



FLINDERS LIVING HANDBOOK 2023

FOREWORD

It is with much pleasure that I welcome you to membership of the Flinders Living residential community for the 2023 Academic Year.

I know that whether you are a resident of University Hall or the Deirdre Jordan Village your year with us will be enjoyable, filled with many and varied academic, social, sporting, community and personal experiences. I really encourage you to become involved in what the Hall and Village have to offer, to try new activities and extend yourself a little. Communities such as ours thrive on the contributions of our residents so we look forward to your active participation.

Whilst this Handbook might at first appear quite bulky it is a treasure trove of information about Flinders Living. Not only does it contain advice and guidance on living in a shared community it also outlines our important policies. As such it forms part of the Accommodation Agreement with the University. If there are any matters which you don't understand or require clarification please ask us. Administrative queries are best directed to our staff at Flinders Living Administration whilst issues around community life would be best directed to your Residential Tutor/Coordinator in the first instance.

I wish you all the best for the year ahead.

James Atkinson
PRINCIPAL

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ABOUT FLINDERS LIVING

Flinders Living is a professional services division of the University located within the portfolio of the Vice-President (Corporate Services).

In addition to managing our on-campus residential colleges University Hall and the Deirdre Jordan Village, Flinders Living is also responsible for the University's Student Housing Service, providing advice and assistance to locate accommodation with either our off-campus managed student accommodation partners or the private rental market.

COMMUNITY STATEMENT

Critical thinking and global understanding are skills acquired through new experiences, learning from those who surround us in all walks of life and the opportunity to explore new ideas in the realm of the unknown.

Flinders Living provides a diverse and exciting collegiate environment to encourage and support our residents in reaching their full academic, social and ideological potential. We strive to foster a strong sense of community through a variety of academic, cultural, social and sporting programs, giving residents the chance to engage on many different levels to gain a better understanding of their fellow students and collegial obligations. In this way, we promote acceptance and respect for individual and cultural differences, building a foundation of acceptance and open-mindedness.

We value personal growth and accountability, encouraging our residents to become independent, responsible citizens, while providing a secure, understanding environment in which they can seek support and advice. Our aim is to provide an education which includes not just academic learning but the essential life skills which cannot be found in a book or a classroom.

Flinders Living's community standards provide a framework for understanding residents' obligations to the community and to the organization in a way that promotes positive interactions and behaviours to support the attainment of the Flinders Living community goals.

STAFF

Staff Members

Principal	James ATKINSON
Deputy Principal	Andrea ROHDE
Manager, Residential Services	Gary SHAW
Residential Services Coordinators	Katrina van der HORST (Monday - Tuesday) Katerina ROWLINSON (Monday – Thursday) Joanne NESBITT (Tuesday - Friday)
Residential Services Officer	Sam KILSBY
Student Housing Service Officer	Kate EVANS
<i>Associated Staff Members:</i>	
Property, Facilities & Development Division	Kevin BROOKS Ian SPICER

Business Partners

In addition to University staff members, the University has contracted a number of operational support services to external suppliers. Our catering services in University Hall are provided by *CaterCare*, cleaning services by *Australian Green Clean* and our grounds are maintained by *Adelaide Property and Grounds (APG Horticulture)*, a division of Bedford Industries.

Casual Staff Members

In addition to the above continuing staff members, Flinders Living is supported by several casual staff members who are employed on a seasonal basis, often to cope with increased workloads at peak times of the year.

Occasionally there will be opportunities for casual employment with Flinders Living. Where time and operational requirements permit, expressions of interest in such opportunities will normally be called from residents.

Working with Us

The Flinders Living Staff are happy to answer your questions and to assist and advise you regarding any issues of concern you may encounter. You are welcome to make an appointment to see any staff member through Flinders Living Administration. Some staff members, such as our Deputy Principal, also have drop-in times when you can stop by their offices for a chat without an appointment.

The entire staff endeavours to develop and maintain good relations with residents and make a point of attending student activities and events when time permits.

If you have any suggestions for improvement or comments you might like to put these into an email and address them to flinders.living@flinders.edu.au. The staff who monitor that email account will ensure that your email is forwarded onto the most appropriate staff member. We welcome constructive and timely feedback on the quality of the services we offer and attempt to improve on our services every year. We would prefer that you didn't let a problem go on while bottling up your concerns. Rather, please tell us about it. Often what seem like problems are just miscommunications or misunderstandings. It is best to operate on the basis that a problem has occurred through a lack of knowledge, not through malice or indifference. We will then do our best to find a solution that is widely acceptable and affordable.

At the same time we would ask that you remember that we have over 530 residents to look after and that sometimes we need to prioritise the appointments we make, the people we see and the things we do. This is no reflection on our interest or concern for your needs, it is merely the only practical thing to do. Remember, the sooner you tell us about a problem, the sooner we can work towards a solution for it.

Introducing our Senior Staff Members

Principal

The Principal is the Division Head of Flinders Living and reports to the University's Vice-President (Corporate Services). The Principal's key responsibilities are:

- Strategic leadership to, and management of, Flinders Living.
- Coordinating the academic and pastoral care needs of all members of the Flinders Living community overseeing student welfare, academic progression, community development and maintenance of appropriate residential community standards.
- On-going development of programmes and support systems to ensure that all students have the opportunity to engage with the Flinders Living community and enjoy the best possible University experience.

The current Principal, James Atkinson, was appointed to the position on 19 October, 2015 having previously served as Head, Campus East at the University of Wollongong from 2005-2015 and as Manager, Residential Life & Head, Bellenden Ker College, Griffith University in Brisbane for many years. Prior to this James held various research, administrative and management positions in faculty, central and executive offices at Griffith including terms as Executive Officer to three of Griffith's vice-chancellors. James also served as Assistant Private Secretary to the former Queensland Premier, The Honourable Wayne Goss in the early 1990's.

James was educated at the Brisbane Grammar School, The University of Queensland, Bowling Green State University (USA) and the University of Southern Queensland. His undergraduate studies were in economic theory and political science, moving on to earn postgraduate qualifications in public administration, higher education and student affairs, and management. He is an Honorary Fellow of the National Association of Australian University Colleges (NAAUC), Inc. and a Fellow of both the Institute of Managers and Leaders and the Governance Institute of Australia.

James' wife Bronte taught in high schools in Nanango and Alpha in rural Queensland, for two years at the Waimapuru National Secondary School in the Solomon Islands and lastly at Kelvin Grove State College in Brisbane. She also enjoyed secondments as an Education Officer with the Queensland Museum and as the inaugural Coordinator of the Wanpa-rda Matilda Outdoor Education Centre in Barcaldine. Bronte has earned seven University-level undergraduate and postgraduate qualifications, four while also being the primary carer for the couple's children. She currently works as a Rehabilitation Counsellor.

James, Bronte and their children Elspeth (18 years), Gwilym (17 years) and Oliver (15 years) live in the Principal's Residence located adjacent to University Hall. James, Bronte and the children attend Flinders Living events where appropriate and regularly eat meals in the Dining Room.

Deputy Principal

Andrea Rohde is our Deputy Principal and is the senior staff member with responsibility for student welfare and support. An Accredited Mental Health Social Worker with over 20 years of experience as a practitioner, Andrea coordinates the Division's student development and support programmes, providing our students with appropriate referrals to service providers either within the University or externally where appropriate.

Andrea's undergraduate degree was a Bachelor of Arts with Honours, and she has postgraduate qualifications in Social Work, Business Administration Management and Mediation. She is an accredited instructor in Mental Health First Aid and an accredited trainer for the Griffith University MATE Program.

STUDENT LEADERS

Residential Tutors and Residential Coordinators

The University appoints experienced senior undergraduate or postgraduate students to positions of Residential Tutor (Hall) and Residential Coordinator (Village). Their primary role is to facilitate a sense of community amongst residents in their area of responsibility as well as being a source of academic, personal and social advice and support. As a result of their intensive training undertaken at the commencement of the academic year, they are well-placed to refer you on to the vast array of student support services that are offered by the University.

Residential Tutors/Coordinators also organize various social, sporting, academic and cultural events through the year for the residents in their areas or the wider residential community. They will appreciate any assistance you can give in suggesting or organizing such events or any ideas you may have for improving collegiality within your area.

The Senior Residential Tutor is the team leaders for the Tutor Team in the Hall. Ella works closely with, and report to, the Deputy Principal as do the Residential Tutors/Coordinators.

If you are feeling homesick, unsure of what to do in a particular circumstance or where to go for a service on campus, feeling harassed or in any way uncomfortable, need academic advice or time management tips, want a simple recipe, or you need to know where to shop for a particular item speak to your Residential Tutor/Coordinator. In the same way if you are finding it difficult to get along with someone living in your area, then also speak with your Residential Tutor/Coordinator as they have been trained to manage difficult situations and conversations and will have some advice for you. If, however, you want someone to proof-read an essay at midnight you might want to put yourself in their shoes before you ask. Residential Tutors/Coordinators are students too and lead very full and busy lives so remember to give them some space.

Duty Residential Tutor/Coordinator

Each evening from 5.00 p.m. to 9.00 a.m. the following morning and all day and evening on weekends and public holidays, a Residential Tutor (Hall) and Residential Coordinator (Village) will be rostered for duty. During this time the Duty Residential Tutor/Coordinator are responsible for outside office hour's administrative operations, responding to student behaviour that is inappropriate or in breach of community standards, in particular behaviour that has the potential to endanger the safety of the community or result in damage to University or personal property. In such circumstances they act with the authority of the Principal. You are expected to follow their requests or directions accordingly.

Challenging the authority of, or a reasonable direction from, a Residential Tutor/Coordinator in the performance of their duty is unacceptable and will result in disciplinary action being taken against you, mostly likely leading to exclusion. Such actions or, for example, offensive language directed at a Residential Tutor/Coordinator may constitute harassment.

Contact Telephone Numbers

Hall	Duty Residential Tutor	+ 61 8 7221 8930
Village	Duty Residential Coordinator	+ 61 8 7221 8950

We request that after 10.30 p.m. you only telephone for emergency or student conduct related matters. Requests for vacuums, late meals, etc. after this time are not appropriate and will not be dealt with.

2023 Academic Year Residential Tutors

Senior Residential Tutor Jané van Niekerk

Residential Tutors

Area 1	Anna SMITH	1405-1419 2108-2112 Flats 1-5
Area 2	Julia HASELGROVE	3207-3218 3300-3305 3319-3321
Area 3	Lucy WALLER	3106-3118 3200-3205 3219-3221
Area 4	Cooper JONES	3100-3105 3119-3121 3406-3418
Area 5	Bradley SCOTT	3306-3318 3400-3405 3419-3421
Area 6	Olivia SEALEY	4206-4218 4300-4305 4319-4321
Area 7	Aiden ERCEG	4106-4118 4200-4205 4219-4221
Area 8	Meg REUEL	4100-4105 4119-4121 4406-4418
Area 9	Jay JANG	4306-4318 4400-4405 4419-4421

2023 Academic Year Residential Coordinators

Senior Residential Coordinator Luke WESTERVELD

Residential Coordinators

Area 1	Sameer GAUTAM	Units 1-8 and 19-22
Area 2	Luke WESTERVELD	Units 9-18 and 23-24
Area 3	Sabrina SMALL	Units 25-32
Area 4	Emily STRACHAN	Units 33-42
Area 5	Nevie PEART	Units 43-49
Area 6	Mitchell WILSON	Units 50-56
Area 7	Jack LANGFORD	Units 57-64
Area 8	Kirsty LAVENDER	Units 65 and 67-74
Area 9	Sarah LEVEY	Units 66 and 75-82
Area 10	Ianne AFIDCHAO	Units 83-90

Flinders University Hall Residents' Club Incorporated

All residents of the Hall are automatically Ordinary Members of the Flinders University Hall Residents' Club Incorporated. The Principal and Deputy Principal are Affiliate Members.

