Residential Life Staff or the Dining Hall Manager. For dietary concerns please set up a meeting with your RLS as a priority so that they can discuss and dispel any anxieties around eating in the Hall. In extreme cases where dining within the Hall has been deemed not an option via approval from the Deputy Principal a catering pack may be provided. This option will only be available for residents living in self-sufficient rooms i.e. private fridge and cooking facilities.

11.0 SOCIAL EVENTS & SOCIALISING

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

UniHall common spaces are not appropriate venues 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 the UniHall visitor, noise and alcohol guidelines. Any activity which affects other residents' ability to study and/or the quiet enjoyment of their space is not appropriate and may result in a disciplinary response.

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

11.1 Event Etiquette

UniHall takes pride in the quality of its events and respects the diversity of residents' beliefs and cultures. Residents must bear in mind the following guidelines when attending Hall events:

- Residents may not invite non-resident guests unless this is communicated by UniHall staff.
- 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 to the event or remove alcohol 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. If you are in any doubt at all, please confer with your RA and an RLS. This will support you in making a decision based on community values and inclusiveness and avoid any incident or offence which might see you asked to leave an event.
- During speeches and performances, residents are expected to refrain from using their mobile phones, continuing their conversations or engaging in any kind of activity which is disrespectful to those presenting or speaking.
- 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 will follow.
- If an event is RSVP only, residents who fail to honour their RSVP may be excluded from future events or be charged a fee.

11.2 Room Bookings

Permission to hold private gatherings, such as birthdays, dinner parties or other social events in common spaces can be requested via an Internal Event Management Form. These forms clearly outline the terms and conditions for approval and are available via email from the UniHall Office. The majority of attendees at such events must be UniHall residents.

All requests are subject to approval by an RLS or the Deputy Principal/Principal.

11.3 Welcome Weeks

These are significant and important weeks at UniHall as they provide opportunities for new residents to meet their peers both new and current in residence. The Welcome Week program is designed to complement Orientation activities on campus at UWA including your school of study. Therefore, the UniHall program allows you to attend our events and activities free of conflict. There will be a number of sessions that we consider compulsory, and attendance is expected. These sessions focus on respectful relationships and community life and expectations.

11.4 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 must be aware they represent both UWA and UniHall when participating in PROSH activities. Consuming alcohol is not an appropriate accompaniment to the event, whether the evening before or the morning of PROSH.

11.5 Neighbouring Colleges

UniHall enjoys excellent relationships with its four neighbouring colleges. Residents should be aware that all 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 to be trespassing and a breach of the Resident Code of Conduct which may result in a serious disciplinary response.

If a resident invites a friend from another college to UniHall, the resident is responsible for their guest's behaviour. Guests should be accompanied at all times and leave UniHall premises by 11.00pm unless permission is granted for an overnight stay. Guest stays can be requested at the UniHall Office and are subject to the approval of the Deputy Principal or their designated representative.

12.0 SOCIAL MEDIA AND COMMUNICATION CHANNELS

12.1 Expectations

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 UniHall 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 UniHall or its operations is expressed, a disclaimer must be included. The disclaimer must tell readers that the views expressed 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. This includes all communications with UniHall staff members.
- No use of the UniHall logo is allowed unless permission has been granted by the Principal.
- Internet postings must respect copyright, privacy, fair use, financial disclosure and other applicable laws.
- In a circumstance where another individual approaches you on social media with questions about UniHall, refer to the Marketing and Communications Officer to manage the request. Example, a potential student approaches you with questions about living at UniHall, room types etc.

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

For more information residents can refer to the [UWA Regulations for Student Conduct and Discipline](#).

