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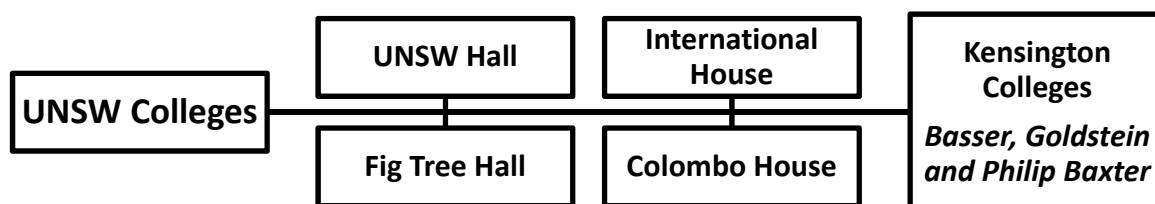


LIVING AND STUDYING AT
UNSW AUSTRALIA MIGHT
JUST BE THE BEST DECISION
YOU'VE EVER MADE!

Welcome to UNSW Hall

This handbook contains important information about UNSW Hall. It should be read in conjunction with your Licence Agreement for a full understanding of our expectations and your residency obligations. Please contact your Dean of College or the UNSW Student Accommodation office if you have any queries.

UNSW Colleges Organisational Chart



Resident Obligations

As a resident of UNSW Hall you agree to:

- comply with the terms and conditions of your Licence Agreement, including the Rules of Occupation (Annexure A)
- comply with all UNSW policies and procedures including but not limited to the following policies-
 - UNSW Student Code Policy
<https://www.gs.unsw.edu.au/policy/documents/studentcodepolicy.pdf>
 - Equity, Diversity and Inclusion Policy
<https://www.gs.unsw.edu.au/policy/documents/equitystatement.pdf>
 - Health and Safety Policy
<https://www.gs.unsw.edu.au/policy/documents/ohspolicy.pdf>
- comply with the Alcohol Policy as detailed in this Handbook
- be responsible for your own behaviour and that of your guests
- ensure that there is no excessive noise or other disruption (especially between 11pm and 8 am)
- keep your room in good order
- always restore common areas to a clean state after use
- ensure that your activity or event does not conflict with the right of all residents to have access to clean, safe and hygienic common areas and facilities, and to enjoy their living environment
- treat other residents, staff and visitors with respect at all times
- respect all property
- not remove any equipment from the Dining Room
- comply with the UNSW Acceptable Use of IT resources policy
<https://www.gs.unsw.edu.au/policy/documents/ictprocedure.pdf>
- comply with the smoke free policy across the campus, including the Colleges
- respond immediately to all fire alarms and to directions to evacuate the buildings
- be the single occupant of your room
- comply with the directions of administration and resident staff
- Apply themselves conscientiously to their studies and maintain good academic standing during their period of residency
- not allow any unauthorised person to use the accommodation services assigned to you
- not bring the reputation of the University or the Colleges into disrepute as a result of your actions or activities.

1. Communication

1.1. UNSW Student Accommodation Office

Contact Details for the UNSW Student Accommodation Office are as follows:

Monday – Friday 8:30AM – 4:30PM
Lower Ground Floor, UNSW Gate 5, High St,
Kensington, NSW, 2052.

T: +61 (2) 9385 4346

F: +61 (2) 9385 4557

E: accommodation@unsw.edu.au

1.2. UNSW Student Accommodation Portal

Residents of UNSW Colleges can access the UNSW Student Accommodation Portal to view or pay accounts, report maintenance issues and check their room inventory. The Portal can be accessed via the Student Accommodation website by logging on with your active University email address and password.

1.3. Keeping Updated

You are responsible for ensuring that your contact details are kept up to date on the UNSW Student Accommodation database. All official notices and notifications will be sent to your z-email address allocated by UNSW. It is **your responsibility** to ensure you regularly check this email address and ensure mail can be received at this address.