The Club is an Incorporated Body governed by Rules, a copy of which is available from the Secretary or the Vice-President (who is the Public Officer for the Club). The day-to-day affairs of the Club are managed by the House Committee which consists of residents elected by the Hall residents.

The Club obtains approval from the Principal or Deputy Principal for each organized activity and abides by all University by-laws, policies and residential community standards including the Flinders Living *Statement on Hazing [FL-REF-042]*.

Elections for the House Committee (the Club's Executive Committee) are held in October each year with a second election being held in March the following year to enable the appointment of two first year representatives by the Hall population for that year. Members of the House Committee elected in October are expected to stay on after the end of the Academic Year term for a short training session at the end of November and to return a little earlier the following year to, in consultation with Flinders Living Administration, plan the Club's Calendar.

Committee members volunteer a considerable amount of time and energy to the organisation of social, cultural and sporting activities on behalf of Hall residents. They work with the four other residential colleges which are also members of the South Australian Association of University College Clubs (SAAUCC) and the Residential Coordinator Team to encourage activities and events between the Hall and Village.

The House Committee is always seeking to expand their events calendar to include more culturally diverse activities and events of significance to all members of the community. If you have an event that would be fun, educational or is significant in your culture and you would be willing to assist the House Committee to organize it then please let the House Committee Secretary know.

Anchor

Anchor is a residents' club, the aim of which is to increase cultural events and inclusivity within the residential community. You are encouraged to join, regardless of the time of year.

Anchor is assigned a budget by the Principal which is used to offset the costs of events the club runs. Should you have an idea for an event whether it be cultural, fun or educational, Anchor can help you make it happen.

South Australian Association of University College Clubs, Incorporated

The South Australian Association of University College Clubs (known as SAAUCC) is an incorporated association of the college clubs of four independent colleges located in North Adelaide – Aquinas, Lincoln, St. Ann's and St. Mark's Colleges – and University Hall. The colleges play a wide range of sports (including Debating) between them, all of which count for points towards the Douglas Irving High Table Cup.

The SAAUCC Executive comprises one elected member from each college (in the case of University Hall, the Residents' Club Vice-President). The Residents' Club President and Sports Officers make up the rest of the wider SAAUCC Committee.

For the 2023 Academic Year, Vice-President Michael DINON was elected as SAAUCC President.

2023 Flinders University Hall Residents' Club Incorporated House Committee

President	Zahli GARTERY
Vice-President & SAAUCC Representative	Michael DINON
Secretary & Event Safety Officer	Lucy MARSHMAN
Treasurer	Jason WONG
Sports Officers	Kallum BUTCHER
	Jeb EDWARDS
Social Officers	Royden COOTE
	Harry HARDING
Arts & Publicity Officer	Monique MARLOW
Technical & Merchandise Officer	Paris COCKS
Transport Officer	Alexis LUNNAY
Catering Officer	Latoya COLLINSON
International Student Representative	Sophia MULLIN
First Year Representatives	<i>To be elected Term 1</i>

2023 Flinders University Hall Anchor Committee

Selina BOYD

Sean WHELAN

2023 South Australian Association of University College Clubs, Inc Representative

Michael DINNON

SAAUCC President

ASSISTANCE GUIDE

Who to see about what

Flinders Living Administration

- Lost keys/cards
- Payment of fees
- Incoming and outgoing mail
- Rental references

Manager, Residential Services

- Application and offer process
- More complex enquiries regarding the terms of your Accommodation Agreement
- Concerns about on-going housekeeping issues
- Management of the Off-Campus & International Accommodation Services

Deputy Principal

- Personal or academic concerns or referrals
- Requests to be released from Accommodation Agreement
- Room allocations and changes
- Careers advice and assistance
- Advice and assistance relating to general University issues (particularly relating to student administration policies and procedures)
- Concerns about breaches of community standards
- Personal or character references

Maintenance Officer

- Concerns about on-going maintenance issues

Chef/Manager, University Hall Dining Room

- Food service comments and suggestions
- Dietary requirements

Residential Services Coordinators

- Appointments to meet with the Principal or Deputy Principal

Principal

- General issues relating to the management of Flinders Living including mission and strategic direction, business management, marketing and external relations
- Capital development and refurbishment/renovation program

ACCOMMODATION AGREEMENT & FINANCIAL INFORMATION

Accommodation Agreement

Your Accommodation Agreement is the document you sign as part of your acceptance of the offer of accommodation. It is an important, legally binding, document. This Agreement, the Schedule of Fees and this Handbook set out the terms and conditions of your residency with us. Of particular importance to you will be those sections which relate to:

- Payment of fees – Section 10;
- Termination – Sections 5, 6 and 15;
- Student conduct – Sections 8, 9, 11 and 15.

It is important that your place in the Hall or Village is not on the same basis as might apply to a hotel, for example. You accept accommodation and responsibility for all associated fees for the duration of the Agreement. This is normally a full academic year unless you will be graduating at the end of Semester 1, are proceeding on an international exchange, or an incoming Study Abroad or Exchange student and have been offered a one semester agreement. Whenever a room is vacated, by far the majority of costs associated with running the Hall or Village are still incurred, hence departing prior to the end of your Agreement will incur a financial penalty.

A copy of the Accommodation Agreement applicable for the 2023 Academic Year has been reproduced on the following four pages. A hard copy is available from Flinders Living Administration.

**ACCOMMODATION AGREEMENT
Terms and Conditions Governing Residency**

This Agreement provides the terms and conditions governing residents' obligations to the community and to the organisation in a way that promotes positive interactions and behaviours to support the attainment of the Flinders Living Community Statement.

Note: These terms and conditions governs your residency with Flinders Living at University Hall and the Deirdre Jordan Village and must be read in conjunction with the Schedule of Fees and the Flinders Living Handbook for your year of entry. Both documents are available online at the following URL:

<https://www.flinders.edu.au/living/>

1. Agreement

- 1.1. The University grants to the Resident who accepts a right to occupy a residential place on the terms of the Agreement.
- 1.2. This Agreement is comprised of this document, the Flinders Living Handbook, the Schedule of Fees as amended from time-to-time and any documents incorporated by reference therein.
- 1.3. These terms bind the University and the Resident.

2. Eligibility

- 2.1. To be eligible for a residential place in the Hall or Village, an applicant for residency must be enrolled as a full-time student of the University.
- 2.2. In exceptional circumstances an applicant for residency who does not meet the eligibility criteria may be permitted to reside at Flinders Living on application to, and at the discretion of, the Principal.

3. COVID-19 Vaccination

- 3.1. After accepting a residential place, a prospective Resident must comply with the terms of the *Flinders Living COVID-19 Vaccination Policy [FL-POL-001]* prior to the commencement of this Agreement.

4. Term

- 4.1. Residency is for a fixed period of forty (40) weeks (two semesters).
- 4.2. Where a Resident is undertaking studies at the University for a single semester only, the Term is twenty (20) weeks (one semester).
- 4.3. Dates for the residential year (semester 1 and semester 2) are set out in the Schedule of Fees.

5. Cancellation

- 5.1. If after accepting a residential place, a prospective Resident cancels that place, the prospective Resident is entitled to:
 - 5.1.1. a full refund of the Advance Fees if cancelled in writing at least fourteen (14) days before the commencement of the Term;
 - 5.1.2. a 50% refund of the Advance Fees if cancelled in writing less than fourteen (14) days before the commencement of Term.
- 5.2. If after accepting a residential place, a prospective Resident cancels that place after the commencement of Term but before their arrival, the prospective resident is subject to Section 6 (see below) of this Agreement.

6. Early Termination

- 6.1. A Resident who wishes to leave prior to the end of the Term of this Agreement:
 - 6.1.1. is liable for the payment of all fees due under this Agreement; and
 - 6.1.2. must provide written notice of termination on the appropriate form available from Flinders Living Administration.
- 6.2. Early termination of this Agreement may be permitted at the discretion of the Principal in exceptional circumstances (such as withdrawal from the University, severe personal hardship or serious illness). In such circumstances, early termination will result in the requirement for the Resident to pay an amount equal to six weeks' Accommodation Fees.
- 6.3. The Advance Fees will not be refunded.

7. Conversion of a Full Year Term to a Semester Term

- 7.1. If after entering a full year Agreement a Resident:
 - 7.1.1. completes a course of study at the conclusion of first semester;
 - 7.1.2. defers or withdraws from the University at the conclusion of first semester; or
 - 7.1.3. where continuing residence past the conclusion of first semester can be shown to cause serious financial or severe personal hardship.

on application to the Principal, a conversion to a single semester Term may be permitted at the discretion of the Principal.
- 7.2. Additional weekly charges will apply where an application is made less than six (6) weeks prior to the conclusion of the Semester Term.
- 7.3. With the circumstance described in Section 7.1.1 (above) 50% of the Advance Fees (with the exception of any Flinders University Hall Residents' Club Membership Fee paid) will be refunded.
- 7.4. With the circumstances described in Sections 7.1.2 and 7.1.3 (above) the Advance Fees will not be refunded.

8. Allocation of Accommodation

- 8.1. Allocation of rooms within the Hall and Village is undertaken by the Principal or their delegate, based on information supplied by the prospective Resident and other relevant material.
- 8.2. Rooms are for single occupancy only.
- 8.3. A Resident may not share their room with others for a fee or charge.
- 8.4. A Resident may be required to move to an alternate room or residence type within Flinders Living at any time during their residency at the request of the Principal or their delegate.
- 8.5. Each Resident is responsible for ensuring the completion of a room inventory on arrival.

9. Care of Accommodation Facilities

- 9.1. Residents must:
 - 9.1.1. keep their bed/study rooms in a clean, hygienic and tidy condition;
 - 9.1.2. keep their common areas and environs in a clean, hygienic and tidy condition;
 - 9.1.3. not cause any damage to, or deterioration of the buildings, furnishings and equipment;
 - 9.1.4. participate equally in the upkeep of common areas;

- 9.1.5. not bring, keep or feed any animal or pet within Flinders Living with the exception of fish or other aquatic animals which live continuously under water in a small tank; and
- 9.1.6. obtain approval prior to bringing any item of non-University furniture on-campus.

10. Re-admission to the Hall and Village

- 10.1. In order to be considered for re-admission, Residents will be required to demonstrate that they have:
 - 10.1.1. enrolled as a full-time study of the University;
 - 10.1.2. attained a satisfactory pass rate in their academic studies;
 - 10.1.3. made a positive contribution to and participated in the life of the Hall or Village;
 - 10.1.4. observed all Rules and Conditions and possess a satisfactory student conduct history;
 - 10.1.5. met all payments of due accounts in accordance with the Schedule of Fees;
 - 10.1.6. attained satisfactory results in room/residence inspections conducted throughout the year; and
 - 10.1.7. completed the relevant application process by the published closing date for applications.