12.2 Communication Channels Within UniHall

There are many ways to stay informed about what is happening around UniHall and we expect you to always check the following:

- Your UWA student email
- TV Screens located throughout all buildings
- Our purpose built UniHall App
- The [UniHall portal](#)
- Official Social media pages:
 - Facebook official pages:
 - For Residents - UniHall Life group (you will be invited to join)
 - Community - University Hall, UWA <https://www.facebook.com/UniHallUWA>
 - University Hall UWA Alumni <https://www.facebook.com/UniHallUWAAlumni>
 - Instagram official
 - <https://www.instagram.com/universityhalluwa>
 - LinkedIn
 - <https://www.linkedin.com/company/university-hall-uwa/>

Stay up to date with ResClub's social media pages:

- Facebook Page <https://www.facebook.com/unihallresclub/>
- Instagram page: <https://www.instagram.com/unihallresclub/>

You will also likely have a floor Facebook group (administered by your RA)

Finally, the students at UniHall have a student-only Facebook group to stay in touch. This page is not moderated, monitored or endorsed by the staff at UniHall, and is run by students, for students. UniHall expects that all contributions and posts in this group are positive in nature, and align with the above guidelines outlined for positive social and personal wellbeing.

13.0 YOUR HEALTH AND WELL-BEING

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

Making the transition to university and independent living can cause significant stress at different times. While stress is part of all life changes, 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 their RA and RLS or the UWA Medical Centre.

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

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 UniHall's policy that RAs must arrange ambulance transportation for any resident who is unconscious, experiencing breathing difficulties, chest pains, significant bleeding or any other critical medical incident.

UniHall acknowledges that it does not have the resources, expertise and skills to support serious issues of mental health. UniHall will assist families and other organisations in helping the resident. However, there may be occasions when a resident will be excluded from living at UniHall until such time that it is considered safe for their health and well-being, and that of other community members, for them to return.

Physical Activity

Exercise has many benefits, not only for your physical health but also your mental health. Uniquely we are positioned in a geographical area that lends itself to an overabundance of physical activity opportunities which support you to find a healthy balance of study, sleep, fun and exercise. Here are some ideas:

- Join your UniHall peers in a team to compete in the Intercollege (IC) Sports competitions held most weekends in the semester. There are a variety of sports to choose from and you can make a lot of friends along the way. More information can be found by visiting our communication channels, ResClub or speaking to your RA.
- Join a UniHall mid-week social sports team in activities such as touch football, netball, volleyball and ultimate Frisbee. More information can be found by visiting our communication channels, ResClub or speaking to your RA.
- All residents have a UWA Sport gym membership located 150m away. The gym has fitness and weight training rooms and more than 50 group fitness classes each week.
- Walk, jog, run or cycle in or around Kings Park, Matilda Bay foreshore, or UWA Campus.
- Play tennis, badminton or squash on campus at the UWA Sport gym.
- Sign up and be involved in the over 150 UWA Student Guild clubs. Find out more [here](#).

14.0 BULLYING AND HARASSMENT

14.1 Definitions

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.

Bullying and harassment both involve behaviour which harms, intimidates, threatens, victimises, undermines, offends, degrades or humiliates.

Harassment is always linked to Anti-discrimination Laws and thus will focus on gender, race, ethnic background, colour, religion or belief, sexual orientation or disability. 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 is repeated inappropriate behaviour, direct or indirect and by one or more persons which undermines an individual's right to dignity.

It should be noted that only one instance of harassment is required to distinguish it as harassment. This separates harassment from bullying since bullying is often times an ongoing problem. Harassment can happen repeatedly, but it does not have to, whereas bullying always takes place more than once and typically many times. Bullying and harassment may occur in person, on the phone, via text message, email, voicemail and on social networking sites.

The main difference between bullying and harassment is that harassment has physical factors such as uninvited touching, intrusion into your personal space, and/or the damaging of your possessions. Bullying differs in the fact that it is almost always emotional or psychological and it often involves verbal and/or written communication and actions. The elusive nature of bullying makes it a great deal more challenging to stop than harassment.

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.

14.2 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).

14.3 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, to be involved in hazing faces serious disciplinary action, potentially leading to expulsion from UniHall.

