

2023 STUDENT LIVING STANDARDS

STUDENT
LIVING

Contents

Contents.....	2
Welcome to Student Living.....	3
Community Expectations.....	3
1. EXPECTATIONS, RIGHTS AND RESPONSIBILITIES.....	3
2. YOUR WELFARE.....	3
3. CONDUCT.....	4
4. REPORTING AN INCIDENT OR WELLBEING CONCERN.....	4
5. DIVERSITY AND RESPECT.....	4
5.1 Respecting Others.....	4
5.2 Respecting Property.....	4
5.3 Behaviour and Noise.....	5
6. DRUGS AND ALCOHOL.....	5
7. GUESTS.....	6
8. COMPLAINTS.....	7
Health and Hygiene.....	8
9. CLEANING.....	8
9.1 Common Areas.....	8
9.2 Your Room or Unit.....	8
9.3 Recreation Rooms.....	8
9.4 Housekeeping Services.....	9
10. FOOD SAFETY.....	9
11. PERSONAL HYGIENE.....	9
12. PETS.....	9
13. RUBBISH REMOVAL AND RECYCLING.....	10
14. SMOKING.....	10
Rooming and Catering.....	11
15. CATERING.....	11
16. YOUR ROOM AND COMMON AREAS.....	11
17. BALCONIES.....	12
18. ROOM MOVE.....	12
19. BIKES AND OTHER WHEELED VEHICLES.....	13
20. PARKING.....	13
Safety and Security.....	14
21. DOORS.....	14
22. ELECTRICAL EQUIPMENT.....	14
23. EMERGENCIES.....	14
24. FIRE HAZARDS.....	15
25. INSURANCE.....	15
26. KEYS.....	15
27. RESTRICTED AREAS.....	15
28. SECURITY.....	15
29. SWIMMING POOL.....	16
30. WEAPONS.....	16
31. INTERNET ACCESS.....	16
32. INTERPRETATION.....	16
33. MAIL.....	17
34. STUDENT RESPONSIBILITIES.....	17
35. EVENTS.....	17
Behaviour Management.....	17
36. BREACH AND DISCIPLINE.....	18
37. INVESTIGATIONS.....	18
38. OUTCOMES.....	18

Welcome to Student Living

Welcome to your home with University of Newcastle's ('University') Student Living ('Student Living'). We hope you enjoy your time living with us on campus.

Student Living's purpose is to create an exceptional student experience for all residents living on campus and we are committed to realising our purpose by offering opportunities to our community for engagement and development as well as providing comprehensive health and wellbeing support.

Student Living's hope is for all residents to have a home that is safe, fun, and vibrant. We hope to offer opportunities for residents to build lifelong friendships and to meet people from all walks of life, to celebrate diversity, to listen and learn from one another, and to be guided to learn and grow as you build your life skills and navigate living with others while studying.

These Student Living Standards set out expectations and standards for all members of the Student Living community. Student Living will provide support along the way to guide residents to meet these expectations so that together we can create and maintain a fulfilling experience for all residents.

Community Expectations

1. EXPECTATIONS, RIGHTS AND RESPONSIBILITIES

In strong, positive communities all members know what their responsibilities are and what is expected of them. By choosing to live on campus, you are choosing to be a member of the Student Living Community and to abide by the University of Newcastle Student Living Standards ('Student Living Standards', 'Standards') and the University's [Code of Conduct](#). This document should be read in conjunction with, and these standards of behaviour are enforceable under, the Student Occupancy Licence Agreement.

As a member of the University community and under the University's [Code of Conduct](#) you are committed to the values of honesty, fairness, trust, accountability and respect. At all times community members are to behave in a way that upholds these values both as individuals and as representatives of the University.

Student Living reserves the right to make amendments to these Standards at any time. Such updates will be communicated with current residents via e-mail.

You are expected to be familiar with your responsibilities and can expect in return that Student Living will support you to understand and uphold them.

The Student Living Standards and Student Occupancy Licence Agreement (including Terms and Conditions, the Information Table and Acceptance (Annexure 1) and the Schedule of Charges (Annexure 2)) are critical reference points regarding your rights and responsibilities as a valued member of our residential community. Please ensure you are familiar with these documents before you move in and across your entire period of residency. You will hear them referred to often, and the expectation is that you have read and understood them.

Respect is crucial in establishing and maintaining positive shared living environments which you can support by making an effort to get to know the people living around you. This helps you to enjoy your experience together but also makes it easier to address concerns that may come up in your community.

If circumstances change in your living environment, your Residential Mentors and Student Living Support staff are here to support you and assist to resolve any issues.

2. YOUR WELFARE

- a) Please disclose to the Student Living team any additional support you may require when living within the University's student community. This may include pre-existing conditions, or the disclosure of developing concerns. This information will be handled with confidentiality and approached within a framework and for the purpose of support. Information will only be shared with your permission, or where there is significant concern around behaviours that may pose a risk to yourself or others.
- b) Student Living team members may contact you if concerns for your welfare have been reported by staff, peers or others. This contact may result in referral to other University or non-University support services.
- c) Health and Wellbeing - The Student Living precinct is a safe, welcoming, and inclusive environment. We seek to promote respectful relationships, healthy living behaviours and a supportive community. We welcome any request for support from all members of our community.
 - To chat to the Health and Wellbeing Coordinator call Student Living on +61 2 4913 8888 to make an appointment.
 - To access the University's after-hours support line call 1300 653 007 or text 0488 884 165 for SMS chat option. Find out

more [here](#). The University's after-hours support line offers immediate and short-term crisis support only, not an ongoing counselling relationship, therapy or treatment.

