

2024 UONDRH ACCOMMODATION STANDARDS



DEPARTMENT OF
RURAL HEALTH

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ACKNOWLEDGEMENT OF COUNTRY

The University of Newcastle Department of Rural Health acknowledges the Traditional Custodians of the lands on which our education centres and accommodation are located. The Kamilaroi/Gamilaroi/Gomeroi People (Tamworth, Moree, and Inverell), the Nganyaywana/Anaiwan People (Armidale), the Gumbainggir/Gumbaynggirr People (Coffs Harbour) and the Biripi/Birpai People (Port Macquarie and Taree). 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.

WELCOME TO THE UONDRH

Welcome to the University of Newcastle Department of Rural Health (UONDRH). We hope you will enjoy your time on placement with us.

Our purpose is to create an exceptional student experience for all residents on placement with us 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.

Our hope is for all residents to have a placement 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 Accommodation Standards set out expectations and standards for all members of the UONDRH community. UONDRH 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 stay in our accommodation, you are choosing to be a member of the UONDRH Community and to abide by the UONDRH Accommodation Standards ('Accommodation 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 UONDRH 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 UONDRH.

The UONDRH 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 UONDRH will support you to understand and uphold them.

The UONDRH Accommodation Standards and Student Occupancy Licence Agreement (including the Schedule of Charges) 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, UONDRH staff are here to support you and assist to resolve any issues.

2. YOUR WELFARE

- a) Please disclose to the UONDRH any additional support you may require when living within the UONDRH'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) The UONDRH 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 UONDRH accommodation 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.

More Student Support information can be found here:

- [University of Newcastle Students](#)
- [Students from other Universities](#)

3. CONDUCT

- a) The UONDRH conduct process intends to guide individuals living as part of the UONDRH community to consider the impact their behaviours 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 the UONDRH to change future behaviour in striving to be a better citizen and contributor to the UONDRH community. This process does not limit the actions the UONDRH can take under the UONDRH 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 A COMMUNITY OR WELLBEING CONCERN

- a) Residents are encouraged to report any community concerns that may have affected their health and safety while living at the UONDRH Accommodation; any breaches to these Accommodation Standards or other University policy; or concerns for another resident's safety or wellbeing.
- b) Community concerns are reported through to [your supervisor and](#) will be handled by the Student Accommodation Support Team with sensitivity. Further investigation may be required, whereby other parties may be contacted, and potentially dealt with under the Student Conduct Rule or other UONDRH processes.

5. DIVERSITY AND RESPECT

5.1 Respecting Others

- a) The UONDRH 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 at newcastle.edu.au. Hazing is a serious breach of the Student Conduct Rule.
- b) The UONDRH does not tolerate hazing. Below are two definitions of hazing. Hazing includes but is not limited to the following types of behaviours:
 - i. 'Any action taken, or any situation created intentionally that causes embarrassment, harassment or ridicule and risks emotional and/or physical harm to members of a group or team, whether new or not, regardless of a person's willingness to participate'¹; and
- c) 'An activity that a high-status member (e.g. returning student, student leader), orders others to engage in or suggest that they engage in, that in some way humbles a newcomer who lacks the power to resist because they want to gain acceptance into a group'². Activities and events will be organised with safety and inclusiveness in mind, and where possible, will align with wider UONDRH programs and social events.
- d) You can report any violation or breach of the University's policies to UONDRH staff who will provide information, advice and referral to the relevant University or UONDRH staff and/or external support services.

1 Hazing prevention n.d., What hazing looks like, Available at <http://hazingprevention.org/home/hazing/facts-what-hazing-looks-like> Cited in Broderick & Co, Cultural Renewal at the University of Sydney Residential Colleges, 2017, and accessed 6 February 2019.

2 Nuwer, H 2001, Wrongs of passage: Fraternities, sororities, hazing, and binge drinking. Bloomington: Indiana University Press. Cited in Broderick & Co, Cultural Renewal at the University of Sydney Residential Colleges, 2017.