14.4 Reporting or Seeking Assistance

If you are not sure about anything that may cause offence to another resident you can:

- Be sensitive to any sign of discomfort from the other person.
- Apologise, if you do notice the other person's discomfort.
- Stop doing what you are doing or what you are saying at the time, or
- Talk it over with your Residential Advisor or Residential Life Staff.

If you feel that you are the subject of bullying or 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 your Residential Life Coordinator and/or
- Contact the [UWA Integrity and Standards Unit](#).

14.5 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 investigation. A disciplinary response will occur if the investigation demonstrates that bullying, harassment or discriminating behaviour has taken place. Such behaviours are serious breaches of the Resident Code of Conduct and are grounds for immediate expulsion from UniHall.

15.0 SEXUAL MISCONDUCT

15.1 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 Western Australia, the legal age for males and females to consent to sexual activity is 16 years old. Sexual Misconduct means an instance(s) where an individual engages in unwanted and unwelcomed conduct of a sexual nature towards another individual without their consent including Sexual Exploitation, Sexual Assault and Sexual Harassment.

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.

15.2 Reporting or Seeking Assistance

Immediate Safety

If you are concerned for your immediate safety we encourage you to contact UWA Security by either phoning 6488 2222 or sending an alert on the SafeZone App. Security will attend and assist both on-campus and onsite at UniHall. If you are off campus, seek a safe location and contact the Western Australian Police by dialling 000.

Get Support

UniHall and UWA have staff trained in responding to disclosures of sexual violence to ensure you feel supported and informed of all your options and support services available. To ensure your right to self-determination, your decision making and response to any form of sexual misconduct will be respected and supported in full.

If residents experience any form of sexual misconduct while at UniHall, they are encouraged to report it to an RA or to any UniHall staff member or the UWA Student Incident and Support Team.

UniHall Support

UniHall Residents can contact the Head of Student Wellbeing or a ResLife Staff member of their choosing to access pastoral services and residential support. You will be listened to, treated with dignity and respect, and informed of your options.

There are two courses of action you may take. If unsure, you can discuss your options with a member of Staff.

- Disclosing sexual assault or misconduct: When disclosing an incident of sexual assault, you are sharing your experience and your disclosure will be treated in confidence with personal and incident anonymity maintained.
- Reporting sexual assault or misconduct: When formally reporting an incident of sexual assault, your report will be internally investigated in full with action and outcome.

UniHall support for sexual assaults or misconduct that occur onsite or on campus may include:

- Pastoral support and service advice
- Liaison with UWA Departments on your behalf
- Academic Support (Special Consideration)
- Accelerated UWA Support Referrals
- Relocation to a temporary or alternative room
- Meal Support
- Rent adjustments (if requiring short leave of absence)
- You can also request escort from UWA Security between campus and hall

15.3 UWA Support

The safety and wellbeing of the UWA community is top priority with a range of support services on campus to assist you after an incident of sexual assault or misconduct. Support services include:

Student Incident and Support:

- W | uwa.edu.au/students/Support-Services T | 6488 2424 E | disclosure@uwa.edu.au
- Holistic support for a range of wellbeing issues such as assault, stalking or harassment
- Information remains confidential, unless a situation poses an immediate safety risk
- Fast-track referral to other services, such as counselling
- Provide support with academic matters such as extensions, class changes, deferrals etc
- Provide support with safety and practical matters such as financial assistance, emergency housing, changing residence, safety planning
- Provide information about possible options for reporting or making an official complaint.
- Not involved in the reporting or investigation process.

UWA Integrity and Standards Unit

- UWA Integrity and Standards Unit W | web.uwa.edu.au/university/complaints T | 6488 8547/7986/1976 or 0400 890 879 E | integrityandstandards@uwa.edu.au
- Receive and assist resolution of complaints related to the UWA community and the student experience
- People can choose to report anonymously, or remain anonymous through the report/complaint process
- Options available, including but not limited to: 1. Make a report (giving contact details) Anyone directly subjected to sexual misconduct can make a Report against a member of the UWA Community. Can be submitted via email, phone or in person by appointment. Individuals can remain anonymous to others through this process. 2. Make an anonymous or third-party report Submitted via phone, email or in person. University actions may be limited if limited details are provided.

