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Welcome Note

Dear Student,

Welcome..............Victoria Place is a purpose built premium student accommodation facility providing 53 beds, 41 single bedded units and 6 twin bedded units.

Each unit has been specifically designed to provide a quality, secure, living and learning environment that will assist you in gaining the maximum benefit from the student experience at Victoria University.

Invest some time to familiarise yourself with the building, its facilities, entry and exit points, the safety requirements and fire evacuation procedures.

Please read and note the information placed on the inside of your unit’s door and the Victoria Place Handbook provided via your offer email.

Introduce yourself to your fellow residents. The sense of community is an integral part of University Residences life.

Your community will engage in many and varied activities, from those with an academic focus to social functions and meals.

The University Residences Staff and After Hours Assistants (AHAs - senior students who live at Victoria Place) are available each day/night by roster to assist and support you during your time in residence.

I am confident you will enjoy your time at Victoria Place and the outstanding academic experience Victoria University has to offer.

Wishing you every academic success.

Kind regards,

Christopher J Plunkett
Manager
Student Operations
Academic and Students

![Victoria University Logo]
Cleaning
Cleaning your bedroom is your own responsibility, including emptying your bedroom rubbish bin.

Vacuum cleaners are available for loan between 4.30pm and 8.00pm. Call the AHA to arrange the loan of the Vacuum.

Residents are required to keep the Common Rooms tidy after their use. This includes placing all rubbish in bins, and returning any equipment that may have been used to its original storage position.

Cleaning Charges
If a resident fails to maintain the desired level of cleanliness in their room, University Residences staff may at the end of residence, impose a charge for cleaning staff to return the room to a satisfactory condition. Common areas are to be treated with respect and similarly, charges may be imposed if cleaning of these areas is required.

Twice yearly University Residences staff will conduct room inspections to ensure that appropriate levels of cleanliness and hygiene are being met. Residents will be given 24 hours notice.

Community Expectations
The community you have chosen, as your new home is committed to providing you with a safe, comfortable environment in which to pursue your academic goals.

Staff will hold residents accountable for their actions if you inform us of a misconduct situation.

In responding to behaviours that violate codes of conduct and standards of civility, no special allowances will be given to those who suggest that their normal decision making abilities have been impaired by such things as alcohol or illegal drug use, peer pressure, or extreme emotion.

All those who live, study, work and teach within this community are here by choice. The main reason Victoria Place exists is to provide a home and study environment for students who wish to succeed at a tertiary level. This is an integral part of the guidelines by which our community functions.

Departure
Victoria University Residences Rules state that all residents are required to be checked out of their room in the presence of an Administration Staff member during business hours by prior arrangement with Administration Staff.

All outstanding fees must be settled. Your Security Deposit will not cover any outstanding accommodation fees. If there is no damage to your room or items missing the Security Deposit will be refunded less General Damages

Checking Out Summary:
- Five days prior to your departure, pre arrange a time to schedule your check out at the Service Centre. Checkouts must be completed Monday - Friday, 9am – 4pm
- Pay any amount outstanding on your account in full.
- Supply a forwarding address and details for the refund of your Security Deposit and for mail. Mail will be forwarded to your new address for four weeks. After that it will be returned to sender.
- Vacuum and clean all aspects of your room to leave as you found it.
- Check that you have all of your belongings, any leftover items may be disposed of without notice.
- On the day of your appointed checkout, meet administration staff at Victoria Place, who will then officially check you out of your room, whereby a room condition report will be completed.
- Hand in your keys and Student Village ID card.

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**Glass**

**NO GLASS PLEASE!**

Victoria University Residences does not permit glass within common or outdoor areas. All drinks consumed must be contained in a can or plastic-ware.

In the event of an accident involving glass, the resident(s) concerned are required to immediately remove all broken debris to prevent possible injury to the members of the community.

**Guests**

**DECLARE ALL GUESTS!**

All residents who have signed a semester or full year contract are entitled to have a guest stay with them in their room for five nights a month. All guests must be declared to administration staff for Emergency Procedure Requirements. Residents are not entitled to request extra furniture for the guest. The five nights a month are non-cumulative.

Guests must fully abide by Victoria University Residences Rules and are asked to show consideration for the community into which they have come.

**Hygiene**

Personal hygiene can mean different things to different people. Living in close proximity with each other requires attention to personal hygiene and courtesy to others. Victoria University Residences expected practices include: showering everyday; washing hair regularly; using deodorant; cleaning out bedrooms; airing rooms; washing clothes and bed linen regularly; wearing clean clothes; storing food properly; washing dishes in kitchens after each meal; and not leaving perishables in rubbish bins in bedrooms. Leaving the bathroom clean after you have used it – this includes flushing the toilet, wiping up any spills, washing away any body hair, hanging up your towel, and removing any footwear and soiled clothing. Soiled feminine hygiene products should be hygienically wrapped and discretely placed in rubbish bins. Please do not flush pads or tampons, or any other items down the toilet as they cause sewer blockages. University Residences shall not be held liable for the presence of pests despite all reasonable attempts by University Residences to control pests.

**Health**

All Resident Assistants are trained in First Aid and Mental Health First Aid and can advise of medical facilities in the area. Most Universities have Health Services for students; alternatively there are a range of Medical Centres in the area as well as the Western General Hospital for more serious matters. Please note After Hours Assistants and University Residences Staff will call an ambulance if it is deemed that you are in need of urgent medical assistance.

**Incident Reports**

If there is an incident at Victoria Place, the best way for management to deal with the situation is for you to report it to management via the After Hours assistant (AHA). Victoria Place management will deal with each matter individually. Often a meeting will result, and the outcomes are varied.

Contact the office during office hours on 03 9304 6300, the Accommodation Officer on 0402 896 954, or call the AHA on 0432 758 990 (after hours only).

Some examples of incidents which may be reported to University residences staff include where a resident:

- Witnessed inappropriate actions in Residence (by fellow residents, their guests or persons unknown)
- Believe that they have been subject to any kind of harassment or threat
- Have noted damage to property
- Have experienced or witnessed vandalism or threat
- Are concerned by the conduct of a fellow resident

Residents may become subject to exclusion from Residence upon 48 hours notice for breaches of the University Residences Rules or repeat Incident Reports being submitted regarding inappropriate behaviour.

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Lost Keys
If you lose your keys you must report it to the Victoria Place Accommodation Officer on 0402 896 954 (office hours) or the After Hours Assistant immediately so that a set of replacement keys may be organised at your cost. Residents will incur a charge per key lost and a charge for any lock change that is considered necessary for security reasons.

Mail
Incoming mail can be collected from the Ground Floor Lobby.

For people to send you mail at Victoria Place your mailing address is as follows:

Full Name
Unit Number
117-119 Ballarat Road
Footscray
Victoria 3011
Australia

For forms that require you to provide a street address, the Street address is as follows:

Full Name
Unit Number
117-119 Ballarat Road
Footscray
Victoria 3011

Noise
Established quiet hours are in effect throughout the year, although residents are asked to be courteous of their neighbours at all times.

Please be respectful of others with regard to noise within the residential area of Victoria Place. You are asked to confine loud socialising to the main downstairs common room. Loud noise on your balcony may disrupt others who are studying or resting between exams.

QUIET HOURS:

Sunday through to Thursday: 10:00pm – 8:00am
Friday and Saturday 11:00pm – 9:00am

During Quiet Hours, residents are required to contain noise within their room. It is the responsibility of all residents to respect Quiet Hours.

If there is noise, you are expected to politely explain you are being disturbed to the noise source, and if your action does not bring a result, then you can contact the After Hours Assistant (AHA) and they will intervene.

Residents who receive numerous noise complaints can be issued with a monetary fine as per the University Residences Behaviour Management Guidelines.

22 Hours Quiet Hours

During SWOTVAC and until the end of the exam period 22 hours quiet hours per day will be enforced (this includes weekends). This is to enable all residents the best opportunity to prepare for and complete exams without any distractions. Further information about the 22 hours quiet hours will be posted on the notice boards throughout the building.
Resident Assistant Team

The Resident Assistant (RA) team is based at Student Village and is made up of senior members of our student community, and they are an essential part of the Village support network. The RA team helps to organise a range of activities (academic, cultural, sporting and social) as part of our residential life program. Though not RA's, the Victoria Place AHA's ensure that Victoria Place operates smoothly and that a pleasant environment is maintained for all residents. RAs are trained in a number of areas to ensure that they can provide the appropriate support and assistance for residents at the Village, including first aid, mental health first aid, warden training and lots more! They are also there to provide help to residents who are experiencing difficulties and are in need of assistance. You can also just have a chat with them if you need talk anything through with someone. There are at least two AHAs who reside at Victoria Place.
Transport options around Victoria Place

Melbourne is well supported by a network of trams, trains and buses. Myki cards are used on public transport within Melbourne. These can be purchased from retailers or from selected train stations. Remember if using a Myki – swipe on and off!