- e) You must comply with any reasonable request by any UONDRH or University staff member or security personnel. It is also 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, staff, security personnel and property owned by University and the UONDRH. This includes, but is not limited to, not intentionally damaging or creating mess in your living spaces, common areas and outdoors throughout the accommodation, education centres and their grounds.
- b) Stealing is an offence and will not be tolerated by the University or the UONDRH. 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 and the UONDRH.
- b) Noise restrictions are guided by the NSW Protection of the Environment (Noise Control) Regulation 2017 (NSW). You must keep noise at a reasonable level at all times within the context of the location, the time of day or night, and the time of year.
- c) Within the UONDRH Accommodation, music and other amplified sound is restricted between 10pm and 9am each day (quiet time). Large social gatherings are restricted to the Common Areas (where they exist) 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 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 (where they exist).
- 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 UONDRH staff or Security if after hours.
- g) Please note there are approved events where excessive noise levels may be expected and you will be notified in advance.

6. ALCOHOL AND OTHER DRUGS

6.1 Alcohol

- a) At the UONDRH, we understand that socialising may involve consuming alcohol. We need to make sure that when alcohol is consumed at the accommodation that it isn't causing harm to you or others and that it is not jeopardising your academic success.
- b) If you choose to consume alcohol whilst living in our accommodation, you are expected to comply with the [Student Conduct Rule and the Alcohol and Other Drugs Policy](#).

- c) Activities or equipment that promote excessive drinking are prohibited, such as:
 - i. Pub crawls;
 - ii. lock ins and/or hazing
 - iii. drinking games; or
 - iv. kegs and beer bongs.
- d) The following areas of the UONDRH are alcohol free at all times without prior approval:
 - i. Foyers and study rooms;
 - ii. UONDRH car parks;
 - iii. Pool and Tennis Courts.
- e) 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 UONDRH grounds (including your room and Building).

6.2 Illicit Substances

- a) In NSW, it is an offence to possess, use, produce or supply a drug or drug paraphernalia which has been declared prohibited. The UONDRH may investigate and refer to the New South Wales Police any allegations of this nature. In addition, it is illegal to misuse legal substances including but not limited to amyl nitrate and nitrous oxide.
- b) Breaches of the Alcohol and other Drugs Policy, Student Conduct Rule or these Standards may result in disciplinary or legal action.
- c) For support with alcohol and other drug use, contact your supervisor.

6.3 Prescription Medications

- a) As a resident, you are required to inform us if you are taking prescription medicine that falls into the category of a controlled substance, such as Medical Cannabis.
- b) Approval must be granted by the UONDRH before bringing a controlled substance to your Accommodation. You can apply for approval by submitting a Medical Practitioner Report completed by your GP.
- c) Once you have gained approval you are required to:
 - i. Store the medication in the original pharmacy packaging;
 - ii. Consume the medication as prescribed only;
 - iii. Consume the medication using approved methods only; and
 - iv. Sharing or selling your medication is strictly prohibited and illegal.
- d) Misuse of medications may result in a misconduct process under the Student Conduct Rule.

7. NO GUEST POLICY

No Guest Policy states, “most of the UONDRH accommodation available does not accommodate guests of any nature, for any overnight period or greater”. In most of our accommodation, the UONDRH does not

provide accommodation to partners and/or children. Students with partners and/or children who wish to stay with them at any time are required to seek private accommodation.³

8. COMPLAINTS

If residents have a complaint regarding an act or omission of the UONDRH under the Student Occupancy Licence Agreement (other than the imposition of a charge or fee), the resident is to contact UONDRH staff on (02) 6755 3500 or at uondrh-placements@newcastle.edu.au in the first instance to address the complaint.

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.

³ With the exception of the Park House accommodation in Tamworth which is a complex of 9 self-contained Queen bed studio units.

YOUR LIVING ENVIRONMENT

9. CLEANING

9.1 Common Areas (Shared Areas)

- a) You have a shared responsibility to keep tidy any Common Area in your accommodation. 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) Accommodation is subject to weekly cleaning inspections. These inspections are in place to help ensure that common areas in accommodation are being well maintained and in line with UONDRH Accommodation Standards.
- d) If you are found to be responsible for damage to or additional cleaning requirements of UONDRH property in a shared common space, you will be responsible for repair or cleaning costs. Additionally, all students involved may also be subject to disciplinary action.
- e) Where UONDRH 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 students in the accommodation and each student will be required to pay the cost of their share of the cleaning to the UONDRH. This may also involve a conduct process.
- f) 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 cleaning inspections with at least 24 hours' notice provided to the resident. Elements staff or contractors will look at during inspections include but are not limited to:
 - 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, including no writing directly on fridges;
 - iv. fire safety equipment is in working order and unhindered (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 mattresses);
 - vii. floors are vacuumed
 - viii. that UONDRH property belonging to the apartment has not been damaged, vandalised or misplaced;
 - ix. no additional furniture is present; and

- x. no other UONDRH Standards breaches are evident at the time of inspection.