11. Fees and Charges

- 11.1. Accommodation Fees, charges and payment due dates are set out in the Schedule of Fees.
- 11.2. Residents are required to pay all Accommodation Fees in accordance with the Schedule of Fees.
- 11.3. Account statements will be forwarded to each Resident's University email address. It is the responsibility of the Resident to forward any statement or documentation to a third party who manages their affairs.
- 11.4. Where a direct debit is dishonoured, the account may be charged an administration fee of \$15.00 to cover bank charged levied on the University.
- 11.5. A Resident unable to pay their Accommodation Fees in full before the due date must apply before that date to Flinders Living Administration for approval to pay Accommodation fees under a direct debit instalment plan.
- 11.6. Any fees overdue by the due date is a breach of this Agreement and will incur a Flinders University Financial Sanction. The account may be charged an administration fee of \$15.00.
- 11.7. If, at the conclusion of the Term, a Resident has an outstanding balance on their account and have not made prior alternate payment arrangements with Flinders Living Administration, the account may be charged an administration fee of \$100.00.
- 11.8. Debts may be referred to the University's debt collection agency and legal action taken to recover outstanding debt. Costs incurred by the University through the use of its debt collection agency may be added to the outstanding debt.
- 11.9. A Resident suspended from Flinders Living for a breach of this Agreement is required to pay full Accommodation Fees for the duration of their suspension.

Advance Fees

- 11.10. To secure a room prospective Residents are required to pay the Advance Fees with their acceptance of an offer of a residential place. The Advance Fees requirements are set out in the Schedule of Fees.
- 11.11. Should a resident request or be required to move from one type of Flinders Living accommodation into another, all fee requirements applicable to the new type of accommodation will apply from the date the newly allocated accommodation is taken up.

Personal Property Insurance

- 11.12. Flinders Living does not provide insurance cover for Residents' personal belongings. Personal items are at Residents' own risk. Residents should consider obtaining insurance for their belongings.

12. Resident Conduct

- 12.1. Residents must at all times conduct themselves within the Hall and Village in a manner which is conducive to study and permits other Residents the quiet enjoyment of private and communal spaces and reflects the values and spirit of the Flinders Living Community Statement.
- 12.2. Residents are bound by this Agreement, the Schedule of Fees, and the Flinders Living Handbook.
- 12.3. Residents must comply with all State and Commonwealth legislative requirements, University Statutes, Rules, By Laws and Policies.

13. Communication with Residents

- 13.1. Formal communication with Residents is conducted primarily through the University email address or, in some cases, hard copy letter. Residents are required to check messages and mail box regularly.

14. Authority within Flinders Living

- 14.1. The Principal is the ultimate custodian of good order and proper conduct within the Flinders Living Precinct and has responsibility for the management of the conduct of Residents.
- 14.2. The Deputy Principal is appointed to assist in the provision of student welfare support and administrative, academic and student conduct management of the Hall and Village and acts on behalf of and with the authority of the Principal.
- 14.3. Under the direction of the Principal and Deputy Principal, the Residential Tutors and Residential Coordinators are authorised to provide student welfare support and assistance to Residents, provide academic guidance, assist with out-of-hours administration, act as Fire Wardens in the event of an alarm, respond to breaches of policy and the Rules and Conditions and deal with any emergencies that arise.
- 14.4. Residents must comply with any reasonable direction given by a member of University staff, Residential Tutor or Residential Coordinator and any reasonable request made by a fellow Resident in order to uphold the University standards.

15. Authority to Access Resident Rooms

- 15.1. Under normal circumstances residents will be given reasonable notice when access to individual rooms is required. Where providing advance notice is impractical, staff will access rooms and provide notification that access has occurred.

16. Breaches of Terms and Conditions

- 16.1. A breach of this Agreement will attract the sanctions outlined in the Flinders Living Handbook and this Agreement.
- 16.2. Should a Resident wish to appeal a sanction made by the Deputy Principal, representation may be made to the Principal within seven (7) days of the Deputy Principal's determination in writing.
- 16.3. An appeal may only be lodged where a Resident is able to demonstrate:
 - 16.3.1. that due process has not been followed; or
 - 16.3.2. new information of a substantive nature has become available after a matter has been determined.
- 16.4. In the event of a breach, the Principal or Deputy Principal may relocate a Resident at their discretion.
- 16.5. Where there is a real or perceived threat of physical or psychological danger to Residents, University staff or property, the Principal, in consultation with the Deputy Principal, may immediately suspend a Resident while the matter is being investigated. Such suspension will require the Resident to seek alternate accommodation for the duration of the investigation. The investigation must be carried out by the University in reasonable time.
- 16.6. Following an investigation, a Resident's Agreement may be terminated and the Resident permanently excluded from residence.
- 16.7. A Resident who has been suspended or excluded may submit a written appeal to the Vice-President (Corporate Services) on the following grounds:
 - 16.7.1. due process has not been followed in the handling of the complaint; or
 - 16.7.2. new evidence of a substantive nature has become available after the resolution of the matter.
- 16.8. Notwithstanding the appeals process, where a Resident has been suspended, banned or excluded from the Flinders Living Precinct may not re-enter the Precinct for any purpose without the written permission of the Principal.

17. Glossary

- 17.1. For these purposes: **Accommodation Fee** means the fees and charges set out in the Schedule of fees for the corresponding year; **Advance Fee** means the fees and charges set out in the Schedule of Fees; **Agreement** means this Agreement and any documents incorporated by reference; **Application Fee** means the non-refundable administration fee as set out in the Schedule of Fees; **Principal** and **Deputy Principal** mean respectively, the persons appointed as Principal and Deputy Principal of Flinders Living, or their delegate; **Flinders Living** means the University's organisational unit responsible for the management of the Hall and the Village; **Flinders Living Precinct** means the Hall and Village buildings and their surrounds; **Hall** means Flinders University Hall; **Term** means 40 weeks for a full year or 20 weeks for a half year, commencing on the first day of the relevant agreement period as set out in the Schedule of Fees; **Resident** means a Resident of the Hall or the Village; **University** means Flinders University; **Village** means the Flinders University Deirdre Jordan Village.

Financial Obligations

Regardless of who is actually paying your fees it is your responsibility as our client to ensure that they are paid in accordance with the 2023 Fee Schedule or as arranged with the Residential Services Coordinator. Statements of your account will be forwarded to your Flinders University student email account. It is your responsibility to on-forward that email (and attachment) to any third party who is paying your fees.

Alternate Payment Schedule

If you are having financial difficulties we would ask that you make an appointment to see our Residential Services Coordinator to discuss your situation and to assess the possibility of setting up an Alternate Payment Schedule. We will do our best to work around your financial circumstances but the earlier you contact us the better.

Late Payment Fee

Unless an Alternate Payment Schedule has been approved by the University, section 10 of your Accommodation Agreement permits the University to apply a Financial Sanction or charge a late payment fee if payment is not received by the due date specified in the 2023 Fees Schedule.

Outstanding Fees

You should be aware that a debt to Flinders Living is a debt to the University. Where your fees remain unpaid by the due date outlined in the 2023 Fees Schedule, the University terms this an “Unsatisfied Financial Obligation” and what is called a “Financial Sanction” may be imposed. Such a sanction would normally preclude a student from re-enrolling at the University, being awarded your degree or obtaining an official Academic Transcript. More information can be found at the following URL:

<https://students.flinders.edu.au/finances-and-admin/fees/fees-and-charges>

Direct Debit

If you are not able to pay the 10-week instalments in advance and would like to make regular fortnightly payments you will need to go through our *Direct Debit Request* procedure. Please contact the Residential Services Coordinator to make the necessary arrangements. A fuller explanation of this procedure may be found in your Arrival Package. A \$15.00 Dishonour Fee will be added to your account if your payment is dishonoured by your bank. You will also be required to make the outstanding payment within seven (7) days by other means.

ACADEMIC ENDEAVOUR

As the Hall and Village are an integral part of the University's educational activities, your academic progress is of great interest to us. You are expected to make an earnest attempt at your academic studies by demonstrating academic endeavor.

Many of our residents are the first in their family to attend a university and, as such, do not have family members around them who have direct knowledge of the university experience. Even with the very best of intentions they may not be able to give you the support that you need at times. We care about your progress and will, wherever possible, assist you in achieving your best. You should feel comfortable to approach your Residential Tutor/Coordinator or Deputy Principal if you require assistance.

Each student who has, for whatever reason, experienced academic difficulties in their most recent semester, will be expected to attend an interview with the Principal or Deputy Principal to discuss their progress. This meeting is designed to assist you to identify any problems early, to make sure you are asking the right questions and are not struggling with the workload or on-campus life and its inevitable distractions. Please don't be concerned if you are asked to attend such a meeting. The Principal and Deputy Principal are a great resource for residents who may value the opportunity to talk over issues such as degree choice, career options, how to best manage their time, amongst many others.

Flinders Living will make available opportunities for residents to participate in academic-related programmes or events whether these be simple "tips for success" programmes or opportunities for you to meet academic staff in a more social environment. We strongly encourage you to become involved in these out-of-class learning experiences.

FIRE SAFETY

Fire is always a major concern in high-density living environments such as Flinders Living and we all need to be vigilant to ensure that potential risks are either eliminated or kept to the absolute minimum possible.

Fire Precautions

These following precautions may also be mentioned elsewhere in this Handbook but they are repeated here because of their importance:

- Candles, incense and oil burners are not permitted (see “Candles, Incense and Oil Burners”).
- The only acceptable type of toaster for use in the both the Hall and Village is the “pop up” variety which automatically switches off when the toast is cooked.
- No cooking device may be used in any study-bedroom (see “Cooking in Rooms”).
- Double adaptors are not permitted (see “Double Adaptors” and “Prohibited Items”).
- Do not use power boards which have been brought in from overseas.
- If you are having trouble using the heater supplied in your room please see your Area Residential Tutor or Coordinator for assistance. Fan heaters are not permitted for safety reasons and the high electricity load these items draw (see “Prohibited Items”).

Cooking Fires

Cooking fires are a common cause of building fires. They are usually caused by:

- Cooking oil overheating;
- Grease that has accumulated on the stove or range hood;
- Dish towels left too close to the stove elements.

The ways in which you can prevent fires include:

- Don’t walk away and leave the cooking area unattended;
- Place/hang your dish towels away from the heat of the stove;
- Don’t wear loose clothing while cooking and never reach across a stove burner;
- Keep your stove and oven clean of accumulated grease or fat.

If a fire does start:

- If the fire involves cooking oil, do not use water on the fire;
- Do not carry a pot or fry pan in which something is burning (i.e. don’t attempt to carry it outside);
- If a pan catches fire on the stove, turn off the heat (i.e. remove the energy source), cover the pan with a lid (starve the fire of oxygen) and then use the fire blanket or correct fire extinguisher that is located in each cooking area.
- Following either “University Hall Fire Procedures” or “Village Fire Procedures”.

Tampering with Fire Safety Equipment

Tampering with fire safety equipment is an offence under a number of state and local government regulations and ordinances. It is also a serious breach of community standards. You should be aware that if, following appropriate due process, you are found responsible for the unauthorized discharge of a fire extinguisher, tampering with fire safety equipment (for example, attempting to cover or in some other way disable a smoke/heat detector, silence or decrease the safety warning emitted from a siren or horn) or removing fire safety equipment from its designated location, your residency will be terminated.

You also need to be aware that if, for example, you were to tamper with fire prevention/safety equipment and there was subsequent damage or injury you might well be held liable, both financially and legally.

You should not park a motor vehicle in the “No Parking” area in front of the Hall as it will impede the Fire Services’ ability to access the water main. In the event of a fire, the Fire Service is likely to push your vehicle out of the way with their Fire Appliance to gain the access they need.

Responsibility for Fire Safety Equipment

If you need to use a fire extinguisher, fire blanket, or any other piece of fire safety equipment for an authorised use (that is, because there was a fire) then you must immediately inform Flinders Living Administration or the Duty Residential Tutor/Coordinator so that an Incident Report may be completed and any equipment that has been used can be checked, refilled or replaced.

