

# 2024 Callaghan Returning Resident Welcome Guide

Mid Year



THE UNIVERSITY OF  
NEWCASTLE  
AUSTRALIA



**STUDENT  
LIVING**

# Welcome to Student Living!

**Living on campus is a life-changing experience, and we're really excited that you will be coming back to our vibrant Callaghan campus community!**

Student Living's hope is for all residents to have a home that is safe, fun, and vibrant. We aim to offer opportunities for residents to build lifelong friendships, to celebrate diversity, to listen and learn from one another, and to build life skills whilst navigating living with others and studying.



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The University of Newcastle acknowledges the Traditional Custodians of the lands on which our campuses are located. The Worimi nation and the Pambalong clan of the Awabakal nation (Newcastle) and Darkinjung People (Central Coast).

We pay respect to Elders past, present and emerging. We also acknowledge and pay respect to the other Aboriginal and Torres Strait Islander nations from which our students, staff and community are drawn.

# Moving in

Please visit our Customer Service team at [West Residence](#) to check in on the date our team has confirmed as your contract start date.

Our office hours are 9am to 4:30pm Monday to Friday and we are closed on weekends and public holidays. Unfortunately we are unable to accommodate out-of-hours check-ins.

## A few reminders...

### Don't forget your Student Card

Your student card will be programmed so you can use it for building and/or room access (where applicable).

Any queries you may have about student cards are best directed to [ASKUON](#).

### Student Living Standards

The [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. Please read through the [Standards](#) before you arrive on site.

This welcome guide does not replace the Standards in any way, but rather has been developed to answer common questions students ask when preparing to move on to campus.

### Housemate Handbook

Please re-familiarise yourself with our [Housemate Handbook](#). Inside you'll discover tips on how to make friends, create connections, contribute to your new living environment, navigate difficult conversations and be the best housemate possible!



## What not to bring

Residents are provided with all the necessary equipment and furniture to live comfortably on campus. Please do not bring large furniture like beds, desks, lounge chairs, or wardrobes.

The following items are not permitted, so please leave them at home:

- portable air conditioners
- blow-up pools
- barbecues
- any items that may encourage excessive levels of intoxication (e.g., beer bongs, drinking games and equipment)
- candles/incense/diffusers
- mattresses

For more information regarding prohibited items please refer to our [Student Living Standards](#).

## Parking permits

Digital parking permits can be purchased [here](#).

After the successful purchase of an electronic residential parking permit, residents can park in residential carparks numbered 11 and 15.

In order to purchase an electronic residential parking permit, you will need to have an active Student account at the University of Newcastle. To do this follow [these steps](#).

Please note: Residential parking permits are for carparks 11 & 15 only. For general parking areas (excluding 11 & 15), you will need to purchase a general permit.

Once you have been issued an Electronic Residential Parking Permit, you are agreeing to the rules governing traffic and parking. Failure to hold a valid permit while parked on campus may result in an infringement issued by Campus Security

## Compulsory E-Induction

Our E-Induction module covers all the basics about being a resident here at Student Living - it includes information about moving in, student services, welfare and wellbeing, security and important documents you need to look over. Please ensure you have completed the E-Induction prior to checking in as it is compulsory. Click [here](#) to complete.

Please note: you must enrol using the email address you applied to Student Living with - if you are unsure which email this is, please contact [studentliving@newcastle.edu.au](mailto:studentliving@newcastle.edu.au)

How to complete:

1. Log in to Canvas
2. Look for the Student Living E-Induction module
3. Complete it!

Where to go for help:

1. If you can't see the module on your desktop and you haven't yet completed it, try this [link](#) and use your student log in details.
2. I can't log in to Canvas - click [here](#)
3. I have tried everything and still need help. Please email [studentlivingsupport@newcastle.edu.au](mailto:studentlivingsupport@newcastle.edu.au)

## Student Living X NUsport Residential Gym Membership

In an exciting first for Student Living, a membership to NUsport's The Forum at Callaghan, Harbourside and Ourimbah's pop-up gym will be included as part of the benefits of living on campus from February 2024.

We're committed to providing you a holistic health and wellbeing program and this membership is just one of the ways we're achieving this.

Whether you're a fitness fanatic or simply use the gym or pool for some self-care - there'll be something for everyone with your membership.

For more information and FAQs click [here](#).

## Authorisation

Your accommodation contract is an agreement between you and Student Living. Student Living is unable to discuss any matters regarding your personal information or your account with anyone else without written authorisation from you. If you would like a parent or other third party to be able to contact us to discuss your financial account please complete and return the [Student Authorisation Form](#). These forms need to be supplied each year that you live on campus.