9.3 Recreation Rooms

- a) Each residential community has a shared responsibility to keep tidy all communal recreation rooms.
- 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 at all 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. all accommodation provided by the UONDRH will be provided a cleaning service on a weekly basis to wipe surfaces in the kitchen and bathroom, living areas and sweep and mop kitchen and bathroom floors. This will only be undertaken if these areas are sufficiently tidy to enable cleaning.
- 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 accommodation and disposing them 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. UONDRH has an obligation to uphold facility standards, and this includes weekly cleaning of bathroom and kitchen areas.

10. FOOD SAFETY

- a) All food 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 UONDRH can constitute a health hazard, may be removed and disposed of with no compensation payable to you.
- c) At the end of your placement, you must dispose of all remaining food items by throwing them in the bins 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 regular 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 to undertake a review of your current hygiene practices. It is your responsibility to advise UONDRH staff 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. ANIMALS

- a) A pet is any animal that is not classified as an assistance animal. You are not allowed to keep a pet or pets in your room or Common Areas. You are not permitted to have a friend or family member's pet or animal at any UONDRH Accommodation.
- b) Section 9(2) of the *Disability Discrimination Act 1992* (Cth) states that:
"an assistance animal is a dog or other animal:
 - i. accredited under a law of a State or Territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of the disability; or*
 - ii. accredited by an animal training organisation prescribed by the regulations for the purposes of this paragraph; or*
 - iii. trained:*
 - (i) to assist a person with a disability to alleviate the effect of the disability; and*
 - (ii) to meet standards of hygiene and behaviour that are appropriate for an animal in a public place."*
- c) If you require an assistance animal, you are required by the UONDRH to apply for and show proof of an Assistance Animal Permit as issued by Service NSW prior to the animal coming to our accommodation. You will also need to engage with the UONDRH prior to your arrival at our accommodation to ensure appropriate assistance is in place and any reasonable adjustments can be made for yours and others safety at the accommodation.
 - i. The UONDRH will assess your application to ensure that appropriate room facilities can be provided with your assistance animal. Should approval be granted, a meeting with UONDRH staff is required to discuss any additional needs.
 - ii. Any students returning to UONDRH accommodation who had a previously approved emotional support animal, which does not meet the definition of assistance animal, will be required to work with UONDRH staff to enable their safe return to campus.
 - iii. When an assistance animal is brought onto campus, the animal owner must ensure they:
 - (i) accompany their animal at all times;
 - (ii) keep the animal restrained and under effective control at all times;
 - (iii) remove any faeces and clean any spills deposited by the animal;
 - (iv) comply with any statutes or regulations governing the management of the animal (e.g. State or Local Council regulations governing the control of animals in public places);
 - (v) ensure that the animal is free from infectious disease; and
 - (vi) ensure that the animal at all times shows no signs of endangering people's health or the health of other animals.
 - iv. The UONDRH is permitted to revoke any approval under this clause at its discretion should the safety of the student, the animal or others be compromised.

13. RUBBISH REMOVAL AND RECYCLING

- a) The accumulation or collection of glass bottles, other glass containers, aluminium, plastic containers or other packaging in bedrooms or common area 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. 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.
- c) Where provided, bins must be put out and brought back in from the street on the appropriate day as noted in the relevant [Orientation Presentation/Accommodation Resources in the Portal](#).

14. SMOKING AND VAPING

The UONDRH is completely smoke free. Smoking is not permitted in UONDRH accommodation, Education Centres or on UONDRH grounds under any circumstances. This includes electronic cigarette devices, vaporisers, shisha/hookah or any other form of legal smoking.

CATERING

15. CATERING

All UONDRH accommodation is self-catering.

YOUR ROOM AND COMMON AREAS

16. YOUR ROOM AND COMMON AREAS

- a) The UONDRH 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) All our rooms, with the exception of Park House, have king-single beds. Park House has queen beds.
- 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, this includes 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 UONDRH'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. ensure external access doors (i.e. front doors) are locked at all times;
 - vii. keep your room, room furnishings, the common areas and the furnishings in your building in the same condition as at your Check In date and leave them in that condition when you vacate your room. The UONDRH 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;
 - viii. lock your doors when you are not in your room;
 - ix. not, under any circumstances, enter another student's room without their permission;
 - x. not enter or make use of any vacant rooms or use or remove any items from a vacant room; and.
 - xi. Not purport to sublet/sublicense your room to any other person at any time (whether or not you charge rent or other monies).