You must ensure the office has your UNSW email address (z1234567@student.unsw.edu.au) on file for inclusion on the UNSW Hall explode email list. Please note: this is the official form of communication from the Dean and the Student Accommodation Office. You must check your email daily. You may redirect your UNSW email to your personal email address if convenient for your own use – the following link provides more information on how to do so:

it.unsw.edu.au/students/zmail/redirect_external.html

1.4. Mail

Incoming postal mail should be addressed to:

[Your Name]
UNSW Hall
Gate 5, High St
University of New South Wales
Sydney NSW 2052
AUSTRALIA

Any deliveries should be directed to:

[Your Name]
[Your College]
UNSW Student Accommodation Office
Gate 5 High St
University of New South Wales
Kensington NSW 2052

Incoming Mail

Incoming mail is sorted by the office and placed in pigeon holes located in the Hall. Residents are advised to check the pigeon holes regularly, and clear it often. Mail not collected within 14 days will be returned to sender. Residents receiving packages or registered mail will be notified via email to collect it from the main office. When you leave UNSW Hall, you will need to re-direct all mail to your new address.

Outgoing Mail

UNSW Post Office is behind the Library, located at F22 on the UNSW Map.

2. Use of Common Areas

Each resident is responsible for maintaining the cleanliness of the common environment. You must always restore common areas to a clean state after use and ensure that your activity does not conflict with the right of all residents to have access to clean, safe and hygienic Common Areas and facilities, and to enjoy their living environment. The Common Areas are cleaned every week day by cleaning staff.

If functions are held in a Common Area of the Hall, the organisers are responsible for ensuring it is restored to a clean and tidy condition. If additional cleaning is required by cleaning staff after a function, or at any other time, then a service charge will be levied on the responsible party to cover any additional cost.

You must not alter or damage any structure that is part of the Common Area. You must not misuse, disable or willfully damage any fire-fighting, prevention and detection equipment. You must not damage any lawn, garden, tree, shrub, plant or flower in the common areas. You must not use any part of the landscaped common areas as your own garden. Any use of the garden or common areas for organised Hall activities must be approved in advance by the Dean.

You must not throw rubbish, dirt, dust or other materials in Common Areas that may interfere with the peaceful enjoyment of another resident in UNSW Hall. In particular, you must not litter the Hall, outside the Hall or common areas with cigarette butts. UNSW is a smoke free campus and removal of cigarette butts will be at your cost. Any resident found to be smoking in their room will be penalised.

You must not allow any unsupervised child under your control to play on Common Areas inside or outside The Hall. You must not remove any furniture, fixture or fitting without prior written consent from UNSW. You must tell UNSW if you are going to move large objects or furniture through common areas. This allows a UNSW representative to attend the move.

Unless you have written notice of approval from UNSW, you must not keep anything within the UNSW Hall premises (either on a permanent or temporary basis) that affects the appearance of the Hall. This includes your room and any outdoor areas that you have access to, including balconies and courtyards.

2.1. Landscaped Grounds

The landscaped areas can be used by all residents during the times specified and approved by the Dean of UNSW Hall and Head of UNSW Colleges. These times may be subject to change without notice. It is expected that all residents behave in a manner that minimises disruption to residents whose rooms face onto or are near the internal landscaped areas. The landscaped areas can be used for passive recreation i.e. no games that interfere with quiet enjoyment and study. The roof terrace of UNSW Hall is not to be used for gatherings and activities. A noise curfew of 11pm exists for the outdoor areas.

2.2. BBQs

BBQ's are available in the enclosed courtyard UNSW Hall for use by residents in conjunction with an approved event. You are not permitted to use a BBQ or any other cooking equipment on any private balcony in UNSW Hall. If you use the courtyard BBQ, you are expected to remove all rubbish when you have finished cooking and leave the area in a clean and tidy state.

2.3. Communal Kitchens and Cafeteria

There are communal kitchens and kitchenettes in UNSW Hall on the floors for use by residents on that floor. You must supply your own cooking and dining equipment and utensils and they must be kept stored in your room. UNSW does not accept responsibility for any equipment or utensils that are left out in the communal kitchen or kitchenettes that are either lost or damaged. You must clean the area where you have cooked immediately after use. Residents who use the ovens and stove tops must wipe them out/down after use to ensure no combustible food matter remains inside. If the kitchen is left unclean or untidy the resident responsible may be liable for a cleaning fee. The communal fridges on each floor are for use for all residents on that floor. Unlabeled food will be removed and disposed of. Under no circumstances is alcohol to be stored in these fridges.

The hours of operation for the UNSW Hall Dining Room are posted on the main entrance doors and will be closed outside of these hours. Breakfast and dinner are served in the Dining Room for UNSW Hall residents only. Residents may not take alcohol into the Dining Room.

2.4. Garbage Disposal

It is your responsibility to ensure that all rubbish is removed in any Common Area is removed and put in the bins. There are bins on each floor for depositing any rubbish from your room. The bins in these rooms will be emptied daily by UNSW cleaning staff.