Health and Medical Services:

- W | uwa.edu.au/medical-centre T | 6488 2118
- Provide confidential, accredited medical care, urgent mental health care and psychological therapies
- 10 bulk-billed psychological appointments on a GP Mental Health Care Plan by referral
- Bulk-billed for domestic students, direct-billed to OSHC insurer for international students (Medibank or Allianz)
- Provide testing for pregnancy and STIs
- Male or female doctors available on request
- Can assist with special considerations and referral

UWA Counselling:

- W | uwa.edu.au/students/Support-services
- Brief, short-term intervention sessions to assist with concerns, issues or everyday events
- Free and confidential support
- Three sessions per calendar year, book online

Guild Student Assist:

- W | uwastudentguild.com/get-support T | 6488 2292 E | assist@guild.uwa.edu.au
- Team of qualified Social Workers and Counsellors within the Student Guild
- Provide free, independent and professional support and advocacy to any enrolled UWA student
- Information remains confidential, unless a situation poses an immediate safety risk
- Provide information and referral to a range of services
- Counselling appointments available
- Provide emergency financial assistance, interest-free loans and food pantry
- Support through the report/complaint process

15.4 External Support

The Sexual Assault Resource Centre (SARC) is a free service located in Perth providing crisis services to people who have experienced a recent sexual assault in the past 14 days and counselling for sexual assault/abuse experienced recently or in the past.

- Free and confidential 24/7 emergency line T | 6458 1828 or 1800 199 888
- Team of specially trained female doctors, and male and female counsellors

- Immediate, emergency assistance including medical, forensic and counselling support, up to 2 weeks after a sexual assault.
- Can support a person's decision to involve Police (optional)
- Free, specialist counselling also available related to historical sexual assault or abuse

The WA Police Sex Assault Squad is a specialised unit who respond and investigate reports of sexual assault.

- W | police.wa.gov.au/your-safety/sexual-assault T | 9428 1600 E | sexassaultsquadsmail@police.wa.gov.au
- When a person reports a sexual assault they will be offered free and confidential counselling services
- If the person chooses not to take action, reporting the assault still helps Police to record the crime which may assist with future investigations
- No action will be taken to investigate the assault without your permission

1800 Respect is a national sexual assault and domestic violence counselling Service operating 24/7

- W | 1800respect.org.au T | 1800 737 732
- Language interpreter options available
- Support via telephone, online chat, or directory of registered face-to-face services

15.5 Disciplinary Action

Any resident involved in sexual harassment or sexual assault against another resident, a group of residents or a staff member will be subject to an investigation. A disciplinary response will occur if the investigation demonstrates that serious breaches of the Resident Code of Conduct have occurred. Sexual harassment and sexual assault are grounds for immediate expulsion from UniHall.

16.0 ALCOHOL & OTHER DRUGS

The decision to consume, or not to consume, alcohol are valid personal choices. Residents over the age of 18 years may consume alcohol in moderation inside their room and in designated common spaces, provided that the rights of other residents to quiet enjoyment of their room are not compromised.

It is important to understand that the ongoing health and wellbeing of residents is integral to UniHall's culture. Alcohol affects people in different ways and has associated risks to a person's state of health and well-being. These risks include possible damage to an individual's physical health, their relationships with family and peers, academic performance and social and mental well-being.

UniHall residents come from many different backgrounds and ways of life. As a result, alcohol consumption must be considered from a community perspective, rather than an individual context. While UniHall holds some events which serve alcohol, non-alcoholic beverages are available at all events.

As UWA's only owned and operated residential college, UniHall follows Federal and State laws pertaining to the use of legal and illegal substances.