If you are planning to use Public Transport, you can use the following website to assist: Home - Metlink - Your guide to public transport in Melbourne and Victoria

Local Bus and Tram Routes:

Bus 406 Footscray to Keilor East

Bus 408 Highpoint to St Albans

Tram 57 West Maribyrnong to City Elizabeth St

Tram 82 Moonee Ponds to Footscray

Train City to Sydenham/Watergardens

Train City to Werribee

Taxi:

http://www.silvertop.com.au/ or 131 008
http://www.westsuburbantaxis.com.au/ or 9689 1144
**Bike Storage**
Bike storage is located in the lockable ground floor room at the rear of the property, behind the common room. This area also houses the rubbish and recycling bins.

**Common Rooms**
There are two common rooms at Victoria Place, one on the Ground Floor and one on Level 1.

The Ground Floor Common Room is furnished with couches, tables & chairs, pool table, colour television with free *Foxtel* digital pay TV and vending machine with food and drinks.

The Level 1 Common Room is a designated Quiet and Alcohol free Zone, and is furnished with a television, couches and bookshelf. Please use with respect for nearby residents.
Computer and Internet Access

To aid academic study all rooms at Victoria Place are provided with broadband internet access provided by BigAir Community Broadband. You will be billed for this along with your accommodation charges. Connection is via ethernet cable (provided by resident) for greater reliability – dual wireless internet is only provided in the ground floor, dual occupancy units. You are provided with a login when you check in to your room. Additional data allowance may be purchased from BigAir Community Broadband on 1300 739 822. Residents are reminded that the illegal download of movies is not permitted.

Victoria University offers a rich collection of online resources for staff and students. You can access material from the VU Library, connect to student email, view e-learning course content and more.

The Open Access (computer) facilities are available for use by all Victoria University students. In addition, some individual faculties have laboratories open between classes for students to use.

Computer laboratories, printers and photocopiers are usually very busy when assignments are due so you may not be able to get access to a computer when you want it. You need to allow extra time to be sure of completing your work on time. Make sure you organise your workload so that your deadlines are achievable.

If in doubt about any issue with the University computers, please call the Service Desk on 9919 2777 or email servicedesk@vu.edu.au for further information.

Use of the University computing facilities is governed by the "Appropriate use of Information Technology Facilities" which is accessible on the Victoria University intranet at http://wcf.vu.edu.au/GovernancePolicy/PDF/POI040809002.PDF. It is recommended that you familiarise yourself with this policy. Signage in the computer laboratories will also give you useful information, including rules specific to that laboratory and copyright issues.

The closest Computer Lab for Victoria Place is the Footscray Park Campus Library, Phone 9919 4274, with 220 PC's available.

The Footscray Park Library Times Can Be Found At (http://w2.vu.edu.au/library/libraryhours/). Current Opening Hours Are:

**During Higher Education Semester**
- Monday – Thursday 8.15am - 10pm
- Friday 8.15am - 5pm
- Saturday and Sunday 10.00 am - 5.00 pm

**Public Holidays**
- 12.00 pm - 5.00 pm

**During Semester Breaks**
- Monday to Friday 9.00 am - 5.00 pm
- Weekends Closed

Currently there is no Communal Computer and Printer at Victoria Place, but if one was to be installed the following rules would apply:

- You are not allowed to install your own software.
- Licence and copyright breaches are criminal activities.
- Playing games is not permitted. Any resident doing so may be banned from using the computer room.
- Accessing pornographic sites may be reported as misconduct to your tertiary institution.
- Vandalism will see you banned from using the computer room.
- Do not take food/beverages into the Computer room.

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**Gym**
The Closest Gym facilities are located at the Footscray Park Aquatic and Fitness Centre. The Aquatic and Fitness Centre is located at Building L, Level 0 of the Footscray Park campus. It has a 25m pool, fully equipped gym with cardiovascular equipment, treadmills, cross trainers and rowing machines. It has the latest cable and pin resistance weights, and a full range of pin loaded and free weights. The Centre also have group exercise studios, three multi purpose courts for basketball, netball, badminton and volleyball, as well as a spinning room and dance studio. If you become a member of the Footscray Park Aquatic and Fitness Centre, you are also entitled to use the centres at Werribee and St Albans.

**Heating / Cooling**
Each Unit has a split system Heating/Cooling unit installed. These units are operated by remote control.

For further information regarding the Heating/Cooling split system units contact Conia Customer Care on 1300 726 642 or for maintenance issues and breakdowns contact University Residences on 0402 896 954.

**Utilities**
Your power has been arranged for the day of your check-in. An account will be set up in your name. You are responsible for organising disconnection with the utilities companies when you leave.

**Kitchens**
Kitchenettes are located in each unit and residents are responsible for cleaning their own kitchen. This includes emptying their own bin. All rubbish is to be placed in the Large bins located in the Bin Room on the Ground Floor, where you will find bins for rubbish and recycling. The residents in the rear deluxe units, may have a bin outside their unit, but must ensure this is replaced with an empty one from the bin room. Wednesday is rubbish collection day.

**Cleaning**
Residents will be responsible for the cleaning of their rooms. Vacuums are available onsite and can be requested online on VP’s Facebook page – or from the AHA, up to 8.00pm.

**Laundry**
Washer/Dryer Machines are located in each unit. Instructions on how to use the machines are stuck to the wall in the bathroom above the washing machine. Residents are responsible for cleaning the washing machine, and are responsible to provide their own detergent.

**General Room Care**
It is also important that you read and understand the instruction manuals provided in your unit for the operation of the equipment in your unit. Please ask if you don’t understand as it may prove very costly if you don’t!

There are to be no nails, 3M sticky hooks or other adhesives used on any of the walls within your unit. Repainting damaged walls may be expensive and recoverable through your damages default deposit.

You must never deface the exterior of your unit with writing.

DO NOT hang washing above the balcony line so it is visible from outside the building.

DO NOT EVER place hot items directly from the stove, or a hot iron, directly onto the carpet. The carpet WILL SCORCH and leave burn marks. The carpet may then require replacement which can easily exceed $A650.00!

If intending to relocate your bed, please be careful to seek assistance from a staff member as the bed frame may easily locate out of alignment and the drawers may no longer close properly. Damage to the bed frame may result, the cost recoverable through damages. Remember, no furniture is to be removed from rooms by residents.
Maintenance
If you have any maintenance issues, you can email University Residences on victoria.place@vu.edu.au or call our Residences Accommodation Officer on 03 9304 6300 or mobile 0402 896 954. A maintenance ticket is raised during the next working day and advised as to the urgency of the repair or issue. Very urgent issues are best notified by phone asap.

Parking
There is no on site parking at Victoria Place. The closest parking is located opposite the Footscray Park Campus on Ballarat road and costs $2 per day. Annual parking permits may be obtained from VU for $400 from Facilities at parking@vu.edu.au. The weblink for parking is at http://intranet.vu.edu.au/facilities/Parking.asp .

Service Centre
The Service Centre at the Student Village is open from 8:30am – 4:30pm during the academic year. At the Service Centre, residents are able to:
- Pay their accommodation fees
- Purchase movie tickets
- Register and pay for Residences events
- Lodge forms and make general enquiries
After Hours Assistance (AHA)

0432 758 990

The After Hours Assistant is available from 4.30pm – 9:00am Monday to Friday, all day Saturday and Sunday, and all day on public holidays. The A.H.A. is available to assist with urgent matters such as lock outs, access to common areas that are locked, checking residents in and out of their room, attending to incidents requiring first aid assistance, or assisting in addressing noise and behaviour concerns.

You can call the AHA phone at all other times and be directed to an administration staff member who may be able to assist your enquiry.