Additionally please make sure that when you are transporting any waste materials to the appropriate disposal bins that no liquids are tracked through the halls. Residents who intentionally misuse the garbage facilities will be subject to penalties. Residents must under no circumstances leave garbage outside the door to their room, in the stairwells, walkways or halls of the building or left loose in Common Areas.

2.5. Laundry

Coin operated washers and dryers are provided in the laundry located on each floor of the Hall. Clothing not collected from the laundry will be given to charity. Washing lines or clothes hangers may not be erected on balconies or balustrades. You must not hang washing, towelings, bedding,

clothing or other articles on any part of the Premises (e.g. on the balcony) so that it may be seen from outside UNSW Hall.

2.6. Vending Machine and Networked Printer

There is a vending machine and a networked printer located on the ground floor for use by the residents. If there is a problem with either one of them, please call the phone number on the machine to report the fault. Residents misusing or damaging either machine will be penalised and liable for any repair of any damage.

2.7. Vehicles and Parking

UNSW Colleges do not offer parking to residents, however, parking on and around campus is available. Parking on campus is managed by FM Assist. Further details including how to obtain a permit is available via their website facilities.unsw.edu.au/fm-assist or contact FM Assist, Level 2, Mathews Building.

There is limited free motorbike parking in the car park accessible via Gate 4. Bicycle racks can be accessed on the ground floor of UNSW Hall. Residents must not bring bicycles into the foyer or into their rooms. Residents are responsible for securing their bike to the racks and UNSW takes no responsibility for any bikes that are lost or stolen from this or any other area in UNSW Hall.

Caution: High Street, Kensington is targeted by car thieves. If you park in High Street please ensure that you secure your vehicle with a steering lock etc. Do not leave valuables in your car.

3. The Accommodation

3.1. Maintaining Your Room

Residents are responsible for keeping their rooms in good order. If situations arise in which you modify your room furniture or its position resulting in an increased risk of injury to any maintenance staff accessing your room you could be liable for a penalty. Regular room inspections may take place throughout the year and residents will be given notice in advance of the timing for these inspections.

3.2. Heating

Fan heaters, bar radiators, or any other open flame devices are prohibited in the UNSW Hall. Bar and fan heaters will be confiscated if found. Personal air conditioning units are also not permitted. The use of the ambient space heaters in each room is preferred. They can be left on for long periods with minimal risk. Please contact the UNSW Student Accommodation Office for advice on which other heaters are suitable to use.

3.3. Internet Usage and Network Devices

All residents of UNSW Colleges have access to the internet via UniWide fair usage system. As such, there is no volume based charging for internet. All residents are bound by the acceptable use of IT resources <https://www.it.unsw.edu.au/students/policies> Both wired and wireless connections are available and require authentication to provide accountability of users actions while utilising the service.

The University provides each student with an UNSW email account. Each resident is able to access his/her account in the Hall study rooms or in their room if they have a computer connected to the University Network.

To ensure the monitoring of appropriate content, all social networking sites, pages and groups that are affiliated with UNSW Hall must be linked with the Hall or staff member responsible for the social media.

Residents are encouraged to consider the information they publish using social media. This might include photos and videos which you upload onto a social networking profile, a video-sharing site or send via a mobile phone. It may include the comments you post on other's profiles or messages sent over instant messaging applications or mobile phones. Obtain residents' permission before posting a photo or tagging them online. You would like them to respect your wishes so do the same for them. No inappropriate content should be published or shared by residents. Examples of inappropriate content include anything that could be constituted as cyber-bullying, harassment, discrimination, content of a sexual nature and/or in breach of university policies and state and national laws. Residents should familiarize themselves with the

If you discover any content on UNSW Colleges related or affiliated sites that you believe may be prohibited, please inform a Resident Staff member or the Dean of College immediately.

You must not connect or make use of any networking devices on the data ports provided (for example: networking routers, hubs, switches).

3.4. Noise

You must not make any noise at any time within your room or in the common areas that is likely to disturb the peaceful enjoyment of another resident of UNSW Hall, anyone using the common areas of UNSW Hall or the neighboring properties. There is to be no excessive noise or disruption between 11pm and 8am. Disturbances will be attended to by a UNSW staff member and/or UNSW Security. A 24 hour noise curfew will be in place in certain areas of the Hall as deemed necessary and appropriate by the Dean of UNSW Hall during STUVAC and exam times.