## Mail

Unfortunately, we cannot accept mail before you have checked in.

There are Australia Post Parcel Lockers located at the front of West Tower for all residents to use 24/7. The parcel lockers allow residents to get their mail up to three days faster than sending it to Student Living. To use the Australia Post Parcel Lockers, you need to register for MyPost and add "Callaghan Parcel Locker" to your delivery addresses. Once your parcel is ready to be collected, Australia Post will send you an email and SMS.

Alternatively, once you have checked in, you can also receive mail via Student Living. To ensure it finds you please address it to:

[YOUR FULL NAME]  
[YOUR RESIDENCE]  
Student Living  
130 University Drive  
Callaghan NSW 2308

When your mail arrives, you will receive an email from Student Living with collection details.

## Guests

All guests you bring in to Student Living and your residence during the year will need to be registered on the [Portal](#). This is an important element that contributes to us all doing our part to maintain a safe and respectful community.

From Monday 19 February all guests you are planning to bring into Student Living need to be registered on the Portal, regardless of the time of day they are coming onto campus.

## Meal plans

For information on the meal plan offering and how to apply please [click here](#).

For those living in Edwards Hall Main Hall, you will have access to seven (7) dinners per week and the cost is included in your room fees. Main Hall residents are welcome to prepare their own breakfasts and lunches in the kitchenettes or visit one of the retail options on campus. If you are living in another residence you are still welcome to visit the Dining Hall. Your options are a five (5) dinner per week plan, a seven (7) dinner per week plan or you can buy casual meals as and when you need.

## Inventory inspection

As per Section 24 of the Student Living Occupancy Agreement, in order to confirm the condition of your room upon check-in, we ask you to please complete a room inventory/check-in inspection report available on the Student Living Portal as soon as possible after move in. It is important that you complete this report with as much detail as possible as this record will be used to assess your room condition following check out. Further to this, should you not agree to the condition of an item (see below) we will clarify this with you and may result in a maintenance request being lodged on your behalf.

Please see below for instructions on how to complete the form:

- Log onto the Student Living Portal
- Select the 'Room Inventory Form' tab at the top of the screen
- Select the '2024 Check In Inspection' and then click 'review'.
- Please review all inventory details.
- If you accept the condition of the item, click the 'agree' option next to the item and add a comment if required.
- If you do not accept the condition of an item, do not click the 'agree' option next to the item. You are then required to add a comment by clicking 'More information' to describe why you do not agree with the proposed condition of the item. Our Facilities Team will then review the item to determine whether it needs repair, replacement, or needs to be simply noted under your room type.
- Click 'Save Review' to submit your Room Inventory Form.

Please complete the form within one week of your-check in. If your form is not completed by this time, it will be assumed that you have agreed with the proposed condition of the item at the time of move in.

## Maintenance requests

If you have any maintenance issues, you're able to log a request for our team to assist you with (ie. blown light bulb, broken towel rail etc.)

How to log a maintenance request:

- Log into the portal
- Select the 'Maintenance and Cleaning' tab which is located across the top bar or in the drop-down (three lines) menu on the left-hand side.
- At the bottom of the page, you can select 'New Job'
- From there include details of where, category, item and leave a note about the specifics of the maintenance request
- Select 'Save Job'

What happens next?

Student Living team receives the job request and organises with external contractors to inspect the issue. Some cases may require new parts to be ordered or further planning before maintenance is performed. If it's something minor such as a light bulb for a desk lamp, Ethernet cable, kettle or toaster, the maintenance team will advise you when the item is ready to be collected from the Student Living Reception.

## Personal and household safety

Lockouts - When you lock yourself out of your room and call for help to re-enter it is considered to be a 'lockout'. Whenever you leave your apartment please remember to have your room key with you and that you have locked your bedroom and apartment doors.

Door breaches - Your safety and security is our highest priority and it is really important that residents keep front/apartment doors locked. Propping doors open or leaving them unlocked and unattended is a safety risk and we ask our community to look after themselves and their fellow residents.

# All things finance

## Room fees

The Room Fees in Advance payment you made when accepting your accommodation offer covers the first two weeks from your contract start date.

More due dates can be viewed by following the [Student Living Direct Debit Schedule](#).

If you have concerns about meeting the due dates on the Direct Debit Schedule, please contact **StudentLiving-Finance@newcastle.edu.au** to discuss your circumstances further.

## Direct debit and manual payments

For more information on how to set up Direct Debit or how to process a manual payment please visit the [Student Living Portal](#).