Contact details for the After Hours Assistant:

From a public/mobile phone dial 0432 758 990

Checking Out

Victoria University Residences Rules state that all residents are required to be checked out of their room in the presence of an Administration Staff member or After Hours Assistant by prior arrangement with Administration Staff.

All outstanding fees must be settled. The Security Deposit will not cover any outstanding accommodation fees. If there is no damage to your room or items missing the Security Deposit will be refunded less General Damages

Checking Out Summary:

- Five days prior to your departure, pre arrange a time to schedule your check out, this can be done via e-mail victoria.place@vu.edu.au or call the Residences Accommodation Officer on 0402 896 954. Checkouts may be completed outside office hours by prior arrangement only (subject to staffing).
- Any amount outstanding on your account must be paid in full.
- You must supply a forwarding address and card details for the refund of your Security Deposit and for mail. Mail will be forwarded to your new address for four weeks. After that it will be returned to sender.
- On the day of your check out, vacuum your room (steam clean if necessary), clean the kitchen and bathroom and ensure everything is in the same condition as when you first moved in.
- Check that you have all of your belongings, any leftover items may be disposed of without notice.
- On the day of your appointed checkout, meet the staff member as arranged on your scheduled check out time. You will then be officially checked out of your room, whereby a room condition report will be completed. The Check out process takes no more than 30min.
- Hand in your keys and Victoria Place lift swipe card

Emergency Services

In the event of an emergency dial 000 from a landline or mobile/cell phone to reach the police/fire/ambulance service.

When possible notify staff by calling the AHA phone on 0432 758 990

Equity

Victoria University is committed to creating a safe, inclusive, welcoming environment in our Residences. As a result, Victoria University has developed a set of Equity and Social Justice policies to ensure that the rights of individuals are protected. If you feel that you are being discriminated against because of your race, colour, nationality, sex, age, sexual preference or other reason, please contact Victoria University Residence staff.
Equity Advisers at University will be able to direct you to the appropriate resource for handling your complaint. It is illegal to discriminate or harass students or staff either directly or indirectly. Victoria University has a complaints procedure based on principles of natural justice. All cases of alleged discrimination or harassment will be taken very seriously.

If you are unsure about your rights or responsibilities in relation to the Victoria University policies and procedures, seek information from: Student Union or Student Services at your University. There are Equity Advisers within major academic institutions that you may contact instead if you so wish.

Fire Alarms

The installed smoke alarms are not monitored by the fire brigade and will sound an alarm in the local area only. There is a manual call point to alert the fire brigade on the ground floor only, to call the Fire Service, break the glass and push the button.

The evacuation tone “whoop... whoop... whoop...” shall sound on operation of the sprinkler system or if the manual call point is activated. Occupants are required to evacuate to the assembly point and remain there until advised to return to the building by the emergency services.

Fire Extinguishers:

Fire Extinguishers are located on each floor; they are for use in an emergency only.

Fire Safety

If you hear the evacuation alarm sounding, YOU MUST EVACUATE if it is safe to do so. AHA's and/or staff members will direct the evacuation. EVACUATE IMMEDIATELY via the stairwell to the emergency assembly area in the car park on the corner of Ballarat Road and Tiernan Street. DO NOT USE THE LIFT DURING AN EVACUATION

Follow all instructions given by Victoria University Residence Staff, Resident Assistants, After Hours Assistants and Emergency Services staff.

In the event that you notice a fire before the alarm sounds, break the glass on the alarm panel, push the button (this automatically alerts the fire service) and exit the building immediately. Contact AHA on 0432 758 990 and inform of the emergency information.

Incident Reports and Issue Resolution

From time to time, you may want to ask questions, report an issue or concern or someone else may want to raise a matter which could relate to your conduct. In Residences these are the avenues for this to happen:

• For general questions you can approach your After Hours Assistants
• You can email staff at: victoria.place@vu.edu.au

You should write an Incident Report if you:

• Note inappropriate actions in Residence (by fellow residents, their guests or persons unknown)
• Believe that you have been subjected to any kind of harassment or threat
• Have noted damage to property
• Have experienced or witnessed theft or vandalism
• Are concerned by the conduct / behaviour of any other resident
• Have welfare concerns

Please note that staff, AHAs and fellow residents may notify Management in regard to such matters pertaining to you, and this may result in you being called into a meeting. If you notify management about another resident it is likely the resident could be informed under the provisions of natural justice.

Incidents are referred to University Residences Management. Often a meeting may result and the outcome can be varied.

Residents may become subject to exclusion upon 48 hours of notice for breaches of University Residences Rules or Handbook.

In disciplinary matters, the following guidelines are used:
University Residences Behaviour Management Guidelines

General Comments

The purpose of the University Residences Behaviour Management Guideline is to provide a framework for Residents and Staff to outline the process for resolving breaches of the University Residences Rules. This process applies to all residents at University Residences, Victoria University.

Guidelines

Upon signing your housing contract, you are signing that you acknowledge, accept and agree to abide by University Residences Rules. The University Residences Rules form the framework for the University Residences Behaviour Management Guidelines.

Consequences of Breaches of the University Residences Behaviour Management Guidelines

In the case that the Rules are breached there are three levels of consequence, which increase in seriousness depending on the breach and consistency of breaches.

<table>
<thead>
<tr>
<th>Level of Breach</th>
<th>Response to breach and Typical Consequences</th>
<th>Examples*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor</td>
<td>Email / phone call / discussion with University Residences Management Leading to: informal warning</td>
<td>Having glass in a non-glass area Smoking under the breezeways Missing scheduled meetings / appointments with University Residences Staff</td>
</tr>
<tr>
<td>Moderate</td>
<td>Discussion of breach with University Residences Management Leading to: formal warning</td>
<td>Repeat minor breach Noise complaint Smoking in University Residences buildings</td>
</tr>
<tr>
<td>Major</td>
<td>Discussion of breach with University Residences Management Leading to: exclusion from University Residences</td>
<td>Repeat Moderate breach Serious behavioural misconduct Property damage Jeopardising the safety and welfare of other residents</td>
</tr>
</tbody>
</table>

*These examples are indicative of the types of guideline breaches at each level however breaches are in no way limited to the examples provided.

Disciplinary Process

The following method will be followed by University Residences Staff overseeing the disciplinary action to residents, specifically the Academic and Programs Coordinator, Sunbury Hall Supervisor and the Victoria Place Residential Coordinator to resolve breaches of University Residences Rules.

1. When the behaviour of a Resident is considered to be inconsistent with the University Residences Rules and deemed to require further action the Resident/s involved are notified of the breach.
   2. a. For a minor breach the Resident may be contacted via phone / email / or requested to have a meeting with Staff.
      b. For a moderate and major breach the Resident is required to meet with the University Residences Management. Depending on the severity of the breach, the Manager of Student Operations may also be present at the meeting.
3. After meeting with the resident, the appropriate University Residences Staff will discuss and determine the consequences applicable to the resident for the breach of the University Residences Rules.
4. A written notification will be issued to the resident detailing the consequences of their breach of the University Residences Rules.

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Appeal Process

If the Resident involved wishes to appeal the decision/consequences the following method may be followed.

1. For all breaches the team member can make an appeal in writing to the Manager, Student Operations for the decision to be reviewed.

PLEASE BE AWARE THAT MONETARY FINES MAY BE ISSUED AT THE DISCRETION OF MANAGEMENT FOR BREACHES OF RULES OR MISCONDUCT. FOR SERIOUS BREACHES EXCLUSION MAY APPLY.

Safety and Security

Victoria University Residences endeavours to maintain a safe and secure environment for all residents. As such an After Hours Assistant (0432 758 990) is on call outside of business hours to attend to resident concerns, lock-outs, behavioural matters and emergencies. The After Hours Assistant is supported by on-call professional staff members. For added security, Victoria Place has monitored CCTV, an intercom system and swipe card access required for use of the lift.

In addition to the efforts made by Victoria University Residences staff to provide security for the residential community, you must be actively involved in helping to maintain a secure environment for yourself and all residents.

For your safety, you must:

- Lock your doors and windows when leaving your room (even if you will only be gone for a few minutes), when taking naps, and when retiring for the night.
- Always ask for identification before opening the door. Do not open the door to people you do not know. Never prop open public area doors. Be sure doors close and lock behind you before entering or leaving a building. Collectively you are responsible for theft of communal items such as tv’s, pool equipment etc.
- DO NOT let anyone into common facilities if you do not recognise them as being members of the community. Ask visitors who they are looking for and then refer them to staff or the After Hours Assistant. DO NOT give out the room details of any resident if asked by a stranger or someone acting suspiciously.
- Immediately report suspicious people or circumstances to RA’s, professional staff and/or the After Hours Assistant.
- DO NOT leave valuables in your car ever. Leave the glove box empty and open.
- DO NOT WALK ALONE in the local streets during the hours of darkness.