- e) You must report all:
 - i. matters requiring emergency repairs immediately to the UONDRH through the UONDRH Placement Portal or (after hours) by phone on (02) 4921 6500 (NO POWER, NO WATER AT ALL, NO SEWERAGE); and
 - ii. damage or loss to furnishing and property to the UONDRH 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 Check In date 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) Above mentioned costs and charges will be applied to your UONDRH account by UONDRH. UONDRH 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 extend to 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 10pm 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 CHANGE

Room changes are not permitted.

- a) If you change rooms the UONDRH will issue you with a charge, determined by the UONDRH.
- b) You may also be required to move back to your assigned room and/or be subject to disciplinary action.

19. BIKES AND OTHER WHEELED VEHICLES

Bicycles and other wheeled vehicles must be kept only in the provided bicycle racks (where provided). 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 on University or UONDRH sites, you must be aware that you do so at your own risk. In some places you may be required to apply for a parking permit. More information is provided in the [Student Orientation Manual](#).
- b) Parking spaces are provided at some sites 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 or UONDRH (Accommodation or Education Centres).
- d) 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 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 UONDRH may issue you with a charge where costs are incurred by the UONDRH.
- d) Charges, fines or other disciplinary action may be brought against students who risk the safety of themselves and their fellow students through regular 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 accommodation 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 UONDRH may, at any time, prohibit additional electrical equipment by providing notice to you. You must not overload the circuit and cause an outage in the accommodation. If you do overload the circuit, the UONDRH may charge you the cost of rectifying the outage.
- e) The UONDRH reserves the right to immediately remove from your accommodation any electrical equipment that UONDRH considers to be prohibited or unsafe even if notice has not been given. The electrical equipment will be returned upon occupancy termination or when you vacate the accommodation.
- 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 but is not limited to 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 or a 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 when an alarm sounds may result in a charge where costs are incurred by the UONDRH.
- c) During an emergency UONDRH staff may enter your room.
- d) UONDRH staff 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 UONDRH staff or Emergency Services personnel.
- 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 UONDRH to complete a Personal Emergency Evacuation Plan upon arrival and provide this to UONDRH. A copy of this plan will be retained by the UONDRH Accommodation Team 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, community concern or emergency.

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 accommodation;
 - 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 UONDRH and you must not use such apparatus to dry clothes; and
 - vi. only cook in designated areas (e.g., kitchens, BBQs).
- b) If you do, or contribute to, anything that activates any crisis/fire system(s) on UONDRH property including grounds, then:
 - i. the UONDRH may issue you with a charge where costs are incurred by the UONDRH; and/or
 - ii. you may be subject to disciplinary action imposed by the University or UONDRH.
- c) If during your contract period (placement) or during the UONDRH's inspection of your accommodation, or after you depart, the crisis/fire system(s) in your room is found to have been modified or tampered with, the UONDRH will issue you with a charge where costs are incurred by the UONDRH and you may be subject to disciplinary action.

25. INSURANCE

University and/or UONDRH insurance policies will not provide you with coverage for personal effects or ambulance cover whilst living in UONDRH accommodation. It is strongly recommended you obtain appropriate insurance cover.

26. KEYS AND ELECTRONIC ACCESS

- a) You must:
 - i. keep safe and secure the key(s) (where provided) by the UONDRH 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:
 - i. after hours, call the University Security Services on (02) 4921 5888; or
 - ii. within office hours, telephone UONDRH staff on (02) 6755 3555 or come to the local education centre⁴.
- c) The first time you lock yourself out of the room, the UONDRH will not issue a charge. The second and subsequent times you lock yourself out of the room, the UONDRH may seek to recover the costs of attending to the lockout from you.

27. RESTRICTED AREAS

- a) Entering restricted areas of the University or the UONDRH without authorisation is prohibited.
- b) Climbing to or from balconies or windows is also prohibited, as is climbing onto roofs and covered walkways.

28. SECURITY

- a) You must:
 - i. carry your Student Card with you at all times when present on University, UONDRH or NSW Health facilities;
 - ii. not conduct any business activity or illegal activities in the accommodation; 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 accommodation or anywhere on the grounds of the University or the UONDRH, (except in accordance with Item 30b) with regard to sporting weapons).
- b) UONDRH staff are empowered to ensure you are compliant with all University policies relevant to the comfort and safety of all members of the UONDRH community. You must comply with any reasonable request by UONDRH staff.