You are encouraged to contact Resident Staff about any undue noise or other disturbance, especially if it is between 11pm and 8am so they can attend to it. Noise and disturbances from outside UNSW Hall will be attended to by UNSW Security.

3.5. Smoking

UNSW is a smoke-free campus and as such, smoking is not allowed in any part of UNSW Hall – this includes rooms, balconies, the roof terrace, other indoor and outdoor common areas, the front steps and adjoining road ways and the grounds of the Hall. Refer to the UNSW 'Designated Smoking Zones' map for appropriate areas to smoke.

facilities.unsw.edu.au/Maps/pdf/Kensington_Designated_Smoking_Zones.pdf

At no time can you cover smoke detectors in rooms or tamper with smoke detectors, interfere with or obstruct any smoke alarm or any other fire protection equipment within your room, or any of the common areas in UNSW Hall or anywhere on UNSW campus.

3.6. Drugs

If you are found to be in possession of or manufacturing, selling or distributing illicit drugs in UNSW Hall or any UNSW College, your license agreement will be terminated immediately and the relevant UNSW and legal authorities will be informed. You will also may not be permitted to reside in any other UNSW owned or operated student accommodation.

3.7. Alcohol Policy

Alcohol consumption must be seen in the wider context of a community recognition and concern about the harmful physical, behavioural and social effects of excessive alcohol intake. While UNSW Colleges recognises that there is social and legal recognition of responsible alcohol consumption by adults, this policy has been developed with residents responsible to ensure all is done to adhere and enforce this Alcohol Policy.

All members of UNSW Hall have a responsibility for ensuring that residents are aware of their obligations to be considerate, to live in harmony with one another and to meet their responsibilities under this Alcohol Policy.

There are designated Alcohol Free Zones in UNSW Hall. Alcohol storage or consumption is not permitted in the hall ways, foyers, staircases or landings, the computer or group study room, House Committee Room or the Dining Room. Additional Alcohol Free Zones may temporarily be appointed by the Dean of UNSW Hall or the Head of College. Penalties will apply to residents breaching this provision in their Licence Agreement.

3.7.1. Principles

- a. Responsible consumption of alcohol is permitted in The Kensington Colleges, Colombo House, International House and UNSW Hall. 'Responsible consumption' means drinking in moderation within the limits prescribed in clause 3 below. Subject to this requirement:
 - i. Individual residents are permitted to have and consume alcohol in their rooms.
 - ii. Individual and casual group drinking is permitted in the common rooms and floor recreation rooms. This does not include

corridors, hallways, thoroughfares and walkways. Group drinking must not exceed six people.

- iii. Other than in residents' rooms, alcohol may only be consumed after 11pm in designated Common Areas determined by the Dean of UNSW Hall and which meet the approval of the Head of College.
- b. Each College, House or Hall may determine more particular requirements in relation to the responsible consumption of alcohol in designated common areas not inconsistent with this Policy.
- c. Residents who prefer not to drink will be supported and the organisation of College, House and Hall events will reflect this.
- d. Licensed events must comply with this policy.
- e. BYO events are permitted, but should be considered as exceptions and must generally reflect the requirements of licensed events including the responsible service of alcohol. Resident BYO events that contravene these guidelines will be shut down immediately.
- f. Drinking must not interfere with the interests and welfare of others, damage property or bring the reputation of UNSW Hall, UNSW Colleges or the University into disrepute.
- g. Any behaviour that causes discomfort or harm to individuals, property or the reputation of the Hall or University is unacceptable. This includes any form of harassment and behaviour that interferes with the reasonable expectation of an environment conducive to study and to sleep or that disregards the appropriate responsibilities and strategies for conducting events and functions.
- h. No events or gatherings involving alcohol will be held in the UNSW Hall during 'StuVac' or examination periods.

3.7.2. Limits

- a. Residents under the age of 18 must not consume alcohol.
- b. Residents will not drink with the aim of becoming intoxicated.
- c. Residents who are intoxicated will not continue drinking.
- d. Residents and staff must not provide or serve alcohol to anyone who is intoxicated.
- e. Residents must not be cajoled or subjected to any unreasonable pressure to drink.