Always lock your door!
Shuttle Bus
A free shuttle bus service is available after 5pm. It runs from Footscray Park campus to the Footscray Train Station and to the Student Village. It stops outside the Resource Centre at the Student Village.

<table>
<thead>
<tr>
<th>Footscray Park Campus Security Shuttle Bus Timetable</th>
<th>Mon-Fri during semester, Swotvac and exam periods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballarat Rd Building G</td>
<td>Footscray Railway Station</td>
</tr>
<tr>
<td>Stop 1 Departs</td>
<td>Stop 2 Departs</td>
</tr>
<tr>
<td>6.35pm</td>
<td>6.45pm</td>
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<td>7.15pm</td>
<td>7.20pm</td>
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<tr>
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<td>10.55pm</td>
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<tr>
<td>12.10am</td>
<td>12.15am</td>
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</tbody>
</table>

Sexual Harassment
Under the Victorian Equal Opportunity Act 1995 it is against the law to SEXUALLY HARASS another person. A person sexually harasses another person if he or she makes an unwelcome sexual advance, request for sexual favours, or engages in any other unwelcome conduct of a sexual nature.

- Sexual harassment is behaviour of a sexual nature that is unwelcome, unsolicited and not reciprocated.
- It can consist of:
  - Comments about a person's sex life or physical appearance.
  - Suggestive behaviour such as leering, ogling, whistling or obscene gestures.
  - Unnecessary physical intimacy such as brushing up against a person.
- Sexual jokes, offensive phone calls, photographs, reading matter or objects.
- Sexual propositions or continued requests for dates.
- Physical contact such as touching or fondling, in an implied sexual way.
- Indecent assault or rapes (which are criminal offences).
- Viewing pornography (including a public area such as computer lab or visible in your room)
- Sexual harassment can be physical, verbal or written. It can include words, pictures or statements, which are transmitted by phone, fax, video-conference, e-mail or SMS.

Sexual Harassment is prohibited in education. It is against the law for teachers or other staff to sexually harass students, students to sexually harass teachers or other staff or for students to sexually harass other students. Instances of Sexual Harassment will not be tolerated in Victoria University Residences. If you have been or are being sexually harassed please contact University Residences Management.

**Trespassing**
You should at all times be able to identify yourself to a Professional Staff member or the After Hours Assistant. The easiest way to do this is to carry your University ID Card with you at all times. Don't be offended if asked to show ID - it helps to keep your 'home' safe.

If you see an unfamiliar or suspicious person on site or anything which is a cause for concern you should immediately contact the After Hours Assistant phone so that the matter can be investigated by staff.

Any guests on site should be within the company of the resident they are visiting, and not roaming on their own. **DO NOT – EVER – admit a person not known to you, who is not accompanied by another resident.**

**What to do in an Emergency?**
Located on the inside of each unit door, is a copy of the emergency procedures for Victoria Place. When the evacuation alarm sounds it is mandatory that all residents evacuate, including during drills and malicious activations.

In the event of an emergency, it is essential that you remain calm, and follow Emergency Staff directions (Victoria University, Resident Assistants & Emergency Services Staff).

Residents are not permitted to comment to any media about persons or events related to University Residence without permission being approved by the Manager.

The Emergency Evacuation point is the car park on the corner of Ballarat Road and Tiernam Street.
I, …………………………………………………………………………………………………(please print name), hereby accept the Victoria University Residences' offer of accommodation on the Third Floor (Level 4) at Victoria Place, and I agree to reside at Victoria Place from February 16, 2013 (or the date of my arrival) until November 17, 2013 (the "Agreed Minimum Term") or such later date as may be agreed to by Victoria University Residences.

1. I intend to commence my residency on …….. / …….. / 2013, but I understand that accommodation fees are payable from February 16, 2013, or the day of my arrival, whichever date is earlier.

2. I have received and fully read a copy of the Victoria Place Handbook 2013 (including the Victoria University Residences Rules 2013) and I agree that I must fully abide by these Rules. In particular, I understand that:
   a. If I decide to terminate my residency at Victoria Place before the agreed contract term, I will be liable for payment in full of the Accommodation Contract, or until such time University Residences finds a suitable replacement resident; and
   b. The Security Deposit will not be refunded if I decide to terminate my residency at Victoria Place before the agreed contract term.

3. I have read, understood and accepted the Victoria University Residences’ Schedule of Accommodation Fees: Academic Year, 2013, and I agree to pay two months in advance the accommodation fees and any charges detailed in the Victoria Place Handbook. I understand that failure to do so may result in exclusion from residency, and academic results and further enrolment at Victoria University being blocked until any debt is resolved.

4. I acknowledge and agree that should my residency be extended beyond the dates above, I will be fully liable for, and must pay, the relevant daily fee detailed in the Schedule of Accommodation Fees for each extra day until I return the keys/access devices for my room to Victoria University Residences. I also agree that such extension of this contract beyond the agreed contract term will be at Victoria University's absolute discretion.

5. I acknowledge that at all times when on Victoria University premises I will be subject to, and must comply with, Victoria University’s Statutes, Regulations, policies and procedures and all the lawful instructions of Victoria University’s staff, regardless of my status as a Student of Victoria University.

6. I accept that my residency will not be reserved until this original Contract (signed by me or my parent/guardian), the Acceptance Payment (as specified in the Schedule of Accommodation Fees) and my confirmation of enrolment are received at the Victoria University Residences. Until that time, Victoria University will have no obligation to provide me with the requested residency. In the event of accident or illness, I authorise Victoria University personnel to consent on my behalf to my receiving such medical...
treatment as may be deemed necessary, and I also agree to meet all costs of such medical treatment (including any ambulance fees).

7. I release and indemnify Victoria University, its officers and employees from and against all claims, actions, demands and liability (and all associated costs and expenses) for any loss of or damage to property and any injury (including death) of any person, which arises directly or indirectly out of any act or omission by me.

8. I consent to Victoria University collecting, using and disclosing my personal information and health information for purposes relevant to my residency and in accordance with relevant privacy legislation and Victoria University’s Information Privacy Policy. I acknowledge that I may request access to such information and request that incorrect, incomplete or out of date details be changed by contacting Victoria University’s Privacy Officer.

9. I will be attending:

Institution……………………………………………………………………………………………………Campus…………………………
………………………………………………………………………………………………………………

Course
………………………………………………………………………………………………………………
………………………………………………………………………………………………………………

Contact Details:   Email………………………………………………………………………………………………..
Mobile…………………………………………………………………………………………………………

Resident’s Signature:………………………………………………………………………………………….. Date: ……/ ……./ 20……

Parent/Guardian’s Signature:……………………………………………………………………………….. Date: ……/ ……./ 20……
(Parent or guardian must sign if student is under 18 years of age)

Office use only

Contract Offer to StarRez Number ______________________

Acceptance Payment $…………….………….  Received ……/ ……./ 20……
SCHEDULE OF ACCOMMODATION FEES: VICTORIA PLACE, THIRD FLOOR
NEW RESIDENT, ACADEMIC YEAR, 2013

Total payment (275 days): $11,970.50
Inclusive of: Accommodation Fees, Internet and Acceptance Payment – see Part A and B below.