- As a university student you can seek support from the University's Counselling team for ongoing treatment free of charge.
- d) Consent Matters - The University and Student Living do not tolerate sexual assault or sexual harassment. Affirmative consent is key to ensuring that sexual experiences are safe and enjoyable for all involved. All new residents are required to attend a lecture by the peer-led organisation, [Consent Labs](#) during ResFest. They are also required to complete the University's Consent Matters online module as a condition of their enrolment at the University. If you would like to discuss these requirements or seek an exemption, please contact the Student Living Support Team on studentlivingsupport@newcastle.edu.au. For more information, visit [Consent Matters](#).
- e) Residents under the age of 18 may be required to live within an assigned Lifestyle living environment until they turn 18 years of age and can then request a room move as per the standard process (fees apply). All residents under the age of 18 are required to follow legislation and guidelines when living as part of the Student Living community and will be required to attend engagement activities with Student Living as requested to ensure support and safety of our under 18 community.

3. CONDUCT

- a) The Student Living conduct process intends to guide individuals living as part of the Student Living community to consider the impact their behaviour may have had on others, which can include fellow residents, students, staff, guests and facilities. The process strives to minimise and/or reduce harm for all involved, see individuals reflect on their behaviour and ultimately work with Student Living to change future behaviour in striving to be a better citizen and contributor to the Student Living community. This process does not limit the actions the University can take under the Student Occupancy Licence Agreement, such as imposing fees or charges.
- b) For further information, please refer to the University's [Student Conduct Rule](#).

4. REPORTING AN INCIDENT OR WELLBEING CONCERN

- a) Residents are encouraged to report any incident that may have affected their health and safety while living on campus, any breaches to these Living Standards or any other University policy, or concerns for another resident's safety or wellbeing.
- b) Incidents are reported through to Student Living and will be handled by the Student Living Support team with sensitivity. Further investigation may be required, whereby other parties may be contacted, and potentially dealt with under the University's Student Conduct Rule or Student Living processes.
- c) A matter can be directly [reported](#) to Student Living which will ensure a reply with an offer of support and resolution in conversation with the reporting resident and/or impacted parties. Student Living's response to incidents is survivor / victim led. Outside of Student Living, the [Office of Student Advocacy](#) provides free and confidential assistance in navigating the rules and regulations of the University to support you with matters as they arise or should you seek clarification on processes.
- d) In case of sexual assault or harassment, a confidential report can be submitted to the [Campus Care Team](#) who provide support and access to advice and information around your options.

5. DIVERSITY AND RESPECT

5.1 Respecting Others

- a) Activities and events will be organised with safety and inclusiveness in mind, and where possible, will align with wider University programs and social events.
- b) The University does not tolerate bullying, discrimination, harassment, racism, sexual harassment, hazing and verbal or physical violence. You must abide by all University policies directed at protecting the rights, safety and wellbeing of individuals. These policies can be found on the University's [website](#).
- c) You can report any violation or breach of the University's policies to the [Student Living team](#) who will provide information, advice and referral to the relevant University staff and support services.
- d) You must comply with any reasonable request by any University staff member or security personnel. It is expected that you will show respect for staff members and security personnel while they undertake their duties.

5.2 Respecting Property

- a) You must respect the property of other students, guests, staff, security personnel and property owned by the University.
- b) Stealing is an offence and will not be tolerated by the University. Any allegation of stealing will be investigated and may be referred to the New South Wales Police.

5.3 Behaviour and Noise

- a) Please ensure your actions, communications (both in person and online) and behaviours are respectful and comply with the University's Code of Conduct at all times. Your behaviour and interactions with peers, staff, security personnel and external bodies not only reflect on your own personal reputation, but also impact upon the reputation of the University.
- b) Noise restrictions are guided by the Protection of the Environment Operations (Noise Control) Regulation 2017 (NSW). You must always keep noise at a reasonable level within the context of the location, the time of day or night, and the time of year.
- c) Within the Student Living community, music and other amplified sound is restricted between 10:00pm and 10:00am each day (quiet time), exemptions may be granted for some events by Student Living on a case-by-case basis. Events are restricted to the Common Areas and Recreation Rooms that have been designed to cater for these needs and are not allowed in rooms or hallways.
- d) Overcrowding of units and rooms presents safety and security risks. Units may not have at any given time, more than two additional people per resident living in the unit. For example, a 5-share unit may not have any more than 15 people present. Gatherings that exceed this ratio are to be undertaken in the Common Areas and Recreation Rooms.
- e) All noise is to be kept to a minimum during exam preparation periods for any University term (StuVac and exams, semester, and trimester), this period will be referred to as 'Quiet Time'.
- f) If you have a concern at the level of noise, you may wish to deal with the situation directly yourself or contact Student Living Staff or After Hours Duty Officers / Security if after hours.
- g) Please note there are Student Living approved events where excessive noise levels may be expected and you will be notified in advance.