- f. Drinking games/competitions are banned for all UNSW Colleges events and within UNSW Hall
- g. All forms of "bastardisation" are unacceptable and may be illegal. Perpetrators may be referred to the police for appropriate action as well as dealt with in accordance with University policies and procedures.
- h. Residents who repeatedly cause disturbances while under the influence of alcohol will be removed from the Hall.
- i. Residents who attend off campus functions and events organized and promoted by the UNSW Hall House Committee breach this limits outlined in this policy may face penalties, including non-admission to other Hall events, community service or fine or, if a serious breach has taken place, exclusion from the Hall.

3.7.3. Visitors to the Colleges

- a. Visitors, including ex-residents are subject to the Policy.
- b. Residents are responsible for ensuring that visitors comply with the Policy.
- c. Residents who fail to ensure their guests adhere to the policy will be subject to penalties.

3.7.4. Advertising and Promotion

- a. No event is to advertise or promote the provision of an unlimited amount of alcohol (e.g. "all you can drink") or promote alcohol consumption in any way that contravenes this policy. Drinking is not to be promoted as the primary function of the event or activity.
- b. Sponsorship of events must be in accord with the policies and rules of the University and approved by the Dean of UNSW Hall and the Head of Colleges.

3.7.5. Licensed Events

- a. All events involving the supply and/or service of alcohol within UNSW Hall and UNSW Colleges are to be licensed in accordance with the liquor licensing laws.
- b. The caterer for UNSW Colleges holds a liquor licence for the purposes of complying with the law in regard to the management of UNSW College functions involving the service of alcohol.

- c. Requests for licensed events must be prepared and submitted using the Management of (Licensed) Events Form and in a timely way that allows for the final approval to be given no later than 3 weeks prior to the event. The Management of Events Form must contain the following information:
- d. Approval by the Dean of UNSW Hall and the Licensee (i.e. Catering Company) will include confirmation that the appropriate administrative arrangements in accordance with this Policy are in place.
- e. Variation to the timing of submission for approval may be revised from time to time
- f. Names of at least two (2) people involved in the organisation of the function who are to abstain from drinking alcohol and assist the licensee in the management of the event.
- g. Management will provide organisers with a copy of the approved 'Management of Events Form', the receipt of which is the final authority for the organisers to proceed with the event.

3.7.6. BYO Events

- a. BYO events are gatherings within the Hall where residents bring alcohol for their own consumption.
- b. BYO events do not include informal gatherings at which residents consume their own alcohol. Such gatherings will be private (i.e. not in any way promoted or advertised), normally relatively small (such that it causes no disturbances to the Hall and does not exceed six persons), and will comply with standards of conduct specified in this Policy.
- c. Residents will not supply privately produced and/or mixed alcoholic drinks to other residents at BYO events.
- d. Requests for BYO events must be prepared and submitted in the form of a 'Management of (BYO) Events Form' and in a timely way that allows for the final approval to be given no later than 2 weeks prior to the event.

The Management of Events Form must contain the following information:

- Approval by the Dean of UNSW Hall or their delegate
- Designated Function Officer who is responsible for the conduct of the event and who liaises with the Resident Staff on Duty and/or security if necessary.
- Details of notice to Security and/or confirmation of security employed.

- Names of at least 2 responsible members of UNSW Hall who will be present at the event and will not drink alcohol and are able to assist in supervision.
- Start and finishing times which must be advertised and adhered to.
- Arrangements for the closing of the event.
- Arrangements for adequate amounts and variety of food and non-alcoholic drink (including water).
- Arrangements for cleaning-up immediately at the conclusion of the event.
- BYO Inter-College events are not permitted

3.7.7. Breaches to the Alcohol Policy

- a. In the event of a breach of this Policy, the Dean of College will normally consult the Head of Colleges.
- b. Breaches of this Alcohol Policy will be considered a breach of the Rules of Occupation found in the Licence Agreement. The range of responses includes:
 - A reprimand to the Hall or individuals within specifically involved in the breach
 - Imposition of a probationary period
 - A fine to be paid by the Hall for every breach
 - Cancellation of a Hall function or functions
 - Costs paid by the Hall for damage/cleaning/repairs.

Following consultation, the Dean and the Head of Colleges may determine that one or more of the following is warranted:

- Disciplinary action against individual members of the Hall,
- An alcohol ban in UNSW Hall
- c. There will be no more than one internal alcohol event each week in every College.
- d. Those responsible for organising and managing events must ensure that this Policy and the Management Events Plan are adhered to.
- e. The Resident Staff in each College are authorised to secure compliance with the requirements of this Alcohol Policy and, if necessary, discontinue any event involving the consumption of alcohol.
- f. Costs of cleaning and repairs or replacement of damaged property will be borne by those who are directly responsible for the mess or

damage. If these people cannot be identified the Hall House Committee will be charged.