Part A. Agreed Contract Term Rates

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Room Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Room Rate: February 16, 2013 to November 17, 2013</td>
<td>$260.00</td>
</tr>
<tr>
<td>Total Internet Fee (30GB download allowance per month)</td>
<td>$459.25</td>
</tr>
<tr>
<td>Total Academic Year Accommodation Fees (275 days)</td>
<td>$10,216.25</td>
</tr>
<tr>
<td>Total Acceptance Payment (See Part B)</td>
<td>$1,295.00</td>
</tr>
</tbody>
</table>

Part B. Details of Fees Payable Upon Acceptance of Accommodation Contract

<table>
<thead>
<tr>
<th>ACCEPTANCE PAYMENT</th>
<th>Academic Year</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Deposit</td>
<td>$880.00</td>
<td>A refundable deposit held to cover the costs of outstanding fees and damages that includes: damages attributable to an individual resident; unidentified damages that occur in their individual college and/or general shared community damages. Any remaining portion is credited to the resident’s account on departure. Should the sum of any damages or outstanding fees exceed the $880 Security Deposit the resident will be liable to cover these costs. A resident terminating their residency before the completion of the Agreed Minimum Term will forfeit this deposit entirely. Any outstanding fees or damages under these circumstances must be settled without the aid of the Security Deposit</td>
</tr>
<tr>
<td>Academic Development Levy</td>
<td>$190.00</td>
<td>A once only contribution made by new residents towards the cost of existing and future facilities and academic related programs and services in University Residences. Not refundable.</td>
</tr>
<tr>
<td>Student Club Levy</td>
<td>$225.00</td>
<td>Annual contribution by all residents to recreation facilities, social activities, and the orientation program. Not refundable. The levy is being collected on behalf of the Student Village Students Club for social, sporting and related activities.</td>
</tr>
<tr>
<td>Total Acceptance Payment Due</td>
<td>$1,295.00</td>
<td></td>
</tr>
</tbody>
</table>

MONTHLY PAYMENT SCHEDULE
It is a condition of residency (Student Accommodation Contract, Section 3) that all fees are paid 2 months in advance, and are to be paid by the first day of the month. Internet is billed separately, at $50 per calendar month (30GB monthly download allowance).

<table>
<thead>
<tr>
<th>Accommodation Period</th>
<th>Accommodation Fee</th>
<th>Internet Fee</th>
<th>Due Date</th>
<th>Total Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 16 to March 31, 2013 (44 days @ $37.15)</td>
<td>$1,634.60</td>
<td>$73.48</td>
<td>Check-In Day</td>
<td>$1,708.08</td>
</tr>
<tr>
<td>Period</td>
<td>Days</td>
<td>Rate</td>
<td>Payment Date</td>
<td>Amount</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------</td>
<td>-------</td>
<td>--------------</td>
<td>----------</td>
</tr>
<tr>
<td>April 1 to April 30, 2013</td>
<td>30</td>
<td>$37.15</td>
<td>01/03/2013</td>
<td>1,114.50</td>
</tr>
<tr>
<td>May 1 to May 31, 2013</td>
<td>31</td>
<td>$37.15</td>
<td>01/04/2013</td>
<td>1,151.65</td>
</tr>
<tr>
<td>June 1 to June 30, 2013</td>
<td>30</td>
<td>$37.15</td>
<td>01/05/2013</td>
<td>1,114.50</td>
</tr>
<tr>
<td>July 1 to July 31, 2013</td>
<td>31</td>
<td>$37.15</td>
<td>01/06/2013</td>
<td>1,151.65</td>
</tr>
<tr>
<td>August 1 to August 31, 2013</td>
<td>31</td>
<td>$37.15</td>
<td>01/07/2013</td>
<td>1,151.65</td>
</tr>
<tr>
<td>September 1 to September 30, 2013</td>
<td>30</td>
<td>$37.15</td>
<td>01/08/2013</td>
<td>1,114.50</td>
</tr>
<tr>
<td>October 1 to October 31, 2013</td>
<td>31</td>
<td>$37.15</td>
<td>01/09/2013</td>
<td>1,151.65</td>
</tr>
<tr>
<td>November 1 to November 17, 2013</td>
<td>17</td>
<td>$37.15</td>
<td>01/10/2013</td>
<td>631.55</td>
</tr>
</tbody>
</table>

**PLEASE NOTE:**
- All quoted prices do not include water and electricity charges.
- Residents arriving prior to the beginning of the Academic Year Contract (February 16, 2013) will be charged $38.15 per night.
- Residents extending their contract beyond (November 17, 2013), will be charged at the 2013 Summer Rate of $38.15 per night.
- All payments are quoted in Australian currency, and all payments are to be made in Australian currency.
- Payment methods: cash (Australian dollars), money orders, personal cheques, and EFTPOS from an Australian account, VISA, MasterCard, bank drafts, travellers cheques (Australian dollars only) and direct debit. Credit card charges may apply.
- Accommodation fees are due two months in advance. Please refer to the monthly payment schedule above.
- Paying fees later than the due date without prior arrangement is a breach of the University Residences Rules and will result in a late payment penalty of $1.00 per day being automatically imposed. If you experience difficulty in making fee payments, contact the University Residences Finance and Administration Officer for assistance (Telephone: 9304 6302).
- Any eligible refund due to the resident is refunded by Victoria University by cheque or draft, after their departure to a nominated address. Credit card (Visa and Mastercard) refunds considered upon request. Cash refunds are not possible.
**UNIVERSITY RESIDENCES**

**VICTORIA PLACE**

**2013 SCHEDULE OF ACCOMMODATION FEES**

**RATES FOR ACADEMIC YEAR & ONE SEMESTER ACCOMMODATION CONTRACTS**

The Acceptance Payment is payable on acceptance of an offer to live at Victoria Place, payable on the return of a completed Accommodation Contract.

<table>
<thead>
<tr>
<th>Student Club Levy</th>
<th>Academic Year/ One Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contribution by all residents to recreation facilities, social and orientation activities. Not refundable.</td>
<td>$880.00</td>
</tr>
<tr>
<td>Academic Development Levy</td>
<td>$190.00</td>
</tr>
<tr>
<td>A once only contribution made by residents for academic related facilities and services. Not refundable.</td>
<td>$112.50</td>
</tr>
<tr>
<td>Student Club Levy</td>
<td></td>
</tr>
<tr>
<td>Security Deposit</td>
<td></td>
</tr>
<tr>
<td>A refundable deposit held to cover the costs of outstanding fees and damages that includes: damages attributable to an individual resident; unidentified damages that occur in their individual college and/or general shared community damages. Any remaining portion is credited to the resident's account on departure. Should the sum of any damages or outstanding fees exceed the $880.00 Security Deposit the resident will be liable to cover these costs.</td>
<td>$225.00</td>
</tr>
<tr>
<td>Total due on Acceptance</td>
<td>$1295.00</td>
</tr>
<tr>
<td></td>
<td>$1182.50</td>
</tr>
</tbody>
</table>
Subsequent Monthly Payments

Accommodation Fees for the 2013 Academic year and Summer Rates (Not including Acceptance Payments) are:

<table>
<thead>
<tr>
<th>Academic Year – February 16 to November 17, 2013</th>
<th>Weekly Room Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ground Floor – Dual Occupancy</td>
<td>$180.00</td>
</tr>
<tr>
<td>First Floor</td>
<td>$235.00</td>
</tr>
<tr>
<td>Second Floor</td>
<td>$250.00</td>
</tr>
<tr>
<td>Third Floor</td>
<td>$260.00</td>
</tr>
<tr>
<td>Rear deluxe Units – Ground</td>
<td>$235.00</td>
</tr>
<tr>
<td>Rear Deluxe Units – Upstairs</td>
<td>$265.00</td>
</tr>
<tr>
<td>Summer Rate from November 18, 2013 until February 01, 2014</td>
<td>Continues based on relevant weekly room rate plus $1 a day Student Club Levy contribution</td>
</tr>
</tbody>
</table>

Please Note:
- All fees are quoted in Australian dollars.
- Accommodation fees are due two months in advance by the first day of the preceding month.
- All accommodation fees will be billed on a monthly basis, at the start of each month, as per the contract schedule of payments.
- Accepted payment methods: Australian Dollars, Money Orders, Cheques, and EFTPOS from Australian Accounts, VISA, MasterCard or Bankcard, Bank Drafts, Travellers Cheques (AUD only) and Direct Debit. Credit card charges may apply.
- Utilities Charge (water and electricity only): Not charged by University Residences for individual rooms. Residents connect to individual accounts with utilities service provider. Dual occupancy units are billed to University Residences and charges are applied proportionally to dual-occupancy residents. Gas included in accommodation fees.
- Internet: Provided by BigAir Community Broadband, 30GB monthly download: **$50.00 per month** or **$1.67 per day** (billed up front for the whole contract).
- Eligibility for a Semester Contract is limited to students enrolled in a short course, one semester of study, or residents completing a course/degree within a semester.
- Any eligible refund due to the resident is refunded by Victoria University per Credit card (Visa and MasterCard). Cheque or draft may be nominated, after their departure, to a nominated address. Cash refunds are not possible.
- Returning residents – Security Deposit carried forward from previous contract. Residents transferring from other residential campuses may need to top up their Security deposit to $880.00. Returning residents are not required to pay Academic Development Levy again.