⁴ Port Macquarie, Tamworth, Taree and Coffs Harbour only. Armidale, Inverell & Moree should call Security Services for all lock outs, regardless of time of day.

29. SWIMMING POOL

Portable pools are prohibited for use within the UONDRH accommodation.

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 UONDRH staff for information on your options.
- c) If you are found by UONDRH staff possessing a weapon the UONDRH may take appropriate legal or disciplinary action.

31. INTERNET ACCESS

- a) Wired and wireless networks are available throughout the UONDRH accommodation 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 both at the accommodation and Education Centres and that those protocols and policies apply to your use of the internet at the accommodation.
- c) Assistance regarding internet access is available from the UONDRH IT Team (uondrh-itsupport@newcastle.edu.au). They may refer you to the University's Digital Technology Solutions Service Desk/Portal, or the IT Support team at your university for non-UON students.

32. INTERPRETATION

In these Accommodation Standards, the following rules of interpretation apply unless the contrary intention appears:

- a) Headings and bold type are for convenience only and do not affect the interpretation of these standards.
- b) The singular includes the plural, and the plural includes the singular.
- c) 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.
- d) Other parts of speech and grammatical forms of a word or phrase defined in these standards have a corresponding meaning.
- e) A reference to "\$" means Australian Dollars.

33. MAIL

Current residents are permitted to have mail addressed to them delivered to the accommodation (see the [Student Orientation Manual](#) for further information).

34. STUDENT RESPONSIBILITIES

Students are expected to take responsibility for:

- a) understanding and complying with the UONDRH Accommodation Standards, UONDRH Student Occupancy Licence Agreement, the Student Conduct Rule and other relevant University policies; and
- b) compliance with the University Code of Conduct and acting in a manner that demonstrates integrity and respect for the Student community as well as the broader community.

35. EVENTS

Any events organised on campus must be done so in consultation with UONDRH staff prior to any events taking place to ensure appropriate support is available. Where events are deemed by UONDRH staff to pose a risk to the safety of the community, UONDRH reserves the right to inform the resident(s) that the event must be adjusted or cancelled.

MANAGING COMMUNITY CONCERNS

UONDRH work collaboratively with residents to investigate and resolve community concerns. When community concerns 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 (amongst other factors).

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

Throughout the process, active engagement from residents is mutually beneficial, as it enables UONDRH staff to gain a comprehensive understanding of each community concern, 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 community concern, which will all be considered when determining appropriate outcomes.

36. BREACH AND DISCIPLINE

Where there is a perceived or alleged violation of the UONDRH Accommodation 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 UONDRH will determine whether the matter should be handled directly by the UONDRH Accommodation 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

UONDRH staff will investigate a community concern and if deemed necessary, will instigate the appropriate action. UONDRH staff 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 a community concern perceived as a violation. Such interviews will be conducted by the UONDRH or 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.

UONDRH staff may, at any time, refer an investigation to be acted upon by other staff within the University and/or UONDRH, including but not limited to, the Deputy Vice Chancellor (Academic) under the Student Conduct Rule. UONDRH staff may, at any time, refer an investigation to the police or 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 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 UONDRH 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 UONDRH Accommodation Standards and the UONDRH 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. The action taken or the sanction assigned by the UONDRH may be one or more of the following:
 - i. **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 or UONDRH Staff Member, or a letter of apology.
 - ii. **Counselling** - The resident will be required to undertake counselling.
 - iii. **Community Work** - The resident will be required to participate in an activity or task that benefits the UONDRH community for a specified number of hours. Under supervision, the resident will perform their community work to a reasonably acceptable standard without compensation. Examples include, but are not limited to, assisting with or organising a student event.
- c) **Fines and compensation** - The resident will be asked to compensate for the damages in the event that any resident is found responsible for damage to UONDRH 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 or UONDRH from also charging a Charge under the Student Occupancy Licence Agreement.
- d) **Loss of Privileges** - This may include removal of privileges such as, but not limited to, an on-site alcohol ban of a specified duration, and/or attending student events and activities.
- e) **Transfer** - This is the permanent relocation of a resident from one community to another (depending on the availability of a suitable space). A resident who is transferred may be prohibited from entering the accommodation that they were transferred from for a specified period of time. Students who are transferred will be allocated a room at the discretion of UONDRH.