The cost of replacing or repairing fire extinguishers or equipment which have not been used for the purposes for which they were intended and documented in an Incident Report (see above) will be passed on to the individual resident responsible or, if no one takes responsibility, may be shared by all residents in that living area. To be specific, you should be aware that if the fire extinguisher or equipment in your unit is found to have been tampered with or discharged then the Damage Assessment Policy will be implemented.

Location and Sensitivity of Fire Detection Devices

You will find that each study/bedroom has a hard-wired smoke detector, common areas are fitted with hard-wired thermal/smoke detectors and there will be a fire blanket in each area where cooking occurs. Other fire equipment (hose reels, fire extinguishers) are located within the precinct.

You should be aware that fire detection devices are sensitive items of equipment. The smoke detectors may be set off by particles heavier than air and cannot distinguish between smoke particles and moisture content.

Smoke detectors can therefore be set off by –

- Hair spray, deodorants, and tanning sprays particularly those that are aerosol propelled;
- Steam from a shower, humidifier, or water being boiled too close;
- Heavy smoke and dust.

Hair straighteners are also notorious.

Although you might see this all as a drawback, we ask you to remember that the fire safety system is there to save lives and property.

Fire Safety Orders

On arrival you should familiarize yourself with the Fire Safety Orders which should be present in either your room or common area. These must stay where they have been posted. If you cannot find them please notify Flinders Living Administration immediately. You should identify the two quickest exits from your room/area.

Evacuation

An evacuation will occur primarily because of a fire risk. However there are other risks (for example, chemical leaks, and explosions) which might necessitate an evacuation. In these circumstances the Fire Alarm will sound.

If you are required to evacuate the building in which you are in, please assemble calmly and quietly in the designated area prescribed on the Fire Orders in such a manner so as not to obstruct any emergency services vehicles, University Security or the Building Wardens. Do not return to the building unless given the “All Clear” by the Chief Building Warden.

Residential Tutors/Coordinators may conduct a random spot check on a room(s) to ensure that the evacuation has been completed fully. If you are found to still be in your room/unit you will be subject to disciplinary action. This is a serious breach of community standards because failure to evacuate could result in loss of life.

Personal Emergency Evacuation Plan

If you have a physical condition that would mean that you may not be able to hear the Fire Alarm (for example) or evacuating from your room or the area in which you live without an alternate path or assistance you should inform the Deputy Principal in advance of your arrival. A Personal Emergency Evacuation Plan will then be formulated for you and all relevant staff and your Residential Tutor/Coordinator informed.

Failure to Comply with Directions during a Fire Alarm

Failure to evacuate or follow directions from a Building Warden is a serious breach of community standards. You should also note that it is an offence under the *Fire and Emergency Services Act 2005* to refuse or fail to comply with a direction of an officer of the South Australian Metropolitan Fire Service at the scene of a fire or other emergency.

Responsibility for Metropolitan Fire Service False Fire Alarm Call-Out Fees

In the event that a Fire Alarm is set off in your room/unit and there is no actual fire and the Metropolitan Fire Service attends, the cost of the call out fee will be passed on to you by the University. Even if the source of the alarm was caused accidentally you, rather than the University, will need to bear the associated costs. As at 1 July, 2022 the call-out fee for a false fire alarm in University Hall or Village Annex is \$921.00.

University Hall & Village (Annex) Units 83-90 Fire Procedures

When a Fire Alarm sounds in the Hall or Village (Annex) Units 83-90 every area of the Hall and this group of units needs to be evacuated. Leaving the building is compulsory regardless of the time of day/night, weather or any other factor.

The Metropolitan Fire Service is notified automatically by the system and two Fire Appliances are dispatched. The Officer-in-Charge will regard the alarm as a real fire until such time as one of the team determines otherwise and cannot be turned around so if something you did set off the Fire Alarm accidentally the University will be charged (see above).

As you evacuate the Hall/Annex you should knock loudly on your immediate neighbour's door (in the direction of evacuation) and move to the nearest fire exit in a calm and orderly manner (staying low to avoid smoke if there is any present in the corridor). Once outside the Hall/Annex you should assemble on the lawn area outside of the main entrance steps to the Hall ensuring that the roadway leading to the Hall is kept clear for the Emergency Services. You should remain in that area unless directed to move further away from the Hall or the Metropolitan Fire Service's Officer-in-Charge has notified Flinders Living staff or the Duty Residential Tutor that is safe for everyone to return to the Hall.

Village (excluding Annex Units 83-90) Fire Procedures

The fire alarm system in the Village incorporates two different types of detectors –

- A thermal (heat) detector is located in the kitchen. It will not activate until the temperature reaches 68 degrees Celsius.
- A smoke detector is located in each bedroom and the corridor.

There are some differences between Units 1-42 and Units 43-82 –

- In Units 1-42, each detector has a built-in alarm. If it activates, the alarm will sound from the actual detector. It is therefore easy to tell which detector has activated.
- In Units 43-83, if a detector activates, you will hear an alarm coming from the sounder located in the room, corridor or common area. To tell which detector has activated you will need to check to see whether there is a solid red light displayed on the detector. There is a combined sounder/strobe light located in the common area, adjacent to the corridor to the bedrooms.

If a smoke detector activates -

- If a smoke detector activates in the unit and an alarm sounds, you have **90 seconds** to clear the alarm.
- Open windows and doors to ventilate the area. Close doors to areas where other smoke detectors are located.

If the smoke detector clears -

- If, as a result of ventilating the affected area, the smoke detector clears the alarm will cease.
- Telephone Flinders Living Administration on 7221 8900 or the Duty Residential Coordinator on 7221 8950 to report that an alarm was activated but has now been cleared.
- Remain in your unit until a Flinders Living Administration staff member or the Duty Residential Coordinator arrives.

If the smoke detector does not clear -

- If the smoke detector does not clear (or a second Smoke Detector or a Thermal Detector subsequently activates) all detectors in this unit (and in all other units in this row of units) will go into alarm and **you must evacuate the unit immediately** and proceed to the nearest evacuation assembly point.
- Telephone Flinders Living Administration on 7221 8900 or the Duty Residential Coordinator on 7221 8950 to report that an alarm activated but has not cleared and this row of units is evacuating.
- The SA Metropolitan Fire Service will receive an automated message and will attend your unit.

If a thermal (heat) detector activates –

- If a thermal detector activates, all other detectors in this unit will go into alarm and **you must evacuate the unit immediately** and proceed to the nearest evacuation assembly point.
- Do not wait 90 seconds.
- Telephone Flinders Living Administration on 7221 8900 or the Duty Residential Coordinator on 7221 8950 to report that a thermal (heat) detector has activated and this row of units is evacuating.
- The SA Metropolitan Fire Service will receive an automated message and will attend your unit.

If all your detectors in the unit go into alarm –

- If all detectors in this unit go into alarm this means **you must evacuate the unit immediately**.
- Do not wait 90 seconds.

When the evacuation alarm sounds -

When the evacuation alarm sounds, leaving your area is compulsory regardless of the time of day/night, weather or any other factor.

You should -

- leave your unit knocking loudly on other bedroom doors as go;
- stay low to avoid smoke if there is any present;
- feel any door before opening. (If a door is hot, don't open it but seek an alternate exit);
- once outside, move to the Emergency Assembly Area for your unit (see below).

You may not re-enter your unit until given the "all clear" by the Duty Coordinator or the Metropolitan Fire Service.

If there is a fire you should –

- telephone Flinders Living Administration on telephone 7221 8900 or the Duty Residential Coordinator on telephone 7221 8950; and then
- telephone University Security on telephone 8201 2880 immediately, advising them of the location of the fire.

University Security or members of the Residential Coordinator Team will meet the Fire Appliance on arrival at Sturt Drive to ensure that they are directed to the correct area of the Village.

Alternately you can telephone the Metropolitan Fire Service direct by calling 000.

Emergency Assembly Areas are the pedestrian pathways adjacent to -

- Units 1 – 22 Car Park 17
- Units 25 – 42 Car Park 17
- Units 43 – 64 Car Park 19
- Units 65 – 82 Car Park 19

You should not assemble in the pedestrian laneways adjacent to units or in the car parks themselves as you may impede access by, or create a hazard for, Metropolitan Fire Service or University Security vehicles.

UNIVERSITY HALL DINING HALL

The Dining Hall is open during the term of the Accommodation Agreement (including the Mid-Semester and Inter-Semester Recesses) but not over the long summer vacation. As part of their residential fees, University Hall residents are provided with 15 meals per week. This comprises three meals (breakfast, lunch and dinner) Mondays to Fridays.

Opening Hours

The Dining Hall is open during the following hours although these times may vary during recesses.

Breakfast	7.00 a.m. to 9.00 a.m.
Lunch Preparation	7.00 a.m. to 10.00 a.m.
Dinner	5.45 p.m. to 7.00 p.m.

Conduct

Please do not misread the informal atmosphere you may find in the Dining Hall. You are, at all times, expected to behave in a civil, responsible and considerate manner towards your fellow students and staff alike. For example, you may not enter the Dining Room if you are negatively affected by prior alcohol consumption. Minimum standards of safety, hygiene and civility must be adhered to. The Residential Tutors will raise any concerning language or actions with you on-the-spot.

We have a work health and safety requirement that all patrons must wear footwear (thongs/flip-flops are acceptable). In the interests of appropriate decorum, we ask that your upper body is covered by a minimum of a singlet top at all times. Bikini tops or bare chests are not acceptable. The Duty Residential Tutor will ask you to leave and return when you are dressed appropriately. If you have just completed a sporting activity we leave it to your best judgment as to whether it would be more appropriate for you to shower before coming to the Dining Room.

Food fights are completely unacceptable as they demonstrate not only a complete lack of respect for the catering and cleaning staff but more concerningly, a failure to acknowledge our position of privilege to be able to eat three good meals per day when about 10 per cent of the world's population are currently experiencing undernourishment and over 14,000 people will die today from starvation.

Stealing (which includes taking food for consumption at weekends or outside Dining Hall hours) and unauthorised removal of crockery or cutlery is a student conduct issue and will attract sanctions. In spite of everyone's best intentions these items are never returned and need to be replaced from student funds. If you are wanting to take a meal to another student who is ill and unable to come to the Dining Hall themselves you should bring a takeaway container.

Food Safety

- Make use of the hand sanitiser at the entrance to the Dining Hall.
- Always use the utensils provided when handling food. Do not, on any occasion, use your fingers. If a utensil has fallen into the serving dish, ask one of the staff (who are wearing gloves) to retrieve it and replace it with a clean item.
- If you need to cough or sneeze when you are in the vicinity of food please turn away from the food and cover your mouth in the crook of your arm. Use the hand sanitiser.

Our Service

The Dining Hall is set in traditional university refectory style. We provide a hot breakfast twice a week (Tuesdays and Thursdays) and a continental (cold) breakfast the other three days.

A selection of sandwich fillings and other goods are available in the morning to enable you to prepare a packed lunch to suit your own tastes. Please take only what is reasonable for your own needs and not items to feed non-resident friends. Fruit is also provided and taking two pieces of fruit for your lunch is considered reasonable. Filtered water may be taken from the Dining Hall however the Orange Juice and Cordial served at breakfast may not be taken from the Dining Hall, nor cereals either.

Breakfast items are removed at 9.00 a.m. but the lunch makings will be available until 10.00 a.m. If you arrive late for breakfast please do not ask the staff for breakfast items.

The evening meal consists of a choice of three main courses, two of which will be meat-based and a third which will be a vegetarian “heart tick” meal. Vegetable, salad and pasta bars compliment the main course. Main meals are low in fat and salt. Dressed salads will have a low cholesterol dressing whilst other salad dressings will be available separately so that you can apply them according to your personal taste. Soup is available during winter. Two pieces of fruit and one dessert helping is the limit.