Questions

For further information, please visit our website: [www.vu.edu.au/residences](http://www.vu.edu.au/residences)

You can also email: [Victoria.Place@vu.edu.au](mailto:Victoria.Place@vu.edu.au) or call: +61 (03) 9304 6300.
University Residences Rules and Conditions (Victoria Place)

**VICTORIA PLACE RULES AND CONDITIONS**

Rules, Conditions and definitions are outlined in the Victoria Place Handbook 2011 and are incorporated into the terms and conditions of Student Accommodation Contracts. The following definitions are used in the Victoria Place Rules.

**Arrival**
The date that a Resident’s Housing Contract commences and the Resident received their keys.

**After Hours Assistant (AHA)**
The After Hours Assistant is a member of the Residence Life Team who is on duty as a member of staff.

**Bathroom**
Any bathroom attached to a unit or common area.

**Common Area**
Any open or closed area that can be accessed by all students with or without use of a key or access device.

**Departure**
The date that the Residents Housing Contract concludes and the check out procedure is completed.

**Designated Alcohol Free Area**
All common areas and balconies, with the exception of the Main Common Room.

**Exclusion**
A Resident has been directed in writing by the Residential Coordinator that their Housing Contract is terminated and that they are required to vacate Victoria Place.

**Official Handbook**
Victoria Place Residents Handbook

**Reception Office**
The Reception Office is the Administration Office of Victoria Place which is located at Victoria University Residences, Student Village, Gate 3 Williamson Road, Maribyrnong.

**Management**
Any permanent staff member of Victoria Place.

**Residential Coordinator**
Residential Coordinator, Victoria Place, or his/her duly authorised representative.

**Non-Resident**
Any person present who does not have a current Housing Contract with Victoria Place, including persons who are registered as Guests using a ‘Guest Advice Form’ lodged with a member of Staff.

**Resident Assistants**
Resident Assistants are members of the Residence Life Team who assist residents with transitional, academic and personal issues and are responsible for the enforcement of Rules and Conditions.

**Resident**
Any person who has a current Housing Contract with Victoria Place.

**Unit**
The unit of a Resident that can be locked by that Resident, with the key that they were issued, which includes bedroom, bathroom, kitchen and study facilities.

**Rules and Conditions**
Victoria Place Rules and Conditions 2012

**Staff**
Any person employed by Victoria University – University Residences, Victoria Place.

**University**
Victoria University

**Victoria Place**
Victoria Place, 117-119 Ballarat Rd Footscray, 3011.
Authority within Victoria Place

The Manager, Student Operations has the responsibility for the determination of eligibility for residence and the overall management of Student Operations including University Residences which is inclusive of Victoria Place.

The Residential Coordinator has responsibility for the management of and conduct within Victoria Place. This role also provides pastoral, administrative, disciplinary and academic management of Victoria Place.

Under the direction of the Residential Coordinator, the Resident Assistants are authorised to provide pastoral care and assistance to residents, provide academic advice, assist with out of hours administration, act as Fire Wardens in the event of an alarm, respond to breaches of the Rules and Conditions and deal with any emergencies that arise.

Rules and Conditions are subject to Victoria University Statute regulations and policies.

1 Eligibility for Residence
   1.1 Students and staff who are enrolled students of the University are eligible for residence at the Victoria Place. Other persons may apply to the Residential Coordinator for residence.
   1.2 Any resident whose enrolment is terminated must provide notification to Residences staff within 48 hours of termination.
   1.3 Student residents must provide a copy of current proof of enrolment within five business days of moving into residence, and again within five business days of the start of each subsequent academic year. A Contract is not valid until a valid Confirmation of Enrolment has been received by University residences.
   1.4 Individuals who are enrolled at a recognised tertiary institution, TAFE, apprenticeship or trainees are eligible to apply, however, preference is given to enrolled students.

2 Re-admission
   2.1 Re-admission for the following year or continuing fixed term is conditional upon residents having:
   2.2 Observed the Rules and Conditions and;
   2.3 Met payments of due accounts in accordance with the Fee Schedule for Victoria Place.

3 Allocation and Use of Accommodation
   3.1 Allocation of units is undertaken by the Residential Coordinator based on application details, referee reports and other relevant information.
   3.2 Unless otherwise specified, units are for single and / or dual occupancy only
   3.3 Each resident is responsible for ensuring a unit inventory is completed on arrival and departure.
   3.4 Residents are only entitled to occupy and use their allocated unit and its contents. The use of any other unit is prohibited.
   3.5 Residents may not sub-let units under any circumstances, or allow non-residents to reside in their units without the permission of the Residential Coordinator.
   3.6 Unrestricted access is required at all times to foyer, corridor, and stairwell. The University reserves the right to remove items which are found in such areas.
   3.7 No Resident will enter another resident’s unit unless invited and if asked to leave, will leave immediately.
   3.8 A resident can only enter another residents unit, without the resident present, only with prior arranged written consent from the allocated resident of the unit.

4 Duration of Residency
   4.1 Residency is offered and accepted for a fixed period as specified in the contract conditions. Contract duration options include a full academic year or semester contract, all with summer extension.

5 Temporary Absences
   5.1 There is no financial relief for temporary absences.

6 Termination of Residency by a Resident/Departures
   6.1 A resident who wishes to leave prior to the end of their Contract remains liable for the payment of fees until the end of the contract period or until University Residences finds a suitable replacement resident. The resident’s Security Deposit will be forfeited.
   6.2 Written notice of Early Departure must be tendered on the ‘Notice of Departure’ form available or via email to the Victoria Place Residential Coordinator. 28 days’ notice must be provided prior to check out.
   6.3 In exceptional circumstances, the Residential Coordinator may allow a resident to terminate residency prior to the end of the contract period. Approval is discretionary and the Security Deposit may still be forfeited.
   6.4 All outstanding fees must be paid before departure, without applying the Security Deposit, unless authorised by the Residential Coordinator.
   6.5 All Residents are required to be checked out of their unit in the presence of an administrative staff member at a prearranged time on their day of departure. At this time all keys, access devices and the Victoria Place ID card must be returned.
   6.6 Residents are required to leave their unit in a clean condition. All contents owned by Victoria Place must remain. If these conditions are not met a cleaning or replacement charge for items may be administered.

Return to contents page
7 Fees and Cancellations

7.1 All Residents are required to pay the accommodation fees and acceptance payment before being issued with keys and/or access devices. Fees are to be paid two months in advance, as outlined in the schedule of fees.

7.2 If any due fee is not paid in full within seven days of the due date; a daily late payment charge may be imposed for every day the account is outstanding as specified in the Accommodation Contract (late payment charge for 2013 will be $1 per day).

7.3 Residential Student Services may be suspended for accounts that are in arrears until fully cleared.

7.4 If a payment transaction is dishonoured, the associated bank fees will be charged to the resident’s account.

7.5 The University reserves the right to recover any unpaid debt incurred by the resident. Additional external recovery action may also be implemented for the recovery, in full, of outstanding monies and additional recovery costs.

7.6 Security deposit less deductions will be refunded after departure with a VU Cheque, International Money Draft or deposit onto a Visa/MasterCard. Cash refunds are not possible.

8 General Conduct

8.1 Residents shall be bound by the Victoria Place Rules and Conditions 2012.

8.2 The official resident Handbook sets out in detail the policies and procedures governing life in Victoria Place. Failure to observe or comply with the policies and procedures as set out in the Official Handbook is a breach of the contractual Rules and Conditions Governing Residency. Copies of the Handbook are available to every Resident which can be obtained from the Residential Coordinator.

8.3 Residents must comply with all Victoria University Statutes, Rules Conditions and Policies, including policies on Internet Use and Access and Equal Opportunity. Residents must also comply with State and Commonwealth Legislative requirements.

8.4 Residents must comply in a respectful manner with any lawful instruction or reasonable direction given by a member of Staff of the University including the Residential Coordinator and After Hours Assistants, Accommodation Officer or any other University Personnel.

8.5 The consumption of alcohol on University premises is governed by the Victoria University Student Alcohol and Other Drugs Policy, as outlined in the official handbook.