## Invoices

If you wish to make a lump sum payment for a full semester or full year, or if your Student Living fees are being paid partially or in full by a third party requiring an invoice, please contact **StudentLiving-Finance@newcastle.edu.au** to request an invoice. Payment for a standard invoice is required within two weeks of the date of issue.



# Contact Information



## Student Living

### Student Living Reception

Services include – customer service, mail, finance.  
☎ 4913 8888 ✉ [studentliving@newcastle.edu.au](mailto:studentliving@newcastle.edu.au)



### Student Living Support

Services include – Health and Wellbeing Coordinator, general wellbeing support, community concerns, Residential Mentors and ResLife Program.  
☎ 4913 8888  
✉ [studentlivingsupport@newcastle.edu.au](mailto:studentlivingsupport@newcastle.edu.au)



### Student Living Accommodation Portal

Maintenance and cleaning requests, Student Living account statements and payments, quick reference guides i.e. laundries and air conditioning units, submitting community concerns to get support and advice with challenging situations or wellbeing concerns.  
🔗 [newcastle.edu.au/accommodationportal](http://newcastle.edu.au/accommodationportal)



### After-Hours Duty Officers (AHDOS)

Services include – support provision when the Student Living office is closed.  
☎ 4913 8888



## Academic Learning Support

Support for academic reading, writing and study skills and Peer Assisted Study Sessions (PASS).  
☎ 4921 5350 ✉ [learningsupport@newcastle.edu.au](mailto:learningsupport@newcastle.edu.au)



## AccessAbility

Students with a disability or medical condition can register for reasonable adjustments to support their study.  
☎ 4921 6622 ✉ [accessability@newcastle.edu.au](mailto:accessability@newcastle.edu.au)



## AskUON

For general University information and advice.  
☎ 4921 5000 ✉ [askuon@newcastle.edu.au](mailto:askuon@newcastle.edu.au)



## Campus Care

For advice or to report concerning or harmful behaviour, or experiences of sexual assault or sexual harassment.  
☎ 4921 8600 ✉ [campuscare@newcastle.edu.au](mailto:campuscare@newcastle.edu.au)



## Campus Health (GP) Service

Available at Callaghan and Ourimbah Campuses.  
☎ 4921 6000



## Campus Security

Campus patrols, security shuttle, safe walk service, lost property, emergency management.  
☎ 4921 5888 ✉ [security-services@newcastle.edu.au](mailto:security-services@newcastle.edu.au)



## Chaplaincy

Chaplains are credentialed religious-workers who are authorised by their faith to provide support and guidance.  
☎ Callaghan 4921 5571 Central Coast: 4348 4036



## Counselling and Psychological Services

Emotional and psychological support.  
☎ 4921 6622 After hours support: 1300 653 007  
✉ [counselling@newcastle.edu.au](mailto:counselling@newcastle.edu.au)



## Equity, Diversity and Inclusion (EDI)

The EDI Coordinator provides advice, support, education and information on a range of equity related matters.  
✉ [edi@newcastle.edu.au](mailto:edi@newcastle.edu.au)  
🔗 [newcastle.edu.au/our-uni/equity-diversity-inclusion](http://newcastle.edu.au/our-uni/equity-diversity-inclusion)



## Financial Wellbeing

Financial supports may be available to students including interest free loans, grants and vouchers.  
✉ [financialwellbeing@newcastle.edu.au](mailto:financialwellbeing@newcastle.edu.au)



## Indigenous Student Support - Wollotuka

Provides academic, cultural and emotional wellbeing support for Aboriginal and Torres Strait Islander students.  
☎ 4921 6863 ✉ [wollotuka@newcastle.edu.au](mailto:wollotuka@newcastle.edu.au)



## Information Technology Support (IT)

Wi-Fi and wired Internet.  
☎ 4921 7000 ✉ [uonau.service-now.com/itservices](http://uonau.service-now.com/itservices)



## International Student Support

Central point of contact for advice and support.  
☎ 4921 6236  
✉ [internationalsupport@newcastle.edu.au](mailto:internationalsupport@newcastle.edu.au)



## UNSA

Student representation, clubs and societies, engagement activities and events, food bank.  
☎ 4921 6006 ✉ [unsa@newcastle.edu.au](mailto:unsa@newcastle.edu.au)



## Useful University Apps

**myUni App**  
Access to systems and information including transport, parking, software and support.

**Talk Campus App**  
Student-to-student mental health and wellbeing support.

Download the apps at the App Store or Google Play.