16.1 Legislation

Alcohol may not be consumed by anyone under 18 years of age at UniHall. In Western Australia 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 Western Australia please refer to www.alcoholthinkagain.com.au

16.2 Guidelines

A responsible and respectful approach towards the consumption of alcohol within the UniHall 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 designated common spaces, a moderate amount of alcohol may be consumed between 5.00pm and 9.00pm. Please note that consumption of alcohol in outside open areas of UniHall such as Upper and Lower Quad is not allowed unless it is a sanctioned UniHall event and has been communicated as such.

16.3 Responsibilities of Residents

UniHall residents are accountable for their actions and words. Excessive consumption of alcohol is not an excuse for anti-social behaviour or failure to follow UniHall 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.
- Supply of alcohol to underage residents.
- Excessive intoxication.
- Anti-social acts (e.g. 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.
- Misuse of wristbands and/or 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. Note that all 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 Behavioural Agreement will be entered into with residents considered at risk.

16.4 UniHall's Responsibilities

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 resources and external agencies will be involved.

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

16.5 Alcohol Use in Common Spaces

Alcohol consumption is permitted in certain common spaces between 5.00pm and 9.00pm. These areas are clearly sign-posted. If an area is not posted, it means that alcohol consumption is not permitted at any time.

Events involving alcohol may not be held in UniHall common areas without approval via an Internal Event Management form available from the UniHall Office. Events must be submitted for approval at least ten (10) days before the planned event. The event is only approved once the Residential Life Coordinator (or for large events the Deputy Principal) has signed the form and informed the residents that the event is approved.

Residents should note that:

- The rights of other residents must be respected at all times.
- All socialising involving alcohol must conform to visitor and noise policies.
- Residents must respect the hours during which alcohol can be consumed.
- Alcohol use must be moderate.
- Non-resident visitors must not outnumber UniHall residents.
- Residents will be held financially accountable for damage or cleaning of misused spaces.
- The area in use must be left clean and tidy. Any issues around the use of these areas may entail an immediate change of policy if the spaces are not used appropriately.

16.6 Alcohol Use In Your Room

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

16.7 Alcohol & Other Drugs Counselling

UWA provides free confidential on-campus alcohol and other drugs counselling to assist you with re-balancing your lifestyle. Appointments are available at the UWA Health and Medical Services on Fridays between 9am-2pm. To book, simply make an appointment on-line, in-person, or by calling 08 6488 2118.

UniHall also runs peer led Brief Alcohol Intervention Training (BAIT) to assess and provide feedback. To find out more about BAIT, contact the UWA Health Promotion Unit or speak with UniHall's Head of Wellbeing.

17.0 SMOKING AND VAPING

17.1 Guidelines

UWA is a smoke-free environment. UniHall is committed to ensuring students, staff and visitors are not exposed to second-hand tobacco smoke.

Smoking at UniHall (including vaping) is strictly prohibited outside of the designated Smoking Area which is located behind L House adjacent to the external parking area.

Smoking and evidence of smoking in rooms is unacceptable and a breach of the tenancy agreement which may result in disciplinary consequences.

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 cigarette butts and packets in the bins provided and to keep the area clean and tidy. Alcohol is not permitted in the Smoking Area.

Those using the Smoking Area must comply with UniHall guidelines around noise and Quiet Hours.

It can be challenging to stop smoking. If you would like help to quit smoking but are not sure how, the Australian Government has an excellent [website](#) and there is a free Quitline at 13 78 48.

17.2 Other Smoking Apparatus

Smoking apparatus such as hookahs, water pipes, herbal and synthetic substitutes and similar are not allowed at UniHall.

18.0 ILLEGAL SUBSTANCES

Residents must not have in their possession or control in UniHall 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 expulsion from UniHall and the police will be notified.

Use or possession 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 UniHall.

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, UniHall will give reasonable support within the law and will refer the resident to professional external support services.

19.0 PETS

Students are not permitted to have pets of any kind, including small pets like tropical fish. Having any pet is a breach of your tenancy agreement and will be treated as a serious matter.