8.6 Residents are responsible for the conduct and behaviour of any visitor or approved overnight guest at Victoria Place and guests must be in the company of their host resident at all times. Unaccompanied visitors must not be allowed on the premises.

8.7 A Resident will not within Victoria Place:

8.7.1 Carry on any trade or business, except with the prior consent in writing of the Residential Coordinator.

8.7.2 Mount posters or external advertising material in Common Areas within Victoria Place unless it has been approved for a display period and stamped accordingly by the Residential Coordinator.

8.8 No soliciting is allowed at Victoria Place. Door to door selling is prohibited by any person on the premises.

9 Serious Breaches of Rules and Conditions

9.1 No Resident while at Victoria Place will engage in conduct which:

9.1.1 May cause harm to any person,

9.1.2 Interferes with the quiet enjoyment or comfort of any person,

9.1.3 Damages or defaces the property of any person, the University or Victoria Place,

9.1.4 Breaches intellectual property,

9.1.5 May bring the University or Victoria Place into disrepute,

9.1.6 Discriminates or harasses others or exhibit behaviour likely to cause offence. Residents are required to be familiar with Victoria University’s Social Justice Policy.

9.2 Resident found to be breaking any of the Victoria Place Rules may be issued with a fine, applied to their Accommodation account, payable in full within 7 days. Severe breaches of rules may result in exclusion from Victoria Place (see point 11).

10 Safety

10.1 Residents will familiarise themselves with all emergency procedures of Victoria Place and respond immediately to all evacuations.

10.2 Residents must not tamper with safety devices or alarms, these actions may be reported to police and residents can be billed for any costs incurred.

10.3 The following is prohibited within Victoria Place:

10.3.1 Unit heating and cooling appliances other than those provided by Victoria Place;

10.3.2 Any appliance with an exposed heating element;

10.3.3 Candles, incense, oils, or any appliance or other item which produces a flame or smoke;

10.3.4 Any power board without a surge protector or cut-out switch.
11 Exclusion
11.1 The Residential Coordinator may exclude a resident from Victoria Place if a resident:
   11.1.1 breaches these Rules and Conditions;  
   11.1.2 breaches a term of the Accommodation Contract;  
   11.1.3 fails to observe the requirements of University Statute, Regulation or Policy;  
   11.1.4 fails to obey any lawful instruction of a member of Staff of the University directed to the resident; or  
   11.1.5 breaches Commonwealth or State Laws in a way that impacts upon the integrity of Victoria Place.

11.2 Residents who become subject to Exclusion from residency at the direction of the Residential Coordinator will be required to vacate Victoria Place upon 24hrs notice. The Security Deposit will not be refunded or be applied to outstanding fees. Residents will also be liable to pay Accommodation fees until such time that University Residences finds a suitable replacement resident.

11.3 Ex-Residents who have been previously Excluded from residency by the Residential Coordinator are not authorised to enter the premises of Victoria Place and are not welcome as guests.

12 Non-Residents / Guests
12.1 Non-Residents at Victoria Place after 11.00pm must be registered as a guest by completing a guest form, lodged with the After Hours Assistant.  
12.2 Residents are responsible for the behaviour of and/or the costs of any loss or damage caused by, their guests while at Victoria Place. It is the Resident’s responsibility to ensure that their guests are aware of and abide by these Rules and Conditions and the Handbook.  
12.3 A Resident who signs an Accommodation Contract for one semester or longer is entitled to five free declared guest nights per month (non-accumulative).  
12.4 Guests are prohibited from sleeping in Common Areas. A Resident will be required to pay double casual accommodation fees for any such guest/s found sleeping in Common Areas.  
12.5 The Residential Coordinator may refuse entry to Victoria Place to any non-Resident. The Residential Coordinator may direct any non-resident to leave Victoria Place immediately.

13 Noise
13.1 Victoria Place is intended primarily for academic study, sleep, and quiet enjoyment / relaxation. Residents will restrict noise to a level, which is consistent with those purposes.  
13.2 Quiet Hours are established subject to the Academic Schedules’ and as directed by the Residential Coordinator.  
13.3 All other times not defined as Quiet Hours are considered to be Courtesy Hours. A resident who is causing noise during Courtesy Hours will comply with the reasonable request of another resident to reduce that noise.

14 Alcohol, drugs and smoking
14.1 Possession of beverages in glass containers is prohibited in all outdoor areas of Victoria Place. Residents are permitted to consume alcohol from glass containers only in the ground floor common room.  
14.2 Alcohol consumption is not permitted in Designated Alcohol Free Areas as outlined in the official Handbook.  
14.3 Alcohol consumption that involves excessive drinking (including, but not limited to, an open bar, possession of kegs, drinking games, beer bongs) is prohibited, at Victoria Place and at any event which is hosted or organised in the name of Victoria Place.  
14.4 Alcohol must not be sold within Victoria Place, except where a liquor licence has been obtained by the Residential Coordinator for a particular University function.  
14.5 If a liquor licence is required for any authorised event the permission of the Residential Coordinator must be obtained.  
14.6 Brewing or distilling of any form of alcohol or the supply of home-brewed or home-distilled alcohol sourced elsewhere is not permitted under any circumstances.  
14.7 Use or possession of illegal drugs/substances, possession or use of equipment associated with the use or manufacture of illegal drugs/substances, or deliberate misuse of prescribed pharmaceutical drugs is prohibited at Victoria Place and may be reported to the police.  
14.8 The University is committed to providing a healthy, smoke free environment for students and Staff. No smoking is permitted inside and smoking is only permitted outside, in locations as directed by the Residential Coordinator and as outlined in the official Handbook.  
14.9 Where there is reasonable evidence smoking has occurred in a unit, the costs associated with cleaning, repair and/or painting may be charged to that Resident.  
14.10 A responsible Officer of the University reserves the right to inspect resident’s units, up to two times per year and to organise access for maintenance repairs.
15 **Victoria Place Property**

15.1 Residents and staff will check the unit inventory upon Arrival and Departure by completing and signing a Room Condition Report. Any damage or discrepancy must be notified to the Office immediately. The cost of any damage or discrepancy not reported at Arrival will be charged to the Resident’s account.

15.2 Any damage to, or loss of, Victoria Place property must be reported immediately to a member of Staff.

15.3 Residents will be charged a $50 lock-out fee for any lock-out between the hours of midnight and 8am, a $10 fee per lockout during working hours up to any lock-out in excess of the grace limit of three lockouts per calendar year, and $50 per lockout thereafter.

15.4 Residents may be charged for the cost of cleaning, replacement, or repair for loss or damage of Victoria Place property for which they are deemed responsible.

15.5 Victoria Place property must not be removed from units, or other areas of Victoria Place.

15.6 Damage to or of loss of Victoria Place property for which unidentified persons are responsible may be listed as General Damages, and the cost charged equally to all Residents’ accounts within the relevant area.

15.7 The removal of furniture from Common Areas of Victoria Place is prohibited.

15.8 Residents are responsible for the custody of any issued keys or access devices, which must be returned to the Office on termination of residency. The resident will be charged accordingly for the loss and for the cost of a lock change if deemed necessary by staff.

16 **Animals, Pets, and Wildlife**

16.1 Pets and animals are not permitted in Victoria Place.

17 **Limitation of Liability for Property**

17.1 All property brought onto Victoria Place is at the resident’s own risk. The University is not responsible for any loss or damage to residents property.

17.2 Residents must arrange their own insurance cover for all property.

18 **Storage and Unclaimed Property**

18.1 Storage is provided at Student Village to Residents who complete a Storage Form, who intend to return, and live at Victoria Place, the following semester. Residents who fail to return to reside in Victoria Place the following semester will be charged $200 in storage fees before such stored items will be released.

19 **Health & Safety**

19.1 Residents are personally responsible for ensuring their unit is kept in a hygienic and tidy condition

19.2 Residents must remove personal items when they leave common areas.

19.3 The University reserves the right for Staff to call ambulance services if considered necessary for a resident’s personal health and well being.

19.4 Any resident diagnosed with a notifiable illness/disease must seek ongoing medical treatment, act in accordance with medical advice, and follow any reasonable directions which may be given by the Residential Coordinator.

19.5 For reasons of security, residents must not label keys or access devices in a way that identifies either themselves or their unit, except by attaching the supplied key tag.