Second helpings are not permitted during the main periods during which the meals are served to ensure that all students have a selection when they arrive for their meal. Seconds, however, are available at the end of the sitting, i.e. at 6.45 p.m.

You will need to “swipe” your Student ID Card for each meal. For Breakfast/Lunch and Dinner, swipe your card at the reader located next to the hot food servery.

Whilst not wishing to hurry you out of the Dining Hall staying too long at tables has the potential to delay the staff cleaning the area and their ability to complete their tasks and leave for home by the designated end of their shift.

With the exception of cleaning hours, you are welcome to drop into the Dining Hall during the day to make toast, tea or coffee.

Late Meals

If, because of an academic or sporting commitment, you require a late meal you should notify the kitchen of your preferred main course choice before 4.00 p.m. on the day on which the late meal is required. Meal preferences are written in a book kept at the entrance to the Dining Hall. You need to leave a Take Away container (clearly marked with your name). If you wish to have Dessert as well you will obviously need to leave two containers. On your return to the Hall, the Duty Residential Tutor will help you collect your meal.

Ordering a late meal, and then eating in the Dining Hall that same evening, constitutes theft.

Late meals are not available when Formal Dinners are held. In these cases, and with all due apologies, if you are not attending Formal Dinner you will need to make your own arrangements for dinner that evening.

Guests

You may invite a guest to join you for a meal in the Dining Hall for either Breakfast/Lunch or Dinner. When you proceed through the Servery during meal service, ask a staff member to provide you with a *Guest Meal Charge Form* upon which you can record your name and room number. The cost of the relevant meal (Dinner or Hot Breakfast - \$16.00; Continental Breakfast - \$14.50) will be charged to your accommodation fees account.

Where it is identified that you haven't paid for your guest, the relevant meal charge will be doubled.

Formal Dinners

Formal Dinner is usually held in May each year with other more formal occasions usually occurring for the traditional Theatre Restaurant and Annual Sports Dinner.

Meals on Weekends and Public Holidays

When meals are not served in the Dining Hall, you can either prepare your own meals in your Area Kitchen, use the Flinders Medical Centre Canteen, the Flinders Private Hospital Café or Theo's, the cafes on the western side of the Hospital or visit some of the inexpensive dining venues for which Adelaide has a well-deserved reputation. Alternately you may choose to visit some of our local restaurants or Take Away Outlets. Some will deliver to the Hall.

Dietary Needs

We are able to advise that all meat (with the exception of non-Halal meat products) served in the Dining Room is Halal. Our kitchen equipment, cooking surfaces and utensils are not.

We will make every effort to assist you if you have any specific dietary requirements however there are some constraints in place that you will need to discuss with our Chef/Manager. A vegetarian option is always provided.

Comments and Suggestions

Our Chef/Manager, Andrew Roberts, welcomes comments and suggestions on the service.

We do ask that if you wish to see a member of the Dining Hall staff that you wait in the doorway of the Wash-Up area as students coming into a busy kitchen may create a work health and safety hazard for both you and the staff.

COMMUNITY STANDARDS & STUDENT CONDUCT

Community Standards

All members of the Flinders Living community have a range of rights, including the rights to:

- be treated courteously and fairly;
- be free from acts of violence, harassment, intimidation or discrimination;
- have their personal property respected; and
- live, work and study in a safe environment.

The University expects that its residents will always act with the best interests of their fellow residents in mind. Respect for others, their rights and freedoms should be a primary concern as should their health and personal safety.

Because of the nature of residential community living, it is not possible to codify all acceptable and unacceptable behaviours. The expectations that the University has of each resident of Flinders Living are described as “community standards”. In accepting residency at Flinders Living you agreed that if you breach these standards you will submit to the University’s system of managing such breaches as outlined in the Accommodation Agreement and this Handbook.

Breaches of community standards may include, but are not limited to, the following:

- Failure to comply with the University’s rules, policies, codes, University Council regulations or other lawful directions of the University or to obey any reasonable direction of an authorised person in relation to conduct.
- Any conduct which impairs the reasonable freedom of other persons to pursue their studies, research, duties or lawful activities at the University or to participate in the life of the University;
- Unreasonable conduct which disrupts or compromises the safety, good order or general enjoyment by patrons of any event conducted under the auspices of Flinders Living (including those hosted by the South Australian Associate of University College Clubs);
- Willfully littering, damaging, defacing or wrongfully dealing with any University property or any other property on campus or property on a location where a resident is present under the auspices of the University;
- Unreasonable conduct, including criminal activity, which may disrupt the normal activities of the University or which may be prejudicial to the reputation, good order and governance of the University;
- Acts or threats of violence, harassment, intimidation, discrimination, coercion, deceit or other conduct (whether by physical, verbal, written or electronic means) that threatens or endangers the health, freedom, safety of any person or obstructs a University member in the performance of their duties;
- Providing information known to be false or the forgery, alteration or misuse of any document, record or instrument of identification.
- Any act of hazing.
- Providing false information before or during an investigation of a possible breach of community standards by a person authorised by the Principal to conduct such an investigation.
- Breaches of any provision of the Flinders Living Handbook or Accommodation Agreement imposing obligations on a resident.
- Any unreasonable failure by a resident to comply with a sanction arising from an adverse determination.

Authorities

The Principal is the ultimate custodian of good order and proper conduct within the Flinders Living Precinct. Some of the Principal's authorities may be delegated to the Deputy Principal and Residential Tutors/Coordinators.

Principles

In managing breaches of community standards, the University will observe the principles of natural justice.

Formal rules of evidence do not apply and in any investigation the standard of evidence is the balance of probabilities.

While some elements of the process of managing breaches of community standards may have similarities with the legal system, it is essentially educative and administrative in nature.

Nothing in this Handbook operates to limit the rights of the University to take action against a resident for a breach of the Accommodation Agreement or on any other grounds. Furthermore, nothing in this Handbook shall be interpreted as limiting in any way any power vested in the University Council by the *Flinders University of South Australia Act 1966* or any other rule of the University or as limiting the right of the University to enforce by any other means any right vested in it or to take any other action which it may be entitled or empowered to make in the circumstances.

Where the actions of a resident is under investigation as a possible breach of community standards and concurrently under investigation or is subject to any formal legal or other process either elsewhere in the University or outside the University, any action taken under this policy may proceed, irrespective of any action involve the resident elsewhere in the University or in any court, commission or tribunal, and irrespective of any other internal or external investigation of the same matter.

Procedure for Addressing Possible Breaches of Community Standards

At Flinders Living we endeavour to manage breaches of community standards at the lowest level appropriate to the issue with which we are dealing. If the Deputy Principal is notified of a possible breach of community standards the Deputy Principal may ask a Residential Tutor/ Coordinator to discuss the incident with you so that they may provide you with advice and guidance on community standards and, if necessary, re-state the University's expectations of your future behaviour.

The Deputy Principal may ask for this to occur if the incident is of a lower level (for example, noise, drinking in groups, glass bottles or utensils in prohibited areas). In such circumstances we recommend you cooperate with the Residential Tutor/Coordinator otherwise it may be necessary for the Deputy Principal to employ a more formal approach (see below) to resolve the matter.

The following outlines the procedures that will be followed by the Deputy Principal in managing possible breaches of community standards.

- Where the Deputy Principal is notified of a possible breach of community standards by a resident, the Deputy Principal will, within ten working days, communicate this to the resident outlining the possible breach and indicating that the resident and Deputy Principal should meet to discuss the allegation.
- The Deputy Principal shall, in this communication, advise the resident:
 - that the possible breach is being investigated under this procedure;
 - to read this section of the Handbook; and
 - that they may be accompanied to any meeting by a supporter.
- Arrangements will then be made for the resident and Deputy Principal to meet. If the resident does not arrange such a meeting or fails to attend a scheduled meeting then the Deputy Principal will make a decision in the matter without input from the resident. The Deputy Principal has the option to find that in failing to

arrange or attend a scheduled meeting the resident has not complied with a reasonable direction and apply an additional sanction accordingly.

- During a meeting with the Deputy Principal, the possible breach of community standards will be outlined to the resident who will have the opportunity to agree with the information presented, present additional or alternative evidence, mitigating circumstances, etc.
- The Deputy Principal will either at the meeting or after further consideration, enquiries, or meeting other persons who may also have been involved in the possible breach of community standards, make a decision in the matter, inform the resident of the decision together with the reasons for it and, if necessary, impose an appropriate sanction(s).
- The Deputy Principal will then confirm in writing the breach of community standards, a brief summary of any discussion, the decision, the reasons forming the basis of the decision, and any sanction within 10 working days. At the same time, the Deputy Principal will advise the resident of their right to seek clarification on the determination, the reasons, and any sanctions.
- The Deputy Principal may also inform any person who brought the possible breach to the University's attention the outcome of the matter.

Recommendation to Suspend or Exclude a Resident

When the Deputy Principal forms the view that a resident is responsible for a breach of community standards and that the most appropriate sanction should be their suspension or exclusion then the Deputy Principal will convey that recommendation to the Principal in writing. Upon receiving such a recommendation, the Principal shall make the decision as soon as possible and within a maximum of three working days of having received the recommendation.

The Principal may either:

- accept the recommendation and suspend or exclude the resident; or
- not accept the recommendation and refer the matter back to the Deputy Principal with a direction to impose a lesser sanction.

If the Principal accepts the recommendation to suspend or exclude the resident, the Principal will ensure that the resident is served with written notice of this decision as a matter of urgency.

Choosing a supporter

A supporter is a person chosen by the resident who is required to meet with the Deputy Principal or Principal to accompany the resident to such a meeting. The supporter's role is to observe the meeting and provide support and guidance to the resident, as requested. The supporter may not represent the resident or speak on the resident's behalf. In choosing a supporter, the resident should be mindful of any potential conflict of interest, for example a witness or another resident involved in the matter under consideration may not be a suitable choice to act in this role.

Continuation of Residency

As a resident you are expected to behave in a civil, co-operative and respectful manner. If the Principal forms the view that you are not meeting those expectations, as evidenced by for example, the accumulation of a number of Official Reprimands, repeated breaches of your obligations regarding the care of accommodation facilities or an apparent lack of commitment to your academic programme, the Principal may require you to show cause as to why your residency should continue. In such a *Show Cause Notice* the Principal will outline the basis on which the notice has been issued.

If you receive a *Show Cause Notice* you will have five working days to respond in writing. Your response should address the matters of concern identified by the Principal and provide an action plan outlining what steps you will take to ensure that your behaviour is modified such that it aligns with the University's expectations of your conduct. It is strongly suggested that an Action Plan should build in a time frame for self-review, review by your Area Residential Tutor/Coordinator or Deputy Principal.

The Principal may consider your written response alone or invite you to attend a face-to-face meeting. The Principal shall make a decision within a maximum of ten working days of receiving your response or any subsequent meeting(s).

If the Principal determines that your residency should continue then you would be advised of this in writing. If the Principal determines that your residency should be terminated then you will be given seven days' notice of exclusion.

Appealing an Adverse Determination made by the Deputy Principal

A resident who has received an adverse determination may appeal, by lodging with the Principal, a letter outlining the reasons for the appeal. This appeal must be received by the Principal with seven calendar days of the determination of the sanction in writing. If a resident lodges such an appeal, the Principal may suspend any sanction until the Principal has made a decision on the appeal.

An appeal may only be lodged where a resident is able to demonstrate:

- Due process has not been followed; or
- New information of a substantive nature has become available after the matter has been determined.

When a resident appeals the decision of the Deputy Principal, the burden of proof resides with the resident.