6. DRUGS AND ALCOHOL

- a) Student Living seeks to create an environment where the consumption of alcohol and associated drinking behaviour does not negatively impact on your fellow residents or hinder academic success. If you are over 18 years old and choose to consume alcohol on the grounds of the University, you are expected to engage in responsible drinking of alcohol and must comply with these Standards, the [Student Conduct Rule and the Alcohol and Other Drugs Policy](#). Drinking alcohol is a personal choice, and likewise you may decide not to consume alcohol. The University provides and encourages alcohol-free events. Non-alcoholic drinks, including water, must be made available at all events where alcohol is served.
- b) While alcohol may be present at organised and approved events, kegs are not permitted. Drinking should not be the focus for an activity and organised and designated drinking sessions are not acceptable.
- c) For the safety and wellbeing of the Student Living community, activities such as, but not limited to, 'lock-ins' and 'pub crawls', and the promotion and organisation of drinking games, or use of equipment, posters or flyers that promote excessive consumption are not permitted. Student Living staff and/or Security reserve the right to confiscate items that celebrate or facilitate the excessive consumption of alcohol, including but not limited to, punch, beer bongs etc.
- d) Regular excessive use of alcohol, binge drinking and drinking to be drunk, has serious health and social impacts. If you are identified as having a pattern of alcohol use that is considered excessive or problematic, you may be asked to attend a Health and Wellbeing meeting or counselling session.
- e) The following areas of the University are alcohol-free at all times, unless prior approval has been granted by Student Living:
 - i) Foyers and study rooms;
 - ii) University car parks;
 - iii) Pool, BBQ and grassed areas within the residential precinct; and
 - iv) Dining Hall and adjoining terrace.
- f) Lifestyle areas within the residential precinct have been designated as low alcohol and low noise areas.
- g) You must:
 - i) not consume alcohol if you are under the age of 18;
 - ii) not supply or promote the supply of alcohol to any person under the age of 18; and
 - iii) not manufacture, possess, use or sell any illegal substances on Campus (including your room and Building).
- h) The University may investigate and refer to the New South Wales Police any allegation of you manufacturing, using or selling:
 - i) illegal drugs;

- ii) prescription drugs (where used inappropriately).
 - iii) legal substances which if used inappropriately result in similar effects of illegal drugs, including but not limited to amyl nitrate and nitrous oxide; or
 - iv) drug paraphernalia.
- i) Breaches of the Alcohol and other Drugs Policy, Student Conduct Rule or these Standards may result in a conduct process or legal action, including termination of your Student Occupancy Licence Agreement, and the termination of your enrolment.
 - j) If you require a controlled substance for medicinal purposes, you must submit a Medical Practitioner Report to Student Living for approval before bringing the controlled substance to your residence.
 - k) If you have sought medical treatment due to adverse effects of substance use, the incident may not be investigated under the Student Conduct Rule. Further engagement with those involved will be made by Student Living, and support provided to assist residents make healthy life and behavioural choices.

7. GUESTS

- a) Whenever someone who is not a current resident living on campus (including family members) visits you or stays with you in your room, that person becomes your guest whether they received a direct or implied invitation.
- b) For clarity:
 - i) a direct invitation is where you speak to someone, or send them a message or email asking them to visit or to stay; and
 - ii) an implied invitation can be where a friend or someone you know may hear of an event being held in a residence and invites themselves without receiving an invitation from you or any other student and when they arrive, you accept their presence.

All guests must be registered via the Student Living portal regardless of the time of day or duration of their time on campus. A maximum of one (1) guest is permitted to stay past 8:00pm per resident unless prior written approval has been granted by Student Living.

- c) Guests may stay no more than one night during the week or two consecutive nights during the weekend.
- d) If a non-resident is found onsite and not registered, a resident must be identified and responsible for the guest, or the non-resident may be escorted from the premises.
- e) You are responsible for ensuring your guest complies with the Student Living Standards, University rules, policies and guidelines, including what constitutes acceptable behaviour.
- f) If your guest does something which, if done by you, would constitute a breach of these Standards or your Student Occupancy Licence Agreement, you will be deemed to be in breach and will face relevant discipline processes and applicable charges. It is your responsibility to explain to your guest what is acceptable within the University's student community.
- g) You must:
 - i) remain on Campus when your guest uses your room or Common Areas;
 - ii) ensure that your guest complies with any reasonable directions of Student Living Staff, Security Services, the Residential Mentors, the Residential Leadership Team, or any other person authorised by the University to act on the University's behalf;
 - iii) not give your keys, swipe cards or electronic tags to your guest;
 - iv) not move a bed or any other furniture into a Common Area for your guest; and
 - v) ensure your guest participates in organised University Student Living events only where invited to do so by other members of the Student Living community. Guests attending an event must be registered via the Student Living Portal, regardless of the event, time of day and whether the guest has been logged with event organisers.
- h) You must not allow any guest to stay overnight in your room or Building, unless your guest:
 - i) is 18 years of age or older;
 - ii) is registered using the guest registration form (available on the Student Living portal)
 - iii) sleeps in your room (and not on couches or improvised beds in any Common Areas);
 - iv) only uses shared facilities in the Building if this does not interfere with the other students' use of these facilities; and

v) where living in a shared unit with shared Common Areas, you have sought agreement from the other students in your unit.

i) Guests are not permitted:

i) during exam preparation or examination periods;

ii) during orientation periods prior to the start of each semester;

iii) during Festival of Autonomy; or

iv) during any other period as communicated by the Student Living team in their discretion

8. COMPLAINTS

If residents have a complaint regarding an act or omission of the University under the Student Occupancy Licence Agreement (other than the imposition of a charge or fee), the resident is to contact the Student Living Customer service team on (02) 4913 8888 or at studentliving@newcastle.edu.au in the first instance to address the complaint.

If the resident is not reasonably satisfied with the outcome, then the resident can escalate their concerns to studentliving-appeals@newcastle.edu.au. Residents and other community members are also welcome to submit a complaint through the University's [Complaint and Grievance](#) procedure. Complainants will need to review the Complaint and Grievance Policy and the Complaint and Grievance Resolution Procedure prior to lodging a complaint or grievance.