20 **Computer Facilities**

20.1 Users must observe all relevant regulations and policies, including the Information Technology Services Policies required by the University. Accessible through the Victoria University intranet: [http://intranet.vu.edu.au/its/Policies/ITu.asp](http://intranet.vu.edu.au/its/Policies/ITu.asp)

21 **Rights and Responsibilities**

21.1 Residents are required to be self-managing and responsible community citizens. Living in Victoria Place requires that all Residents respect the obligations outlined, the rights of other Residents and Victoria Place and University staff, property, facilities and amenities.

22 **Student Feedback and Complaints Policy**


23 **Amendments to the Rules and Conditions**

23.1 The Rules and Conditions are subject to amendments when required. Details of any changes will be binding once displayed on Administration Notice Boards, at Victoria Place, and published in a Victoria Place publication or email.

(Updated November 2012)
Finance Information and Guidelines

Exclusion from Residency may occur if you if you fall behind in paying your accommodation fees.

Victoria University Residences exist to provide a living and learning environment in which residents will always act with the best interests of fellow residents in mind. By accepting residency, residents agree to the terms and conditions of residential accommodation and subsequent fees. In so doing you also agree that if you breach these standards you will be subjected to Victoria University Residences’ system of managing such breaches.

FEES
- Residents are charged a late fee of $1 per day if your account is in arrears.
- Residents are billed on a monthly cycle and are required to pay all monies by the required date.
- Failure to pay accommodation fees on time is considered a breach of contract, and residents may face exclusion from residency, and a ‘stop’ being placed on all academic results.

SECURITY DEPOSIT
- All residents are required to pay a security deposit.
- Deductions from the Security Deposit will occur if there is any damage to residential property, furniture, fittings, removal or loss of items and additional repairs and cleaning charges.
- Where damage cannot be personally attributed to a resident/s, it will be charged on a pro rata basis across the whole community.
- Residents may not use the Security Deposit as a contribution to any amount owing at the time of departure, all owing money must be paid in full.
- Residents who do not complete the Agreed Minimum Term as per their contract will forfeit the Security Deposit.
- Residents who are excluded from residency will forfeit the Security Deposit.
- Upon checking out, a staff member will check your room for inventory loss and damage, if everything is in order, the Security Deposit will be refunded less any General Damages.
- Your deposit, less any deductions will be refunded after departure by the following methods:
  o VU Cheque
  o International Money Draft
  o Credit Card (Visa / Mastercard)

EARLY DEPARTURE
- You are required to complete the ‘Early Departure Form’ and provide 28 days written notice if you wish to end your residency (for those on a full academic year or semester contract).
- You will be required to pay your accommodation fees up until the end of the 28 day period.
- Security Deposit will not be refunded to a resident who fails to complete the agreed minimum term of their contract.
- Early departure of residents who check out without a prior scheduled time arranged with administration staff during office hours will be considered as a breach of contract. A daily fee may apply until the keys are returned to the office and an official check out conducted.

FINANCIAL CONCERNS
- If you are having trouble paying your accommodation fees, you should make an appointment to speak to the Finance and Administration Officer to discuss your account.
- Payment plans are available through a meeting with the Finance and Administration Officer.
- You may be denied access to certain services if your account falls into arrears.
- If you are experiencing ongoing financial difficulties we also recommend you make an appointment with the Financial Advisor or a Counsellor at your tertiary institution to explore what forms of support may be available to you.

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Victoria University Residences Mission Statement

The Mission of the Resident Assistant Team at Victoria University Residences is four-fold:
- To facilitate students’ successful transition into university life.
- To enhance the academic mission of Victoria University and promote collegial life in a residential community.
- To develop leadership skills and personal life skills.
- To promote responsible citizenship and community membership.

As a prospective resident, therefore, it is expected that:
- You will have a serious commitment to your academic progress.
- You will respect the right of fellow students to live in a quiet and academic community.
- You will participate fully in the educational and academic assistance programs of Victoria University Residences.
- You will involve yourself in the social activities of Victoria University Residences and Colleges, and participate in the community life that living in residence offers.
- You will attend a first year tertiary student interview with an Academic Adviser.

VICTORIA UNIVERSITY MISSION

Victoria University seeks to positively transform lives through the power of further education, vocational and higher education, and research. We work collaboratively to develop the capabilities of individuals, enterprises and communities within the western Melbourne region and beyond to build sustainable futures for ourselves and our stakeholders.

VICTORIA UNIVERSITY’S VALUES

Victoria University adopts the following values to underpin and guide our future development and the day – to – day teaching, learning, research and other activities that make us a university. We value:

- **Access**
  We are an accessible and friendly university to students and staff from diverse countries and cultures, socioeconomic and educational backgrounds, as well as to our industry, government and community partners.

- **Excellence**
  We are committed to excellence in education, research and knowledge exchange.

- **Respect**
  Our staff and students respect others from diverse countries and cultures, educational and socioeconomic backgrounds. We also respect the natural environment.

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Victoria University is committed to making these values real for the institution, staff and students.

VICTORIA UNIVERSITY’S SOCIAL JUSTICE POLICY

Victoria University Residences is committed to Victoria University’s Social Justice Policy that incorporates eight specific policies:
- Access and Equity Policy for Students;
- Access and Equity Policy for Students who have a Disability;
- Aboriginal Education Policy for Students;
- Equal Employment Opportunity Policy for Staff;
- Affirmative Action Policy for Staff;
- Policy on Elimination of Racism for Students and Staff;
- Policy on Elimination of Sexual Harassment for Students and Staff; and
- Procedures for Dealing with Complaints of Discrimination and Harassment from Students and Staff.
Important Numbers and Websites

Emergency (Fire, Police, Ambulance)  000
AIDS Helpline  1800 133 392
Asthma Victoria  1800 645 130
Caner Hotline  13 11 20
Centre Against Sexual Assault (CASA) (Crisis Line)  1800 806 292
Direct Line (Drug & Alcohol Counselling 24 Hour Line)  1800 888 236
Eating Disorders Foundation of Victoria  9885 0318
Epilepsy Association  1300 374 537
Gambling Helpline  1800 156 789
Gay and Lesbian Switchboard  9663 2474
Grief Line  9596 779
Kids Helpline  1800 551 800
Legal Aid  9269 0234
Life Line (24 Hours)  13 11 14
Mental Health Foundation of Australia  9427 0406
Men's Line Australia  1300 789 978
National Security Hotline  1800 123 400
Nurse on call 24 Hours  1300 606 024
Poisons Info Line  13 11 26
Pregnancy Help Line (24 Hours)  1300 139 313
Quitline  13 18 48
SANE Mental Illness Hotline  1800 187 263
Suicide Call Back Service  1300 659 467
Suicide Help Line (24 hours)  1300 651 251
Vicdeaf  9473 1111
Women's Domestic Violence Crisis Service  1800 015 188
Women's Info and Referral Exchange (WIRE)  1300 134 130

Australian Tax Office  13 28 61
Centrelink  13 10 21
Crime stoppers  1800 333 000
Information Victoria  1300 366 356
Immigration / Multicultural Affairs  13 18 81
Interpreting Service (24 Hours)  13 14 50
Medibank  13 23 31
Medicare  13 20 11
Police (Avondale Heights Station)  9337 6777
Police (Foortscray Station)  8398 8000
Police (Sunshine Station)  9313 3333
Useful Websites – just click on the link below:

Victoria University Website
New to VU? Here is all the info you need about where things are and the services at VU
Need some help with your studies? VU is here to assist.
Metlink Melbourne – All your Public Transport options in one place
HighPoint Shopping Centre is just up the road. If you need something, chances are it's there!

Beyond Blue www.beyondblue.org.au
Youth Beyond Blue www.youthbeyondblue.com
Reachout www.reachout.com.au

The Butterfly Foundation www.thebutterflyfoundation.org.au
Eating Disorders Foundation Vic www.eatingdisorders.org.au

The Australian Centre for Grief and Bereavement www.grief.org.au
National Association Of Grief and Loss www.nalagvic.org.au

Aids, Hepatitis and Sexual Health Line www.aidshep.org.au
Family Planning Victoria www.sexlife.net.au

Gamblers Help www.problemgambling.vic.gov.au

Centres Against Sexual Assault www.casa.org.au
Domestic Violence Resource Centre www.dvirc.org.au

Suicide Helpline Victoria www.suicideline.org.au
LifeLine www.lifeline.org.au