Following consideration of an appeal, the Principal will make a decision to put aside, confirm, modify (in full or part) or decrease or increase the sanction(s) originally imposed by the Deputy Principal. The Principal shall make a decision within a maximum of ten working days.

Apart from a decision of the Principal to suspend or exclude a resident, the decision of the Principal is final and there is no further recourse to appeal within the University.

Seeking Reconsideration of an Adverse Determination made by the Principal

While the Deputy Principal is usually the member of staff who manages student conduct issues, the Principal may take carriage of a matter. A resident who has received an adverse determination in such circumstances may ask the Principal to reconsider the decision (as per the procedures applying for appealing a decision made by the Deputy Principal).

Apart from a decision of the Principal to suspend or exclude a resident, that decision is final and there is no further recourse to appeal within the University.

Appealing a Decision of the Principal to Suspend or Exclude a Resident

A resident who has been suspended or excluded may submit a written appeal to the Vice-President (Corporate Services) on the following grounds:

- Due process has not been followed; or
- New evidence of a substantive nature has become available after the resolution of the matter.

A resident wishing to appeal a decision of suspension or exclusion should contact the Office of the Vice-President (Corporate Services) to seek advice on the procedure involved in making such an appeal.

Sanctions

If you are found responsible for breaching community standards you may be issued with a sanction or combination of sanctions. Any sanction will be designed to hold you accountable for your behaviour and are imposed primarily for their educative effect. In determining the most appropriate sanction the details of the current breach, your previous conduct, level of contrition, and any mitigating factors will be taken into account.

A list of available sanctions, who has the authority to issue the sanction and a brief description is as follows:

Sanction	Issuing Authority	Description
Verbal Warning	Deputy Principal Principal	Verbal advice that your actions have constituted a breach of community standards or are questionable. The University's expectations of future behaviour will be restated at this time.
Written Warning	Deputy Principal Principal	Written advice that your actions have constituted a breach of community standards or are questionable. The University's expectations of future behaviour will be restated at this time.
Official Reprimand	Deputy Principal Principal	A formal, written rebuke. The University's expectations of future behaviour will be restated at this time.
Behavioural Probation	Deputy Principal Principal	A specified period of time, for up to as long as you reside at Flinders Living, during which you will be expected to maintain model behaviour. Any further breach of community standards would normally result in exclusion.
Suspension	Principal	A requirement that you remove yourself from the Flinders Living Precinct for a specified period of time.
Exclusion	Principal	A requirement that you remove yourself (and all your property) permanently from the Flinders Living Precinct. You would normally be given seven days to do so.
Apology	Deputy Principal Principal	A requirement that you apologise to a fellow resident, staff member or other person for your behaviour.
Restitution	Deputy Principal Principal	A requirement that make good any loss or damage which has been incurred by another person or organisation as a result of your actions.
Restrict or withdraw privileges	Deputy Principal Principal	Restriction or withdrawal of your privileges (for example, access to certain facilities, services, activities or events, permission to keep or consume alcoholic beverages, drive or park a motor vehicle).
Online behaviour programme/essay	Deputy Principal Principal	A requirement to complete an online behaviour programme or to research and write an essay relevant to the breach of community standards of which you have been found responsible.
Room Relocation	Deputy Principal Principal	A requirement that you relocate from your current to another room within the Flinders Living Precinct.

A-Z LIVING GUIDE

Abandoned Items

While every effort is made to locate the owner of any item left in the Flinders Living precinct your ownership of personal property is deemed to have transferred to the University at the expiration of 28 calendar days after you vacate or on the end date of agreed period of storage expires. The University may thereafter sell or otherwise dispose of the property without any obligation to you for the property or the proceeds of its sale. The University may recover from you any costs it incurs in the storage or disposal of any such property.

Absence

If you are going away it is always a good idea to inform a neighbor or your Residential Tutor/Coordinator. If, however, you are going away for more than three days (72 hours) you should notify your Residential Tutor/Coordinator. You do not need to tell anyone where you are going, we merely don't want your fellow residents or staff concerned by your absence. Furthermore, in the event of a fire or other emergency it will be important for us to account for all our members or know how to contact you.

Flinders Living has the authority to enter your room at any time to check you are not ill or injured. Furthermore, the University is under an obligation to act responsibly and to report you as a missing person to the South Australia Police if you have been missing for some time and have not advised us of your absence. If you are under 18 years of age we will also contact the person you have nominated as Parent or Guardian.

Alcohol

Clause 22 of the By Laws made under *The Flinders University of South Australia Act* states that "(a) no person shall, without the permission of the Council or its delegate, bring any alcoholic liquor upon the University grounds, or keep or consume alcoholic liquor upon the University grounds."

The Principal, as a delegate of the University Council, gives a general exemption from this clause to current residents, their visitors and guests, subject to the use of alcohol being in accordance with the provisions of this Handbook. If this exemption is abused then the Principal (or delegate) may revoke that privilege either partially or in its entirety.

The only functions involving the sale of alcohol are those sponsored either by the House Committee or the Residential Coordinators. An application is made on behalf of either the Residents' Club or the University by the Principal (or delegate) and, if approved, a Liquor Licence is issued by SA Consumer & Business Services.

Who may not consume alcohol

If you are under 18 years of age you may not bring, keep or consume alcohol on the University grounds. Your presence within the Flinders Living precinct in an intoxicated condition (say, for example, from consumption of alcohol off-campus) may not of itself be a breach of community standards but would still be of concern to us.

If you are over 18 years of age you should remember that it is illegal for you to acquire alcohol for an underage person or to supply them with alcohol.

Where alcohol may be consumed

Unless the gathering you are attending is covered by a Liquor Licence or a Permit (issued by the Principal), then alcohol may only be possessed or consumed in -

- Study-bedrooms;
- Lounge/dining areas of Hall Flats and Village Units;
- Balconies and patios in the Hall and Village.

See also “Glass Bottles and Drinking Utensils”.

Alcohol in Transit

You are permitted to carry alcohol in an open container from room to room in the Hall but you are not permitted to stop and drink in corridors, common spaces, etc. You may not walk through the Hall courtyard or along the verandahs and walkways.

You may not walk around the Flinders Living Precinct with open alcohol containers (bottles, glasses, cans). You can carry alcohol in closed containers from building to building. We would suggest that you do so in a paper or plastic bag.

Drinking in Groups

Group drinking is not permitted within the Flinders Living Precinct without the prior written approval of the Principal. A group is considered to be 15 or more persons.

Drinking Games

Alcoholic drinking games, the sculling of alcohol and the use or possession of items such as “beer bongs” which are designed to facilitate the rapid consumption of alcohol are not permitted within the Flinders Living Precinct as they are considered incompatible with the responsible consumption of alcohol we wish to promote.

Their consequences may include competitive pressure to drink, drunkenness, abusive behaviour and language, and harassment that causes offence to both drinkers and non-drinkers alike.

Alumni

The Principal and Flinders Living staff enjoy hearing from former residents who have graduated and moved on to employment or further studies. Just because you no longer reside with us doesn't mean that we stop being interested in hearing of your achievements and important life decisions that you have made. We also appreciate it when former students share when things aren't going so well for you. We still care.

Ambulance

South Australia operates a user-pays ambulance service, meaning treatment and transport costs are charged to the patient receiving care. If you are not a South Australian Ambulance Cover member or hold other health cover (with included ambulance cover benefits), you will need to pay for the treatment and transport provided to you by the SSA Ambulance Service. For this reason, residents are advised to take out Ambulance Cover in case of medical situations where urgent transportation to hospital is required. The cost is \$92 for Standard Cover or \$108.70 for Standard plus Interstate Cover.

Details may be found at the following URL:

<http://www.saambulance.com.au/ProductsServices/AmbulanceCover.aspx>

The cost of emergency Ambulance transport is in the vicinity of \$1,085 (for emergency transport) or \$242 (for non-emergency transport).

It is Flinders Living's policy that Residential Tutors/Coordinators must arrange Ambulance transportation for any student who is unconscious (from whatever cause), who is experiencing breathing difficulties, chest pains, significant bleeding, continuous vomiting or any other critical medical incident.

In most of the above cases, fellow residents will have contacted the Duty Residential Tutor/Coordinator and that person will be able to telephone the Ambulance. If this is not the case and you telephone the Ambulance Service direct, your next telephone call should be to the Duty Residential Tutor/Coordinator so they can liaise with University Security to provide an escort service or directions to the nearest vehicle access point.

Balconies

Each of the Hall Flats, Residential Tutor rooms and the second-level Village Units have balconies which provide lovely places to sit and enjoy the view, the sun, conversation or solitude. There are some policies for the use of these spaces:

- All noise must cease at 10.30 p.m. (During Swot Vac and Examination Weeks these areas are subject to a 24/7 noise curfew.)
- Smoking is not permitted.
- Sitting on, or climbing on or over, balcony railings is strictly prohibited for obvious safety reasons.
- Throwing, dropping or pouring items or liquids is also unacceptable behavior.
- Indoor furniture should not be taken onto the balcony.
- The areas should not be overcrowded. Eight people is the maximum number you can reasonably expect to gather safely on a balcony.
- Hanging clothes from the balcony rails or stringing up washing lines between the rails is an eyesore and not permitted.
- BBQ's and blow-up pools are not permitted however free-standing hammocks are acceptable.

As balconies are often exposed to high winds, please do not leave items in places where they may be knocked or blown over and fall.

You should also be aware that "private" conversations on balconies (even conducted at normal conversational volume) may carry a considerable distance in the quiet early morning hours.

BBQs

You are not permitted to have your own BBQ because of the dangers gas cylinders pose in a residential setting.

BBQ Areas

The BBQs around the Flinders Living Precinct are free to use and available seven days a week between the hours of 7.00 a.m. and 10.30 p.m. Noise can be an issue so make sure that you are mindful of this after 9.00 p.m.

You should ensure that you clean the BBQ plate and area before you depart so that it is ready for the next user. There are bins provided in the area for any rubbish. If the bins are full, please don't leave litter lying around or the bin overflowing as the wildlife will most likely spread it everywhere. Please locate the next closest rubbish bin and use it instead. There are three BBQ areas:

- Adjacent to Units 19-22;
- Adjacent to the Community Centre;
- Adjacent to Laundry B (between Units 63 and 65).

Ballroom

The Ballroom is located on the ground floor of the Hall Centre and is primarily used for events and functions. It can also be used by residents of the Hall as another study space (particularly during SWOTVAC and Examination Weeks), to play table tennis or to practice the piano.

The room is accessible via the western internal staircase. You can enter this staircase either from The Abbey or the Dining Room however you cannot re-enter the Dining Room once you are in the staircase.

Bathrooms/Toilets

Unless you are living in a unit which is single gender, all bathroom and toilet facilities will be used by both females and males. Toilets should always be used in the Western manner (by sitting, rather than standing on the seat) and be flushed after every use. If there is any soiling of the bowl or spillage outside you should clean this up immediately. If you have lifted the toilet seat, you are asked to lower it after use.

Bathrooms in the Hall are cleaned Mondays to Fridays. You should clean up after yourself regardless of the day of the week but particularly so on the weekend. Sanitary units located in each bathroom should be used for the disposal of all sanitary items. Used condoms may also be disposed of in these containers.

Bicycles

If you are planning on bringing a bicycle with you we would suggest that you record its serial number and bring a lock to secure it.

Long-term bicycle storage is available in the Hall in the Level 2 Void (eastern side), the keys for which are available from Flinders Living Administration. At the same time you should obtain a plastic tag to attach to your bicycle. Your details will be recorded against the tag it is always possible to identify who is the owner of every bicycle.