20.0 DEPARTING UNIHALL

20.1 Expectations and Procedures

The date and time that residents must vacate UniHall is specified in the Licence Agreement schedule and Residential Tenancy Agreement. Residents must ensure that they have returned any temporary cards and borrowed appliances or luggage trolleys in their possession and vacate the room and UniHall by this date and time.

A late departure fine of up to \$50.00 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.

Residents are required to depart their room leaving it in the same tidy and presentable condition that they arrived to them at the beginning of the lease. Whilst normal wear and tear is acceptable upon departure, cleaning of the room and removal of all contents is the responsibility of the resident.

As UniHall staff enter the departed room, it is the expectation that all that is required is maintenance due to normal wear and tear followed by sanitizing, a floor wash and soft clean of all surfaces.

It is the responsibility of the resident to ensure that:

- All rubbish and personal contents are removed from the room.
- All UniHall furniture is in place and clean.
- All UniHall furniture is placed back in its original position.
- All surfaces are clean.
- The floor is free from rubbish and a visible effort has been made to clean.
- All appliances (fridge, microwave, etc.) are free from foodstuffs, grease and oil and are clean.
- Water areas of toilet, shower, kitchen and bathroom sinks are clean.
- Walls and doors are free of posters and adhesive (Blu Tack, etc.).

If these responsibilities are not met, UniHall Facilities will apply cleaning and maintenance fees and charges to the resident's account with an encumbrance placed. Fees and charges are applied at the discretion of the Facilities Manager and take into account the following:

- Cost of additional time in a room by UniHall staff to bring the room to a condition ready to be leased. This fee excludes time taken for maintenance due to normal wear and tear followed by a floor wash and soft clean of all surfaces.
- Cost of removing abandoned items.
- Cost of equipment, parts and repair if there are damages or maintenance outside of wear and tear.
- Cost of over-parked vehicle (if any).

Once fees and charges are applied, residents will be notified of any additional charges within 14 days of their departure.

A resident has the right to have these challenged. The process requires the resident to contact the ResLife Staff Team who will make a final decision based on photographic evidence that is taken when the room inspection occurs after the resident departed the room.

ROOM DEPARTURE CHECKLIST

- ☐ Remove ALL of your personal belongings from your bedroom and (if applicable) kitchen/living areas and bathroom.
- ☐ Remove all food items from kitchen cupboards and refrigerator.
- ☐ Wipe all kitchen benchtops, cupboards, stovetop and sink.
- ☐ Clean inside and outside of microwave and refrigerator.
- ☐ Empty the rubbish bin and clear all rubbish from the room. It would be appreciated if you take your rubbish to the large "skip" bins outside rather than fill the internal smaller bins and waste rooms.
- ☐ Empty and wipe bathroom cupboards.
- ☐ Wipe bathroom sink.
- ☐ Clean the toilet – bowl, seat and pedestal.

- ☐ Remove soap and all containers from shower recess.
- ☐ Remove all posters and pictures.
- ☐ Remove Blu-Tack from doors and cupboards.
- ☐ Remove anything you have stuck on your bedroom door.
- ☐ Remove all items from pin board.
- ☐ Empty drawers and cupboards.
- ☐ Check under the bed for any items or rubbish.
- ☐ Remove all linen (except mattress protector).
- ☐ Place furniture in its proper setting.
- ☐ Report or acknowledge any damage via the maintenance tab on the [UniHall portal](#) **prior** to your departure.

Any damage detected at the time of the departure inspection will be charged to you and failing to leave your room in a satisfactory condition may impact any rental references you may require.

Some rooms in L House have indigenous art work in the room and these must remain undamaged and in its original place. Missing artwork will attract a penalty of 110% of the value of that piece of art work.

Please note that cars, motorbikes and bicycles must be removed from UniHall parking areas by latest Check-Out Date. Your card access to the carparks will expire at 10:00am on your latest Check-Out Date.