All due care must be taken in the organisation of events/functions that are held off campus. If organised by/in the name of a UNSW Hall, then the event is the responsibility of the organisers, and must comply with RSA requirements. A UNSW Risk Management Form must be completed for any event held off campus and approval given by the Dean.

- g. The Head will report on the operation of the UNSW Colleges Alcohol Policy to the appropriate University Officer.
- h. The Alcohol Policy will be revised on an annual basis.

4. Guests

Guests are welcome to visit you provided the following:

- You must make sure your guests do not behave in any way which might disturb the peaceful enjoyment of another resident. This applies to behaviour anywhere in UNSW Hall, its grounds or the surrounding UNSW Colleges.
- You are responsible for your guests and they must comply with the policies and procedures of UNSW Colleges.
- You must accompany your guests at all times whilst they are in UNSW Hall.
- You must not allow any unauthorised person to use the accommodation services assigned to you. Accommodation charges will apply if an unauthorised guest is found to have occupied or shared a room assigned to you.

4.1. Overnight Guests

Residents may, in exceptional circumstances, seek authority for a guest to share their room overnight. Such requests must be submitted with sufficient notice for approval to the Dean of UNSW Hall by using the Guest Request Form. The Dean of UNSW Hall reserves the right to withhold authority for a guest to stay. Maximum stay for a guest is two nights. Approved forms must be submitted to the Dean of College at least two working days in advance.

5. Behaviour and Conduct

All conduct within UNSW Hall must be consistent with the relevant policies and procedures of the University, and is also subject to the relevant Commonwealth and State laws. Residents must at all times comply with all UNSW policies and procedures including but not limited to those contained in your Licence Agreement, this Handbook and the UNSW Student Code Policy. Any serious misconduct will be referred to the UNSW Student Integrity Unit for investigation. Any criminal or suspected criminal conduct may also be referred to the Police.

5.1. Living by Mutual Consideration and Respect

UNSW Hall supports a collegiate environment that treats all residents, staff and visitors with respect. You are expected to:

- Be adequately clothed when in common areas and balconies.
- Not use language or behave in a way which might reasonably offend or embarrass others using the common areas and balconies
- Behave lawfully at all times and in accordance with all University rules, procedures and codes including the UNSW Student Code Policy
- Co-operate fully with any investigation conducted locally within the College or at the UNSW Integrity office.

5.2. Serious misconduct to be referred to Director of Integrity, UNSW

Any serious or complex complaint or incident will be referred to the Director of Integrity. The **UNSW Student Misconduct Procedure** will guide the investigation process. Upon determining that a matter is serious, it is the responsibility of the person receiving an allegation concerning a serious matter to refer it to the Director of Integrity. Advice on what may constitute a complaint of a serious nature can be sought from the Student Integrity Unit. Upon receipt of a serious matter the Director of Integrity may refer the matter to be investigated as serious misconduct or refer the matter to an external body (e.g. the Police).

A matter is considered serious where:

- a. There is reason to believe that there is a significant risk to the University and its staff or students;
- b. A serious criminal offence may have been committed;
- c. There are a number of allegations of a similar nature received against a respondent; or
- d. The possible penalty for the conduct, if proven, is suspension or exclusion.

Examples of serious misconduct include sexual harassment, sexual misconduct, assaults, bullying, harassment and vilification. Further explanation of these terms is set out below.

Harassment

Harassment is behaviour that:

- Another person does not want and does not return,
- Offends, humiliates or intimidates the other person/s and that, in the circumstances, a reasonable person should have expected would offend, humiliate or intimidate them, and
- Targets them for less favourable treatment because of their (or their friends' or relatives')
- Sex, race, disability, homosexuality, age, pregnancy, etc.
- Harassment may occur even when there was no intention of causing offence.

Sexual harassment can include such behaviour as physical contact (patting, touching), 'leering', repeatedly asking for dates (especially after prior refusal) and asking for sexual favours. However, it may also include sexually related behaviour that makes the college or study environment uncomfortable such as displays of sexual or sexist materials, emails or pictures, sexist or sexual jokes or comments that stereotype people on the basis of their sex or sexual preference.

Other common types of harassment are **racial or homosexual harassment**, which typically include such behaviour as: verbal racist or homophobic comments, derogatory name calling, offensive labelling of all people who belong to the same group, offensive graffiti or written comments, distributing offensive material, making threats against particular people or groups because of their race, colour or sexuality.