Health and Hygiene

9. CLEANING

9.1 Common Areas

- a) You have a shared responsibility to keep tidy any Common Area in your unit or floor. Amongst other things, this includes minimum obstruction of floor space and no food scraps, dishes, glasses, drink containers or cutlery left in the Common Area.
- b) If you have access to a kitchen and prepare food, you are responsible for cleaning up afterwards and maintaining the kitchen/kitchenette in a hygienic condition at all times.
- c) If you are living in a unit, you will be expected to participate in a cleaning roster for your unit.
- d) All spaces are subject to Student Living Standards inspections, including studios, one bedroom, two bedroom, five, six and ten share units. Other shared facilities are also inspected. These inspections are in place to help ensure that facilities are being well maintained and kept in line with Student Living Standards.
- e) All spaces and rooms are required to allow housekeeping services to enter and undertake cleaning of the kitchen and bathroom.
- f) If you or your guest are found to be responsible for damage to or cleaning of University property in a shared common space, as the resident you will be responsible for any repair or cleaning costs. Additionally, all students involved may also be subject to disciplinary action.
- g) Where Student Living determines there is a need to engage cleaning contractors to provide extra cleaning for a shared space, the cost of the cleaning will be divided by the number of the students in the unit/room and each student will be required to pay the cost of their share of the cleaning to the University. This may also involve a conduct process.
- h) Furthermore, as a contract period ends, all students within a shared apartment are responsible for the cleanliness of the shared spaces regardless of when they may have departed.

9.2 Your Room or Unit

- a) You must keep your room tidy and clean, and in the condition to which you first moved in. This means all personal items must be kept in an orderly manner, vacuumed regularly and windows opened often to keep the room fresh and hygienic.
- b) All rooms and facilities are subject to inspections with at least 24 hours notice provided to the relevant resident/s. Elements Student Living will look at during inspections include but are not limited to ensuring:
 - i) your bedroom and any other living / shared spaces are clean, tidy and hygienic;
 - ii) rubbish bins have been emptied;
 - iii) kitchen appliances (including fridge/freezers, ovens, microwaves etc.) are clean and tidy;
 - iv) fire safety equipment is in working order and unobstructed (including smoke alarms, fire blankets / extinguishers);
 - v) front doors and fire doors are closed and secure and free from obstruction;
 - vi) no prohibited items are found (including candles, diffusers, portable air conditioners, additional mattress);
 - vii) floors are vacuumed;
 - viii) that Student Living property belonging to the apartment has not been damaged, vandalised or misplaced; and
 - ix) no additional furniture is present.
 - x) no other Student Living Standards breaches are evident at the time of inspection

9.3 Recreation Rooms

- a) Each residential community has a shared responsibility to keep all communal recreation rooms (CAT Room, GreenRoom, Forsyth Cellar, Ground floor Common Rooms, etc.) tidy.
- b) As a community member we expect that you respect the property of your residence and understand that poor behaviour or lack of respect of these spaces may result in these spaces being locked and not available for a period of time.
- c) Where a space has been left unclean or damaged following an event or activity, the person or group who have organised the event/activity will be held responsible.

9.4 Housekeeping Services

- a) Housekeeping services are provided as follows:
 - i) In all units and studios (including one bedroom, two bedroom, five, six and ten share apartments) housekeeping services will be provided on a weekly basis. This will only be undertaken if these areas are sufficiently tidy to enable cleaning.
 - ii) Recreation and study rooms are checked daily and cleaned as required.
 - iii) BBQ areas are cleaned weekly or as required.
- b) You are responsible for:
 - i) maintaining cleanliness within your allocated living areas including your bedroom, kitchen and bathroom;
 - ii) cleaning appliances – toaster/microwave/oven, fridge and freezer shelves, washing up, packing away of clean items, vacuuming of the carpet areas; and
 - iii) removing rubbish and recycling from the unit and disposing into the appropriate bins.
- c) It is a condition of your stay that you allow reasonable access to the housekeeping staff to facilitate cleaning. You cannot repeatedly decline the weekly housekeeping service. Student Living have an obligation to uphold facility standards, and this includes weekly cleaning of bathroom and kitchen areas.

10. FOOD SAFETY

- a) All food items must be stored in the cupboards and refrigerators provided.
- b) Your food must be kept in sealed containers and any food, which in the opinion of the Student Living team may constitute a health hazard, could be removed and disposed of with no compensation payable to you.
- c) If, in the opinion of Student Living, there is concern for your ability to safely cook, store and keep food you may be required to undertake training or be offered the option of a meal plan (at your cost).
- d) At the end of the Term, you must dispose of all remaining food items by throwing them in the bin provided in your residence.

11. PERSONAL HYGIENE

- a) It is expected that you will maintain a healthy standard of personal hygiene.
- b) While people vary in their personal needs, a minimum healthy standard of personal hygiene will be considered to consist of regularly showering, cleaning teeth, regularly washing towels and bed linen and wearing reasonably clean clothing.
- c) Lapses in maintaining a minimum standard of personal hygiene can constitute a health issue and where such lapses are noted you may be approached by staff or security personnel to undertake a review of your current hygiene practices. It is your responsibility to advise Student Living if you contract any serious communicable (contagious) disease or infection. You are also responsible for following the directions for treatment or any possible quarantine if advised by Health Services. This information will be treated confidentially.

12. PETS

- a) You are not allowed to keep a pet or pets in your room or Common Areas.
- b) If you require an assistance animal (such as a guide dog for people with a visual disability) or emotional support animal, a Medical Practitioner Report must be submitted to and approved by Student Living before the animal arrives on site. A meeting with the Health and Wellbeing Coordinator is required to discuss the needs and formal evidence must be produced to confirm:
 - i) the animal is required on the basis of providing assistance or emotional support (as noted in the Medical Practitioner Report); and
 - ii) the animal is trained and/or equipped to meet standards of hygiene and behaviour that are appropriate for an animal in a public place and that it is in good health and free from disease (vet report required). Once Student Living has assessed your application you will be notified of the outcome. Should approval be granted, in Student Living's discretion, for your animal to come on site you are permitted to keep the animal in your room, Common Areas and public places as recognised by the *Disability Discrimination Act 1992* (Cth). Student Living may request you to move to another residence to ensure the provision of an appropriate rooming option to accommodate an assistance or emotional support animal.