Village residents should store their bicycles in a manner that causes no obstructions to pathways, for example, chaining them to the lower staircases leading to the Village Units.

Bicycles are not permitted in stairways, hallways, bedrooms, lounge rooms, balconies or patios. Bicycles found blocking these and any evacuation route will be removed without notice.

Bullying

Bullying is defined as persistent or ongoing behaviours directed towards an individual or group that a reasonable person, having regard to the circumstances, would find offensive, intimidating, humiliating or threatening and that potentially or actually affects health and well-being.

Comprehensive information about what constitutes bullying may be found at the following URL:

<https://students.flinders.edu.au/life-at-flinders/equal-opportunity-diversity/discrimination-and-harassment/no-bullying>

Bullying may be work, study or person-related. If you feel that you may be being bullied in either of the first two environments then you should consult the website above.

Examples of person-related bullying include:

- coercive or persecuting behaviours which bewilder and confuse the recipient;
- hostile non-verbal communication and/or interfering actions;
- personal insults and name-calling, verbal abuse, sarcasm, threats, repeated shouting or swearing;
- physical or psychological harassment;
- spreading of malicious gossip, rumours or innuendo;
- excluding or isolating someone socially;
- intruding on a person's privacy by pestering, spying or stalking; or
- tampering with a person's personal belongings or work/study equipment.

Some effects of bullying can manifest immediately as discomfort, unease, or of feeling degraded or undermined. Other effects evolve over a period of time as the bullying behaviours gradually erode an individual's or group's confidence, self-esteem or work/study performance.

Appropriate and relevant action

Everyone has a responsibility to oppose bullying behaviours, for their own well-being, the well-being of others and to maintain the safety of the University community. Speak up; don't ignore the behaviour. There is no such thing as an innocent bystanders where bullying is occurring.

What action you should take will differ according to the situation, the context and the people involved. Some possible actions include:

- talking to another person about the alleged unreasonable behaviour to test their perceptions of the "reasonableness" of what you are experiencing;
- raising the matter directly with the person concerned;
- reporting the behaviours to your Area Residential Tutor/Coordinator or Deputy Principal; or
- making diary notes of instances of bullying behaviour including details of the behaviours, the context within which they occurred, and the names of any other people who may be witnesses to those behaviours.

The University recognizes that the experience of being bullied, being accused of bullying or managing these situations is highly stressful and emotional. We are committed to ensuring that you have access to information and support.

In addition to your Area Residential Tutor/Coordinator or Deputy Principal, other organisations on campus that provide advice on responding to bullying include:

- Student Equal Opportunity Advisor 8201 2118
- Student Assist, Flinders University Student Association 8201 2371

Cab Jumping

Cab Jumping, the practice of running from a cab without paying the driver the fare, is illegal. Not only does it involve stealing a free fare from some of the lowest income earners in the community but also brings the names of University Hall and Deirdre Jordan Village into disrepute.

Additionally the practice creates an unfortunate situation where cab drivers may refuse to take clients here because they are concerned that they may lose the fare. This creates a major safety issue for our community. As a consequence any student who is identified as having been involved in cab jumping will be subject to disciplinary action. If, after appropriate due process has been followed, the student is found responsible for this breach of community standards, it is likely that that student will be excluded.

Candles, Incense and Oil Burners

Naked flames, including candles or incense of any sort are not permitted. Experience has shown that unattended oil burners and candles have caused the majority of fires in residential properties so we are sure that you will appreciate the reasoning behind this policy.

Car & Motorcycle Parking

Anyone who brings a motor vehicle onto the University's campus between the hours of 9.00 a.m. to 5.00 p.m., Monday to Friday will need to pay for parking. The University uses licence plate recognition technology removing the need to display physical permits and tickets.

Residents have access to Car Parks 11, 17 and 19 which are for your exclusive use. You are also able to park in Car Park 22 but this is not exclusive for residents. Whilst Car Park 11 is nominally the car park for the Hall and Village Units 83-90 and Car Parks 17 and 19 are the Village Car Parks, your Resident Permit will allow you to park in any of these three facilities however you will need to have your Access Card programmed at Flinders Living for access to Car Park 11.

The University does not accept liability for loss or damage to vehicles.

Comprehensive information on the University's parking system is available at the following URL:

<https://www.flinders.edu.au/campus/bedford-park/parking>

Residents' Permits

Residents should obtain a vPermit (a virtual parking permit) at the following URL:

<https://vpermit.com.au/flinders>

Parking for Visitors

Outside of the regulated parking hours (see above) the closest car parks are the unfenced section of Car Park 11 (Hall and Annex Units) and 22 (Deidre Jordan Village).

During the regulated parking hours, there are two ways your visitor may buy visitor parking:

- Use the parking machines located in Car Parks 2, 4, 5, 6, 7, 9, 12, 13 and on the eastern side of University Drive adjacent to Sturt Oval; or
- Use CelloPark, the University's online parking system, details about which may be found at the following URL:

<https://www.cellopark.com.au>

Access Parking

Disability Access Bays are placed on the western and southern sides of the Hall and in designated spaces in Car Park 19. To park in such a bay you will need to be the holder of Australian Disability Parking Permit. You will not need any University permit. Further information may be found at the following URL:

<https://www.sa.gov.au/topics/transport-travel-and-motoring/public-transport-and-travel/getting-around-with-a-disability/disability-parking-permit>

If you are the holder of an Australian Disability Parking Permit and would like to park a motor vehicle within the Flinders Living Precinct please advise Flinders Living Administration. We often have been able to negotiate which of the available Access Car Parks will be used by which residents based on their individual needs.

Car Park Security

If you wish to park in Car Park 11 you will need to visit Flinders Living Administration and arrange for a coded proximity card. You should not leave your proximity card in your car whilst it is parked in the Car Park. Stolen cards compromise the security of all Car Park 11 users. Please also be sure to lock the pedestrian gate behind you.

If you observe someone acting suspiciously in a Car Park do not approach them directly. During office hours please telephone Flinders Living Administration or, outside of those hours, the Duty Residential Tutor/Coordinator who will arrange for University Security to attend.

Loading Zones/Passenger Set-Down/Pick-up Zones

These zones are located in key areas to facilitate the loading or unloading of materials and luggage and for quick pick-ups and drop-offs. They are not to be used for longer-term parking.

Parking in No-Parking Areas

No matter how important you may think your need is, or the fact that it may be possible to drive a motor vehicle or motor cycle there, parking is not permitted in any space not specifically designated for student parking. This includes areas such as pathways or walkways, area adjacent to the Maintenance Office/Garages, Loading Docks, on lawn/grassed areas, behind the Hall or Village or on the driveway leading to the Principal's Residence. University Security will issue Expiation Notices at any time of the day or night.

Residents sometimes form the view that as long as they are lucky enough not to receive an Infringement Notice then they may park in contravention of parking regulations with no other consequence. To do so however shows a lack of respect for your fellow residents who you disadvantage by your actions and, as such, would be regarded as a breach of residential community standards.

Checking-In

You are welcome to move into your room from the date specified in your letter of offer. You may check in for the 2023 Academic Year on Saturday, 19 February, 2023 any time after 8.00 a.m. On any other day of the year the check-in time will be 2.00 p.m.

Please bring your Photo Identification with you. You should also read through the information you would have received which lists the suggested items that you should bring.

We do ask you particularly to note that we do not provide any bed linen, towels, toiletries, kitchen linen or consumables. Only basic kitchen utensils can be found in the kitchen/kitchenettes (see also "Kitchens".)

If you wish to move in prior to the date specified in your letter of offer then you must update the arrival date you entered in the Flinders Living Portal when you accepted your offer. Please note that while we will do our best, it may well not be possible for you to move into the room to which you have been permanently allocated. You must give us at least three business days' notice of your intention to arrive earlier. You will be charged for these additional days' accommodation at the *pro rata* rental rate.

Checking-Out

Check-out time is 10.00 a.m. on your scheduled day of departure. If you do not complete all the necessary check-out procedures and depart by that time you will be charged an additional day's accommodation fee.

When you check-out it is vital that you follow the procedures applicable to whether you have been living in the Hall or the Village. You should advise Flinders Living Administration well in advance of your departure and ensure that all your administrative procedures have been completed satisfactorily. We strongly suggest that you take some time to read through the "Moving Out Guide", noting that our procedures do change from year to year.

You should also be aware that Flinders Living does not operate like a hotel. When you accepted our offer of accommodation you entered into a legally binding Accommodation Agreement with the University for a specified period of time. Departing prior to the end date specified in your Agreement will require you to be released from that Agreement. You should visit Flinders Living Administration to seek advice about the process that is involved.

Children within the Precinct

If you wish to bring a child (for these purposes, a person who is under the age of 18 years) into the Flinders Living Precinct you must ensure that they are appropriately supervised by you or another adult at all times, cause minimal disruption to others, are not allowed access to areas that are restricted for health and safety reasons, and are not allowed access to alcoholic beverages or other prohibited drugs or substances.

The Principal may direct that a child be removed if the child's health or safety is at risk, the child is presenting a health or safety risk to others, the child's behavior is causing undue disruption to the work of staff or students, or if in the opinion of the Principal the presence of the child is inappropriate.

If you wish to have a child stay overnight with you in your room you must seek the Principal's prior approval.

Cleaning

It is your responsibility to ensure that you keep your study-bedroom clean and that your personal hygiene is effective. Each resident is responsible for taking their rubbish to the garbage/recycling areas.

Hall

In addition to keeping your study/bedroom clean and laundering your clothes and linen, you are responsible for washing your own cooking equipment, cutlery and crockery in the kitchenette and maintaining a high level of cleanliness in shared bathrooms.

The housekeeping staff will manage the cleaning of corridors, stairwells, and common spaces.

Village

Cleaning is often the cause of many, but preventable, household disputes. It is important that as a resident in the Village you understand that your responsibilities are threefold:

- keep your study-bedroom in a clean and tidy condition;
- cooperatively participate in the regular cleaning of the whole unit; and
- observe the cleaning roster established for the unit.

You should ensure that you clean up the kitchen properly after each meal and that all dishes, utensils and equipment (including the microwave, stove top and oven) are cleaned after each use. If every resident does so then the kitchen will always be available for the next resident(s) to use.

There will however be some shared tasks that need to be undertaken and so, to assist you to equitably contribute to the cleanliness of your unit, a Cleaning Roster and Weekly Cleaning Check is in place.

The Cleaning Roster outlines a rotation of duties amongst each resident and these must be completed on a weekly basis. This roster will be placed on your refrigerator by your Residential Coordinator. If your unit is not fully occupied, ask your Residential Coordinator to provide you with an amended roster based on a lesser number of residents.

A Housekeeper will come to your unit once every two weeks to check that the cleaning tasks have been completed. If you have not completed your assigned task, the Housekeeper will leave you a reminder note. You will have 24 hours in which to complete the task. If, when the Housekeeper returns, the task has still be not

been completed then the University will arrange for the cleaning to be done, at your expense. The cost is \$32.12 for the first 30 minutes (or part thereof) and \$18.96 for every additional 30 minutes (or part thereof).

If there is a valid reason for your cleaning tasks not being completed (for example, you have been ill for a day or so) please leave an explanatory note for the Housekeeper. It would be best though for another resident to pick up these tasks rather than just leave them undone. Similarly, if you are going to be absent from the Village for a time it would be best for you to arrange for another resident to complete your task. You may well be able to return the favour at a later time.

If, after speaking with them about the issue, you experience ongoing difficulties with fellow residents regarding cleanliness, please share your concerns with your Residential Coordinator who will be able to provide you with some suggestions for how to better manage your situation or assist with facilitating a unit-wide discussion about how to resolve the situation.