Vilification is generally any act that happens publicly as opposed to privately, and that could incite (encourage, urge or stir up) others to hate,

have serious contempt for, or have severe ridicule of you or a group of people, because of race, colour, nationality, descent, ethnic, ethno-religious or national origin, homosexuality (lesbian or gay), HIV or AIDS status, intersex or transgender status. This includes vilification because you are thought to be lesbian, gay, intersex or transgender, or to have HIV or AIDS.

Bullying is actual hurtful behaviour directed by more powerful individuals or groups against those who are less powerful. It is not the same thing as fighting or quarrelling between people of about the same strength. This behavior often provides the bully or bullies with a sense of enjoyment and is typically repeated. Such conduct may be perceived as oppressive and is never justified.

Victimisation includes any unfavourable treatment of a person as a consequence of their involvement in a grievance under these Procedures. Unfavourable treatment could include such things as adverse changes to the living or study environment, denial of access to resources, learning or research opportunities or ostracism.

5.3. Complaint to the Police

If you believe you are the victim of a crime you may prefer to directly inform the Police.

5.4. Less serious matters to be handled locally

Each College has an internal procedure that should be followed for less serious complaints and matters. Less serious matters includes infringements of the Alcohol Policy, noise, laundry, cleaning or common area infringements. The purpose of these procedures is to provide a clear and transparent process that is:

- Fair to all parties involved
- Consistent and timely
- Ensures procedural fairness
- To the extent possible or necessary, confidential
- Prevent victimisation of any parties involved with the complaint.

The Dean of College may:

- Examine the evidence and interview interested parties
- Impose a range of penalties, including written warning/ reprimand, community service, fine, 'show cause' notification, suspension,

compulsory relocation to other accommodation, expulsion or non-re-admission to UNSW Hall. (Any advance payments will be forfeited if a resident is expelled from UNSW Hall at the discretion of the administration of the House.)

- Particularly in the case of suspension or expulsion, seek appropriate advice on the matter
- Require the immediate exclusion of a resident from UNSW Hall, during which time appropriate advice may be sought

Appeals

You may at any time within 20 days of being notified of the decision, appeal in writing to the Director of UNSW Residential Colleges.

The Director (or her nominee) will:

- Review the evidence and if appropriate, consider any new material or conduct interviews;
- Decide whether to accept or reject your appeal (giving reasons)
- Refer the matter back to the decision maker (or if necessary another decision maker) for further or fresh consideration
- Following deliberations, inform you and other parties involved of their decision.

Following the conclusion of the appeal there are no further internal or University avenues of appeal. You may however, wish to contact external bodies such as:

- **Independent Commission against Corruption**
- **NSW Ombudsman**
- **NSW Police**

6. Academic requirements of residence

- Each resident is expected to place a priority on their academic performance.
- In recognition of the pursuit of academic excellence within the colleges community residents are must maintain a minimum standard of academic results.
- Residents must achieve a minimum pass mark in three-quarters (75%) of their subjects, each semester.
- If a resident fails to achieve a pass mark in at least three-quarters (75%) of their subjects in a single semester, they will be required to

meet with the Dean or Deputy Dean to discuss their academic results.

- Unless there have been marked extenuating circumstances that have contributed to the resident's less than satisfactory academic results, the resident will be placed on Academic Show Cause.
- Being placed on Academic Show Cause requires that the resident demonstrates cause as to their failure to meet the minimum academic requirement and that they are working proactively to improve their academic outcomes in the following semester.
- As a minimum expectation, the resident will be required to be proactive in informing the Dean if their academic performance does not improve
- Attend academic tutorials as co-ordinated by UNSW Colleges relevant to their subjects if available
- Meet at least fortnightly with a designated Resident Fellow to act as mentor and provide assistance with study planning etc During this meeting the resident should provide an overview of and discuss any upcoming exams/assignments and preparation work to date; results achieved throughout the semester and strategies for prioritising study and managing workloads and college engagement
- The Resident Fellow responsible for academic tutorials and mentor meetings will report back to the Dean to confirm attendance from residents on Academic Show Cause
- If a resident on Academic Show Cause does not pass at least three-quarters (75%) of their subjects in the subsequent semester, their position in college will be terminated unless extenuating circumstances can be demonstrated.