13. RUBBISH REMOVAL AND RECYCLING

- a) The accumulation or collection of glass bottles, other glass containers, aluminum, plastic containers or other packaging in bedrooms or common areas is an occupational health and safety hazard and should be disposed of appropriately in a timely manner.
- b) All students are required to empty their own bedroom and common area bins to the waste stations provided, or allocated bin area in other residences as required. Bins must contain a bin liner at all times. Recycling bins are provided for Students' use and you are expected to sort your waste packaging into the bins provided.

14. SMOKING

- a) If you are under 18, you are prohibited by law from smoking.
- b) If you are 18 and over, it is your choice if you wish to smoke tobacco or other legal non-tobacco products subject to clause 14(c).
- c) If you smoke within the grounds of the University, the following applies:
 - i) you must comply with the University's Smoke Free Environment Policy;
 - ii) you must only smoke in designated smoking areas on Campus;
 - iii) for the avoidance of any doubt, the use of electronic cigarette devices, vaporisers, shisha/hookah or any other form of legal smoking is only permitted within the designated smoking areas on Campus;
 - iv) the Campus has designated smoking areas equipped with facilities for the responsible disposal of smoking by-products;
 - v) you must dispose of your smoking by-products in these facilities; and
 - vi) if you smoke in non-designated smoking areas you may be subject to disciplinary action.

Rooming and Catering

15. CATERING

- a) If you are paying to have meals catered by way of a meal plan then you will use the Dining Hall.
- b) Catering may not be provided outside of the normal contract period unless specifically arranged and approved by Student Living staff.
- c) Your Student Identification card must be used when collecting all meals or service can be refused.
- d) When in the Dining Hall you must:
 - i) wear appropriate clothing and footwear;
 - ii) behave in a civil manner and not disturb others eating their meals;
 - iii) not deliberately waste food;
 - iv) not remove cutlery, crockery or furniture from the Dining Hall; and
 - v) assist the catering staff with any reasonable request.
- e) You cannot transfer your catering rights to anyone else, whether a fellow student or a guest.
- f) If you have food allergies or specific dietary requirements, it is your responsibility to notify and discuss with the catering provider.
- g) The Dining Hall is an alcohol-free area.

16. YOUR ROOM AND COMMON AREAS

- a) The University does not provide storage space in addition to your room. If you are vacating your room and wish to store your possessions for a defined period, you will need to make alternate arrangements.
- b) The University reserves the right to update or replace fixtures and fittings within rooms and common areas as required; including but not limited to paint, tiles, window fittings, carpet and benches. Images depicting rooms and common spaces are for illustration purposes only and may not be an actual representation of an individual space.
- c) Rooms within International House A Block, B Block, C Block, Edwards Hall Self Catered, Edwards Hall Cutler and Burnet Main Halls and Cutler North have fixed single beds. All other residences have king-single beds or larger depending on room type and capacity.
- d) You must:
 - i) take proper care of all furniture, furnishings (including room furnishings) and appliances within your room and building;
 - ii) not make any alteration to any building including attaching objects to the walls. Posters are permitted in your room but only using products that leave no trace when removed;
 - iii) accept sole responsibility for any damage to your room or room furnishings;
 - iv) not tamper with any safety or security devices;
 - v) not, without Student Living's prior written consent, remove or move any room furnishings, fittings, equipment or other articles provided, from or into your Room, Building or Common Area including but not limited to mattresses and furniture;
 - vi) keep your room, room furnishings, the common areas and the furnishings in your building in the same condition as at the Commencement Date of your contract and leave them in that condition when you vacate your room at end of contract;
 - vii) lock your room when you are not in your room;
 - viii) ensure external access doors (i.e. front doors) are locked at all times;
 - ix) not, under any circumstances, enter another student's room without their permission; and
 - x) not enter or make use of any vacant rooms or use or remove any items from a vacant room.

- xi) keep your room, room furnishings, the common areas and the furnishings in your building in the same condition as at the Commencement Date and leave them in that condition when you vacate your room. The University may require you to pay for any cleaning or repair costs associated with the removal of damaging adhesives, for writing or for drawing on surfaces;
 - i) lock your doors when you are not in your room;
 - ii) not under any circumstances enter another student's room without their permission; and
 - iii) not enter or make use of any vacant rooms in the building or use or remove any items from a vacant room in the building.
- e) You must report all:
- i) matters requiring emergency repairs immediately to the Student Living team through the Student Living Portal during business hours; or by phone on (02) 4913 8888 after hours; and
 - ii) damage or loss to furnishings and property to the Student Living team by 12 noon the next business day after the damage or loss occurs to allow for timely repairs or replacement.
- f) The University may require you to pay for:
- i) any cleaning / rectification costs including but not limited to the removal of damaging adhesives and removal of writing or drawings on surfaces in your room or the common areas;
 - ii) the replacement cost of any items included on the inventory of items at commencement date of your contract that do not match the inventory of items at end of contract; and
 - iii) any damages caused to your room, common areas or shared spaces.
- g) Abovementioned costs and charges will be applied to your Student Living account by Student Living. Student Living will provide a breakdown of all charges however cannot disclose or share supplier documentation deemed to be commercial in confidence.