20.2 Mid-Year Graduation and Outgoing Exchange Students

Students who are completing their enrolled degree mid-year in 2023 (at the end of Semester 1, 2023) and outgoing exchange students will be released from their fixed term Tenancy Agreement on Sunday 9 July 2023. This is on the condition that written confirmation of the student's current degree completion or outgoing Exchange/Study Abroad agreement is supplied to UniHall no later than Friday 2 June 2023.

20.3 Early Departure

For security and property management purposes, if you are leaving earlier than the date of your lease end, please make sure you have advised us that you are doing so. This means you will officially release the property to our care upon your departure and your access to UniHall rooms, car bays and common facilities will also cease at this date.

20.4 Storage of Belongings

Unfortunately, UniHall is unable to store your items for you. 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. The UniHall Office can provide you with contact details for providers who have been used by past residents.

20.5 Abandoned Goods

Excluding food and toiletries, if you leave any items owned by you in your room after your lease end, non-valuable items will be stored for a period of 7 days and valuable items will be kept for a period of 60 days. After these periods, they will be considered 'Abandoned' and disposed of by UniHall. Please contact your Residential Life Staff, within the above timeframe from your departure date, if you wish to retrieve any of these items.

20.6 Vacate Cleaning Service

UniHall offers a vacate cleaning service so all you have to do is remove the items you wish to keep from your room. Housekeeping will then clean your room to the level required for check-out handover. A booking form is sent with your check-out confirmation email and then needs to be uploaded to the portal. A confirmation of booking email will then be sent. Payment for the clean must be paid upon receipt of cleaning booking confirmation.

21.0 IMPORTANT CONTACTS AND HELPFUL LINKS

Contact	Telephone/Website
UWA Support Services	https://www.uwa.edu.au/students/Support-services
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	000 (Dial 0 first from internal phone)
Ambulance Non-Emergency	9334 1222
Equity and Diversity Services	http://www.student.uwa.edu.au/faculties/able/education-students/equity-and-diversity
Financial Assistance	www.studentfinance.uwa.edu.au/income#study
Global Learning Office (including exchange and study abroad)	http://www.student.uwa.edu.au/experience/exchange/contact
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
LGBTQIA+ help - Qlife	1800 184 527 Webchat at qlife.org.au
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	unihall@uwa.edu.au
Police Emergency	000 (Dial 0 first from internal phone)
Police Non-emergency	13 14 44
Relationships Australia	1300 364 277
Residential Advisors on duty from 7pm – 12am (midnight) seven days a week	Ext 9510 0410 427 845
Residential Life Coordinators	unihall@uwa.edu.au

Samaritans Youth Crisis	13 52 47
Security and Safety on Campus	www.security.uwa.edu.au 6488 2222
Sexual Assault Resource Centre (SARC)	9340 1828
Student Complaints	www.student.uwa.edu.au/experience/complaints
Students Rights and Responsibilities	www.governance.uwa.edu.au/procedures/policies/policies-and-procedures?method=document&id=UP07%2F132
Study Smarter (Learning Centre)	www.student.uwa.edu.au/learning/studysmarter
Uni Access (Disability Support Services)	www.student.uwa.edu.au/life/health/uniaccess
UniHall Office 9.00am to 6.00pm, Monday to Friday	9273 3333 unihall@uwa.edu.au
Portal Link to log maintenance jobs	www.unihall.uwa.edu.au/portal
University Policies	www.governance.uwa.edu.au/procedures
UWA Code of Ethics and Code of Conduct	www.hr.uwa.edu.au/policies/policies/conduct/code/ethics
UWA Drug and Alcohol Policies	www.security.uwa.edu.au/alcohol
UWA Health and Medical Services Mon – Fri: 8.30am – 5.00pm	6488 2118 
UWA Security (24 hour emergency)	6488 2222 www.security.uwa.edu.au/report Activate Safe Zone app
UWA Mental Health and Wellbeing Services	6488 2423 https://www.uwa.edu.au/students/Support-services/Mental-health-and-wellbeing
UWA Student Guild services	www.uwastudentguild.com

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