7. Emergency Procedures

Rehearsal of emergency fire and evacuation procedures will be carried out at the beginning of each semester. Residents must participate and vacate the building during fire drills. Penalties will apply to any resident who fails to vacate. Report all accidents and major incidents to UNSW Security and/or a Resident Staff member or to the UNSW Student Accommodation office during office hours.

Emergency Numbers (residents – please program into your mobile phone)

- Duty Tutor – 9385 9786
- UNSW Student Accommodation Office (Monday to Friday 8:30am – 4:30pm) 9385 4346
- UNSW Security (24 hours) 9385 6666

7.1. In the Event of a Fire Alarm

The safety of all residents depends on people behaving responsibly and with care. In the event of a fire alarm sounding you are to:

- Report all fire incidents immediately to UNSW Student Accommodation office during office hours
- Outside of office hours report the fire to the Residential Staff member on duty.
- Evacuate the building.
- Go to the marshaling area which is on the Quad Lawn – E15 on the UNSW map.
- Do not take risks trying to put out a fire that may be out of control
- Fire extinguishers and hoses are available to use where a small fire can be extinguished without risk.
- *Egress routes for evacuation are posted in the lift lobbies, please familiarize yourself with the routes out of the building. Please evacuate promptly should an alarm sound.

You are responsible and liable to pay for the cost of any false fire alarm attendances triggered by you or your guest. The cost for a false fire alarm levied by the Fire Brigade is currently \$1760 and will be charged directly to the resident.

7.2. Personal Emergencies and Crisis

If you are feeling unwell, distressed or upset, you may seek assistance from:

- Resident Staff and the Dean of UNSW Hall
- Counselling and Psychological Services (Level Two of the East Wing in the Quadrangle Building)
- University Health Service (Ground level of the Quadrangle Building) depending on the nature of the emergency

The above represents a help network within which your concerns will be treated in confidence. Resident Staff may refer you to CAPS or the University Health Service for professional support.

7.3. Reporting a Hazardous Situation or Accidents

The University has a Hazard and Incident reporting and investigation procedure, which is designed to identify potential hazards to health, safety and the environment and to encourage early reporting and corrective action.

The Hazard/Incident Report Form should be completed as soon as possible after the hazard has been identified or the incident has occurred. The Form is online and can be accessed by students via *myUNSW* and upon submission will be managed by Facilities Management who will then take the appropriate action.

8. Security and Access

8.1. Lockouts

If you lock yourself out of the UNSW Hall outside of office hours (8.30am – 4.30pm), you should contact the Resident Staff member on duty to let you in. If you lock yourself out during office hours, approach UNSW Student Accommodation front desk. If a Resident Staff member has let you in outside of hours, you need to demonstrate that you have your identity/access card with you once they have admitted you to your room otherwise they are required to report your key being lost. When a key and/or fob is misplaced, a resident may request spare key and/or replacement fob. You will be given **two days** to return and sign back the key and/or fob. In the event that this does not occur they are assumed lost and a replacement key and/or fob will be ordered and the resident will cover this cost.

Repeated lockouts or misplaced keys may result in disciplinary action such as fines or community service.

8.2. Breaching Perimeter Security

Disciplinary action will be imposed for residents or their guests responsible for creating breaches in the perimeter security. This includes letting in a stranger/ unaccompanied guest, leaving a door ajar or propped open or giving your identity/access card to someone else.

You must keep your identity/access card on you at all times and ensure that your door is locked when you are not in your room. Complying with these basic measures is paramount for safety and security – of each resident, your belongings and for the general UNSW Hall community.

8.3. Lost, Stolen or Damaged Keys

If a key is lost it should also be reported to the office as soon as possible and a locksmith will be called to rekey the lock.

Please note:

- \$125 replacement fee per room key

8.4. Accessing Your Room

The UNSW Hall and UNSW Colleges management strive to respect your privacy and provide you with quiet possession of your room. Staff will make every effort to give you forewarning if entry to your room is required for maintenance, repairs or some other matter. Staff hold a master access key for use in case of emergencies or welfare checks. Residents are responsible for securing their room and possessions, and must organise any insurance in that regard. UNSW is not responsible for lost, stolen or damaged property.

8.5. Storage

Personal items, including furniture, bicycles, clotheslines and suitcases must not be stored temporarily or permanently on any balconies, the roof terraces or Common Areas in UNSW Hall. You must obtain written permission from the Dean of UNSW Hall if you want to store any flammable or dangerous equipment or materials in your room or the Common Areas. Cleaning materials for personal use are exempted.