17. BALCONIES

- a) Your balcony must be kept in a clean and tidy condition at all times. Housekeeping services do not service the balcony areas, it is the responsibility of the residents to ensure this is undertaken.
- b) As a matter of safety and security, you must not:
 - i) leave your balcony door unlocked when not in use;
 - ii) leave items on your balcony where they may be knocked or blown over and fall;
 - iii) smoke or cook on the balcony (including the use of personal BBQs) or use naked flames (including candles or citronella candles)
 - iv) install or add any furniture to your balcony (including but not limited to chairs or hammocks);
 - v) throw or allow any item to be thrown or fall from your balcony;
 - vi) create excessive noise whilst on the balcony, particularly beyond 10:00pm at night (be aware that 'private' conversations on balconies may carry a considerable distance in the quiet early morning hours);
 - vii) install any non-University fittings on the balcony areas; or
 - viii) block access in to or out of any door, including where emergency equipment is stored i.e. fire hose reels.

18. ROOM MOVE

- a) To apply for a room move, you must follow the room move request process which is available by contacting the Student Living office or website.
- b) The University does not guarantee that all applications for room moves will be approved. Room moves are subject to room availability and will only be offered at the discretion of the Student Living team.
- c) If your room move application is approved, a standard room change fee will apply.
- d) If you change rooms without the University's express consent the University may issue you with a charge. You may also be required to move back to your assigned room and/or be subject to conduct processes.

- e) If your room is a shared room (dual occupancy) and your roommate chooses to move out, you will be required to cover the full room fee cost from the date of their departure and the contract designation will return to single occupancy.

19. BIKES AND OTHER WHEELED VEHICLES

Bicycles and other wheeled vehicles must be kept only in the provided secure bicycle sheds and bicycle racks. They cannot be kept in areas such as balconies, stairwells, common living spaces or bedrooms.

20. PARKING

- a) If you own a vehicle and wish to park within the Residential car parks on campus, you must apply for a Residential parking permit. This permit will allow you to park only in designated student accommodation car parking spaces on campus and must be clearly displayed when in these areas.
- b) The University provides residential parking spaces close to buildings for people with disabilities. These car parks are clearly marked. You may only park the vehicle in accessible car parking spaces if you possess a current Australian Disability Parking (ADP) permit and prominently display the ADP permit on the vehicle.
- c) If the vehicle is unregistered, you must not park or store it on the grounds of the University.
- d) If you wish to park within Student car parks (different to Residential car parks) on campus please refer to Student Central to purchase the appropriate permit. Student car parking permits do not allow parking within Residential car parks and the same applies in reverse.
- e) If at any time you cease to be a Student Living resident you are required to return your parking pass upon check out and a pro-rata refund will be issued.
- f) You may receive a parking infringement if you continue to display a residential parking permit when you are no longer a current resident, if you park in unauthorised locations, or where another type of parking permit is required and the parking space is therefore not available for Residential parking permit holders.
- g) Please refer to [University of Newcastle Rules Governing Traffic and Parking](#) for further information.

Safety and Security

21. DOORS

- a) All doors (main entrance doors and/or fire exit doors) must be safely and securely locked at all times and must not be propped open as this can present a security and safety hazard.
- b) You must not obstruct doorways or corridors with rubbish, personal items or furniture.
- c) If you obstruct a doorway or corridor that prevents egress in the event of any emergency, the University may issue you with a charge where costs are incurred by the University.
- d) Charges, fines or other disciplinary action may be brought against students who risk the safety of themselves and their fellow students through door breaches.
- e) You must ensure that bedroom doors are safely and securely locked at all times to ensure the safety of you, your fellow residents, the facilities and belongings.

22. ELECTRICAL EQUIPMENT

- a) It is your responsibility to ensure that all your electrical equipment in your room, Building and Common Areas is safe and meets the Australian standards.
- b) The use of electrical equipment not complying with Australian standards, use of unsafe electrical equipment, use of double adaptors and overloading of circuits may cause fire and is deemed as a serious risk.
- c) The following are prohibited pieces of electrical equipment:
 - i) Portable air conditioners
 - ii) Portable heaters (fan/ceramic/radiator or other)
 - iii) Humidifiers or dehumidifiers
 - iv) Portable dishwashers
 - v) Oil diffusers
- d) The University may, at any time, prohibit additional electrical equipment by providing notice to you. You must not overload the circuit and cause an outage in your room, Building or Common Areas. If you do overload the circuit, the University may charge you the cost of rectifying the outage.
- e) The University reserves the right to immediately remove from your allocated room, Building or Common Areas any electrical equipment that the University considers to be prohibited or unsafe even if notice has not been given. The electrical equipment will be returned upon occupancy termination or contract end.
- f) Kitchen and cooking related items and equipment must not be utilized in bedrooms or other areas outside dedicated purpose built kitchen areas. This includes coffee machines, kettles, toasters and sandwich presses. Storing/using these types of equipment in bedrooms present hygiene and cleanliness concerns, overloading of electrical outlets and can result in fire alarm activation due to smoke and/or steam.

23. EMERGENCIES

- a) In the event of any emergency you must leave an area if directed by any staff, member of security, member of the emergency services, police, fire brigade etc.
- b) If indoors when an alarm sounds or given an instruction to leave, you must immediately leave the building. Failure to leave the building when an alarm sounds may result in a charge where costs are incurred by the University and/or a conduct process.
- c) During an emergency Student Living staff or Security Services may enter your room.
- d) Security Services have the overall responsibility for disaster action plans and you must comply with any directions to meet at an assembly point for the duration of the declared emergency or until you are given permission to leave the assembly area by Security Services.
- e) To ensure the safety of individuals and the community it is expected that a person with a disability and/or in need of additional support in case of an emergency will contact Student Living to complete a Personal Emergency Evacuation Plan upon arrival and provide this to Student Living. A copy of this plan will be retained by the University and will be followed in the case of an emergency.
- f) It is against the law to make false reports to emergency services or police about an incident or emergency.

- g) You are required to complete Emergency training as part of your induction to Student Living before the commencement date of your contract period to ensure knowledge of emergency response exists when living within the Student Living community.

24. FIRE HAZARDS

- a) You must:
 - i) abide by the fire safety regulations;
 - ii) keep the Common Areas, stair wells, corridors, fire exits and pathways free of your personal belongings for fire safety reasons and cleaning purposes;
 - iii) not interfere with or block any fire-fighting appliances, notices, alarms or safety devices installed in your room or the Building;
 - iv) not in any circumstances use any open flame devices including candles and incense;
 - v) not use any means of heating in your room other than heating apparatus supplied by the University and you must not use such apparatus to dry clothes; and
 - vi) only cook in designated areas (e.g. kitchens);
- b) If you do, or contribute to, anything that activates any crisis/fire system(s) on Campus, then:
 - i) the University may issue you with a charge where costs are incurred by the University; and/or
 - ii) you may be subject to a conduct process imposed by the University.
- c) If during your contract period or during the University's inspection of your room at the end of your contract period, the crisis/fire system(s) in your room is found to have been modified or tampered with, the University may issue you with a charge if costs are incurred by the University. You may also be subject to conduct process.

25. INSURANCE

University insurance policies will not provide you with coverage for personal effects or ambulance cover whilst living on campus. It is strongly recommended you obtain appropriate insurance cover.

26. KEYS

- a) You must:
 - i) keep safe and secure the key(s) provided by the University for the room and Building; and not give your room or Building keys to any other person;
 - ii) not change any of the locks to the Building or your room; and
 - iii) immediately report any missing or stolen key(s) and pay for the costs of replacement. This may also include multiple keys for each resident of a unit if the main door to the unit needs replacement keys for a new lock.
- b) If you lock yourself out of the room you must register the lock-out with the Student Living team so the University can provide you with access to your room.
- c) The first time you lock yourself out of the room the University will not issue a charge. The second and subsequent times you lock yourself out of the room, the University may seek to recover the costs of attending to the lockout from you.

27. RESTRICTED AREAS

- a) Entering restricted areas on Campus without authorisation is prohibited.
- b) Climbing on or from balconies or windows is prohibited, as is climbing onto roofs and covered walkways.
- c) Due to safety and hygiene concerns, the creek between Edwards Hall and the Towers should not be entered.

28. SECURITY

- a) You must:
 - i) carry your Student Card with you at all times when present on Campus;

- ii) not conduct any business activity or illegal activities in the Building or your room; and
 - iii) not store or use any dangerous goods and/or weapons including but not limited to combustible materials or liquids, firearms or knives in the Building, your room or anywhere on the grounds of the University, (except in accordance with Item 30 b) regarding sports weapons).
- b) Security Services staff are empowered to ensure you are compliant with all University policies relevant to the comfort and safety of all members of the University community. You must comply with any reasonable request by Security Services staff.

29. SWIMMING POOL

- a) Pools are open to all residents of University of Newcastle Student Living and may be used between 9:00am and 10:00pm with the exception of the Winter Months (June, July, August) or when closed for repairs or cleaning.
- b) You must comply with pool rules as posted in pool areas, including:
- i) no alcohol or glassware within the fenced pool areas;
 - ii) if you have been drinking alcohol and are intoxicated, or under the influence of other substances, you must not use the pools;
 - iii) no dangerous behaviour such as trying to jump into the pool from a fence, balcony or a shade sail;
 - iv) not throwing items into the pool or the fenced area surrounding the pool;
 - v) not interfering with the cleaning equipment and filtration systems; and
 - vi) wearing appropriate swimwear (nude bathing and nude sunbathing are not permitted).
- c) Portable pools are not permitted for use within the Student Living precinct.

30. WEAPONS

- a) Weapons are not permitted on campus.
- b) If you are a member of a sporting team whose equipment may be deemed as a weapon (e.g. crossbow for archery) you are required to contact Student Living for information on storage options.
- c) If you are found by the University possessing a weapon the University may take appropriate legal or undertake a conduct process.

31. INTERNET ACCESS

- a) Wired and wireless networks are available throughout the University's student living precinct and are part of the wider University corporate network. As such, your access to this network is subject to the [University's Information Technology Conditions of Use Policy](#) and you must comply with that policy at all times.
- b) You acknowledge and agree that the University has security protocols and policies in place regarding access to the internet on campus and that those protocols and policies apply to your use of the internet at the student living precinct.
- c) Assistance regarding internet access is available from the University's Information Technology Service Desk/Portal. Please see the University's website for information on how to contact the Service Desk/Portal.

32. INTERPRETATION

- a) In these University of Newcastle Student Living Standards, the following rules of interpretation apply unless the contrary intention appears:
- i) Headings and bold type are for convenience only and do not affect the interpretation of these standards.
 - ii) The singular includes the plural and the plural includes the singular.
 - iii) A reference to 'including' (in any form) or 'such as' when introducing a list of items does not limit the meaning of the words to which the list relates to those items or to items of a similar kind and are not words of limitation.
 - iv) Other parts of speech and grammatical forms of a word or phrase defined in these standards have a corresponding meaning.
 - v) A reference to "\$" means Australian Dollars.

33. MAIL

- a) Current residents are permitted to have mail addressed to them delivered to the Student Living offices.
- b) Once received by Student Living a notification will be sent to the student.
- c) All mail must be collected within seven (7) days of the date of delivery to Student Living or it may be returned to the sender.

34. STUDENT RESPONSIBILITIES

Students are expected to take responsibility for:

- a) understanding and complying with these Student Living Standards, the Student Occupancy Licence Agreement, the Student Conduct Rule and other relevant University rules, policies, procedures and guidelines;
- b) compliance with the University Code of Conduct and acting in a manner that demonstrates integrity and respect for the Student and University community as well as the broader community; and
- c) completion of any and all compulsory e-induction modules, education sessions and other online and in-person learning opportunities. Failure to complete these may result in a conduct process.

35. EVENTS

Any events organised on campus must be done so in line with guidelines provided by Student Living. Student Living must be given prior notice of any events taking place to ensure appropriate support is available. Where events are deemed by Student Living to be outside of provided guidelines and/or pose a risk to the safety of the community, Student Living reserves the right to inform the resident(s) that the event must be adjusted or cancelled.

Behaviour Management

Student Living Support work collaboratively with residents to investigate and resolve incidents. When incidents are reported, they are reviewed and triaged before a plan of action is decided. For this decision to be made, besides the narratives provided, the

following context may be considered.

- The severity of the violation,
- The impact on individuals, the community, facilities and/or university stakeholders,
- The level of engagement, transparency, accountability and reflection of residents involved in the incident,
- Any past behaviour of concern of residents involved in the incident.

The Conduct Matrix, found on the Student Living Portal, illustrates the Student Living decision making process. Please note that this is not an exhaustive list and some incidents may have extenuating circumstances that will be given an additional level of consideration. Throughout the follow-up process, active engagement from residents is mutually beneficial, as it enables Student Living Support to gain a comprehensive understanding of each incident, while also providing an opportunity for the residents involved to share their perspective on what occurred at the time, as well as any subsequent reflection they may have had since the incident, which will all be considered in any decision-making around outcomes.

36. BREACH AND DISCIPLINE

Where there is a perceived or alleged violation of the University of Newcastle Student Living Standards or Student Occupancy Licence Agreement, or any University rule, code, policy or procedure, then the University may investigate the matter in accordance with the Student Conduct Rule. Any investigation under the Student Conduct Rule in no way limits the fees, charges or other penalties which can be levied under the Student Occupancy Licence Agreement or vice versa.

The University will determine whether the matter should be handled directly by the Student Living Support Team, or should be referred to the Office of the Deputy Vice-Chancellor (Academic) to be assessed under the Student Conduct Rule based on the perceived level of risk and impact.

37. INVESTIGATIONS

The University will investigate an incident and if deemed necessary, will instigate the appropriate action. The University may determine that the alleged violation(s) did not occur and dismiss the case.

An investigation may include an interview of the people involved and/or affected by an incident perceived as a violation. Such interviews will be conducted by the University or a representative and be confidential in nature. Other procedures of investigation, including, but not limited to, photography, CCTV footage and other methods of obtaining evidence, may be used depending on the nature of the alleged violation under investigation. Any documentation created or provided in any investigation will be confidential.

The University may, at any time, refer an investigation to be acted upon by other units within the University, including but not limited to, the Deputy Vice Chancellor (Academic) under the Student Conduct Rule. The University may, at any time, refer an investigation to the police, any other law enforcement agency or other external agency.

A Student can be asked to not contact another Student or Staff member during an investigation, or if it is deemed necessary and reasonable.

38. OUTCOMES

The severity of the violation and impact on the community and facilities will determine the type of possible action. Failure to comply with any required outcome determined may lead to further consequences. Outcomes can include, but are not limited to:

- a) **Written Warnings** - The University may determine that the violation(s) did occur and assign the resident(s) involved a warning. The warning will be rendered in writing and will serve to remind the resident(s) of the Student Living Standards and the Student Occupancy Licence Agreement. Additionally, it will alert the resident(s) that further violations may result in sanctions.
- b) **Sanctions**- The University may determine that the violation(s) did occur and assign the resident(s) involved a penalty. The goal of a penalty is to restore damaged community or individual relationships, educate the resident as to the impact their behaviour has had on the community, and/or address addictions or other behavioural needs. Penalties assigned by the University may be one or more of the following listed below:
 - a. **Training or Behavioural Support** - The resident is assigned a specific project or program (depending on the violation) to be completed by a set deadline. Examples include, but are not limited to, attendance or assistance in educational programs, completion of an alcohol education and/or awareness program, a reflection paper, creation of an educational/rule-based poster or presentation, meeting with a University Staff Member, or a letter of apology. The resident may be required to complete a Behavioural Support Plan with assistance from the Health and Wellbeing Coordinator or Campus Care to ensure a change in concerning behaviours.
 - b. **Counselling or Health and Wellbeing Support** - The resident will be required to undertake counselling or engage with the Student Living Health and Wellbeing Coordinator.
 - c. **Community Work** - The resident will be required to participate in Student Services for a specific number of hours in a project. Under a direct supervisor, the student performs their community restitution hours without compensation. Examples include, but are not limited to, shadowing Student Leaders (when performing various

duties) and assisting with or organising a student event.

- d. Fines and Compensation - The resident will be asked to compensate for damages in the event that any Student is found responsible for damage to university or personal property. The resident may also be required to pay a fine. Any damages, fine or penalty imposed under the Student Conduct Rule does not preclude the University from also charging a Charge under the Student Occupancy Licence Agreement.
- e. Loss of Privileges - This may include removal of privileges such as, but not limited to, the ability to host guest(s), an on-site alcohol ban of a specified duration, and/or a ban on attending student accommodation events and activities.
- f. Transfer - This is the permanent relocation of a resident from one community to another (depending on the availability of a suitable space). A Student who is transferred may be prohibited from entering the floor, wing or building that they were transferred from for a specified period of time. Students who are transferred will be allocated a room at the discretion of Student Living Support staff.



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