The Community Centre and Laundries A and B are maintained in a clean state by the Housekeepers.

Closing Access

The Principal may declare any part of the Flinders Living precinct closed to visitors during a particular time of the year or for the duration of certain functions or activities.

Common Areas

Within all common areas, residents are requested to respect the rights of all with regard to noise, cleanliness and access to amenities. You should not place your feet and shoes on any of the furniture and rubbish must be disposed of in a bin. If you spill a beverage, for example, just go to Flinders Living Administration or call the Duty Residential Tutor/Coordinator who will be able to provide you with appropriate equipment to clean it up or arrange for cleaning. You are welcome to move furniture around to suit your purposes, however you should return it to its original position when you are finished.

Common areas are not alternate bedrooms and sleeping in these rooms is not permitted, although if you drop off to sleep while watching the TV this won't be badly regarded.

Alcohol is not permitted in these areas unless a Permit has been issued by the Principal (see "Alcohol").

The Hall Common Room is located just inside the entrance foyer opposite Flinders Living Administration and is available 24/7 for student's use. It is under 24/7 camera surveillance. The room features a large television, DVD player and surround sound system. Daily newspapers are placed there each morning but may not be removed. The Hall's student mail pigeon holes (where mail is placed during weekdays) are located just inside the door. Filtered water is available for filling water bottles just outside in the Courtyard. The outside deck area may be opened with the permission of a staff member or the Duty Residential Tutor.

The Abbey is located above the Dining Room kitchen. It is open for general recreation events but is also used for study groups, special functions, and pre-dinner drinks for Formal Dinners and external events. We ask that you take special care to ensure that the room is kept in good condition. Please do not take food/drink near the pool table as re-felting is a very expensive exercise.

The Village Community Centre, located on the western perimeter of the Village is available 24/7 for students' use. It is under 24/7 camera surveillance. Students may use the Pool Table, Foosball Table, Music Room and Tutorial Rooms. The audio visual system allows you to watch television, listen to music, or use a Wii, Xbox, laptop or similar for computer games in any of the areas.

If you wish to book any of the Tutorial Rooms you can do so by visiting Flinders Living Administration during office hours. During Swot Vac and Examination Weeks the use of the Community Centre may be altered to provide private/group study areas. At times (and usually only during Mid-Semester or Mid-Year Recesses) some

or all areas of the Community Centre may be hired out to external groups. Students will be notified well in advance if their access will be restricted.

Common Area Bookings

It is possible for students to book The Abbey, Ballroom or Village Community Centre for activities that will be open to all students (for example, Yoga or Dance Classes, Choir Practice). Bookings should be made in advance and no charge will apply.

Flinders Living does not host private parties (for example 21st Birthday Parties) on its premises.

Computer Lab (Hall)

The Computer Lab, located on the ground floor of the East Wing of the Hall is for the use of Hall students only and is managed by the Deputy Principal. Access is via your Student ID Card. You are asked to ensure that you use the correct paper in the printers, report any damage and all problems and be sure to leave the place tidy and ready for other users when you leave. It goes without saying that you should handle the desktops and printers with care. You are advised to save everything onto a USB. Email accounts are accessible from several of the computers with the Flinders University intranet web site free of charge. Should the printers run out of ink, you should report this to Flinders Living Administration.

Computers – Community Centre (Village)

There are two computers and a printer available for residents' use in Tutorial Room 2.

Conducting a Business

You may not conduct a business of any description on the University's premises. If you have any questions as to what might constitute a business, please consult the Deputy Principal before proceeding.

Cooking

There are kitchenettes on each floor and each flat in the Hall and kitchens in each unit in the Village. It is important that no one student should dominate the space. There is plenty of cupboard space so we suggest that you make early decisions about who is going to store what, where. With regards to cleaning, if you follow the maxim "If you used it, wash it up and put it away; if you spill it, wipe it up" there should be few disputes over these shared spaces.

Cooking in Rooms

No cooking device may be used in any study-bedroom. Cooking devices include, but are not limited to, portable BBQ's, hot plates, rice cookers, electric woks, fry pans, sandwich presses.

Communicating with You

Flinders Living will send any email communications to your Flinders University student email account. (This is the one that ends with @flinders.edu.au.) It is highly recommended that you check this email account on a daily basis so you do not miss any important messages, some of which may relate to service disruptions (e.g. water, electricity).

If you do not wish to use the University-provided email system you must automatically forward these emails to an alternate address. This link will be of assistance:

<https://students.flinders.edu.au/study-support/student-computing/email>

Counselling (see Mental Health)

Creative and Performing Arts

Flinders Living has an excellent arts culture. For example, “Open Mic” nights are a regular occurrence giving any student the opportunity to share their talent with others. Other events are Theatre Restaurant and the Village Music Nights. You are encouraged to bring your own instrument however there are well-stocked Music Rooms in both the Hall and Village available for students to use.

Damage Assessment Policy

Within our annual expenditure budget funds are allocated to repair our buildings, furniture, fittings and equipment that have been damaged through normal wear and tear. Damages that have been caused however by purposeful vandalism or carelessness have the potential to rapidly consume the annual maintenance allocation. You need to be aware of the high costs of vandalism, to take an active role in preventing such damage and to report it immediately if it does regrettably occur.

When damage occurs and no one identifies themselves as responsible, the Deputy Principal will investigate its origins. Wherever possible the cost of damage due to vandalism or carelessness will be assessed to the individual(s) responsible. If the cost of damage cannot be assigned in this manner then it will be assessed to the smallest logical group, normally a unit or floor. The group will then be given a reasonable period during which persons with information leading to the identification of the responsible individual(s) may provide this to the Deputy Principal. If, at the conclusion of this period, the responsible individual(s) remain unidentified, the cost will be divided equally amongst the group members and invoiced accordingly.

Decorations

It is important that you are able to personalize your study-bedroom to suit your personality and to make it feel like your home for the year. Of course, such decoration needs to be within reason. You can't make holes in the walls – no pins, no screws, etc. Please do not affix fluorescent stars, double-sided tape, sticky tape or any glue on ceilings, walls or other fixtures as this will damage the paintwork. You should not paint or draw murals, signs, messages or any form of artwork using any substance (such as paint, varnish, stain, nail polish, “white out”, marker pen, pencil, charcoal or chalk) on ceilings, walls, doors, electrical appliances (such as refrigerator doors) or any other surface. Experience shows that these won't be able to be removed when you leave and we will need to charge you to clean, repair or even replace the surface.

If you use *Blu Tac* you must ensure that all residue is removed when you depart. There are a number of adhesive hooks on the market which use a removable adhesive allowing you to take them off without damaging the surface. Be aware, however, that sometimes these products don't always work as promised and you will be responsible for any damage that may occur. (Experience suggests that 3M products do appear to work in the manner described provided that you follow the direction precisely.)

Double Adaptors

Double adaptors are not permitted as they are a fire hazard. In your room you will find a regulation compliant power board to increase the number of available power points in your room. If you require even more points you must purchase an identical power board which may be used safely.

Dress Standard

Students and staff are expected to dress in a way that does not offend members of the community. Sensitivity to the norms of students from the many cultures represented is expected. Wearing of footwear is generally advisable, particularly outside buildings.

Footwear in the Dining Room is a compulsory work health and safety requirement. See also “Dining Room”.

Drinking Trophies or Memorabilia

The collection or display of alcohol cans or bottles as trophies or as proof, post-event, of the amount of alcohol consumed is prohibited. Such practices are not compatible with the promotion of responsible drinking.

Drug and Alcohol Information and Support

Drug and alcohol support is available 24/7 by telephoning the Alcohol and Drug Information Service (ADIS) on 1 300 131 340. The ADIS provides telephone information, counselling and referral service. The University's Health, Counselling and Disability Service can also provide valuable assistance if you are concerned about the amount of alcohol or drugs you are using or the effect of these on your academic endeavours.

Drugs

You and your guests and visitors may not use, possess, sell or supply any illegal drugs within the Flinders Living Precinct or at any event held elsewhere but under the auspices of Flinders Living. The possession of drug-related paraphernalia (whether it is being actively used or not) is also prohibited. As a resident you have an obligation to remove yourself from a situation in which illegal drugs are present and to immediately report the presence of drugs to Flinders Living Administration or the Duty Residential Tutor/Coordinator.

University staff are obliged to assist law enforcement agencies with respect to enquiries on illegal drugs.

That being said, our primary concern is the health and welfare of our residents so you should never hold back from seeking medical treatment for yourself or another resident for the effects of drug use.

Electrical Appliances

The electricity supply in Australia is 230-250 volts/AC 50 Hertz. Electrical goods from other countries usually need a conversion adaptor and 100 volt appliances such as shavers or hairdryers cannot be used without a transformer which can be purchase either overseas or in Australia.

You should not use a power board that has (a) been manufactured outside Australia, or (b) does not show this Australian Regulatory Compliance Mark.



Enrolment Status

Because you must be a full-time student to live in the Hall or Village you must inform Flinders Living Administration immediately if you intend to change your enrolment from full-time to part-time status or suspend or terminate your enrolment at the University.

External Groups

During the year Flinders Living may host external groups to broaden the Division's income base. While the majority of these occur during the December-January summer period, smaller groups may use our facilities such as the Ballroom, Community Centre or the Abbey at other times of the year. Students are asked to extend every assistance to our guests which is mostly likely to be in the form of directions or in locating a particular staff member or service.

Failure to Comply

You, your visitors and guests must cooperate with University staff and Residential Tutors/Coordinators acting in the performance of their duties. If you fail to comply with reasonable directions (including a request to meet with the Principal/Deputy Principal or another Flinders Living staff member) you may be subject to disciplinary action. Verbal or physical abuse of staff or Residential Tutors/Coordinators may result in exclusion or prosecution.

Furniture, Fittings and Equipment (University-provided)

The University provides many items of furniture, fittings and equipment for use by students. Students must use any University-provided furniture, fittings and equipment properly and safely and only for the purpose it was intended and to report any faults that are identified via the Flinders Living Maintenance Portal as soon as practicable.

Indoor University furniture should not be taken outside and common area furniture must not be removed or relocated to individual student study-bedrooms or units. As most items are inventory-coded, under normal circumstances you should not remove them from your room or swap them across other rooms.

You will be charged the full replacement cost for any item of University-provided furniture which was in your room on arrival that it not present in your room on the day you check-out. As rooms may need to be turned around quickly at the end of the year for external group accommodation, the maintenance staff do not usually have time available to go searching for these missing items.

Some items of equipment that are provided in the Village are quite attractive to thieves. It is your responsibility to take an active role in ensuring that these items are protected from theft by, for example, ensuring that entry doors are locked when you leave the room. If the Deputy Principal forms the view that an item of equipment has been stolen because of inadequate precautions being taken (i.e. the doors to the unit were left open when no one was home), then the cost of replacing that item may be charged to the occupants of that unit.

Where the furniture in your study-bedroom or unit's common area is free-standing you may re-arrange the room to suit yourself, the only proviso being that the placement of the furniture does not impede or block free access thereby creating a safety issue. The decision of the Caretaker in this regard is final. Mattresses may not be used directly on the floor. You should also ensure that the furniture is returned to its standard setting before you leave, with the bed pulled away from the wall.

If the furniture in the room is fixed it may not be disassembled or moved.

Furniture (Non-University)

We ask that you exercise caution as to what items of non-University furniture you plan to bring into the Hall or the Village with you. Just remember, anything you bring you'll have to take home! More importantly, your favourite armchair from home could be made from a non-fire-retardant material which might ignite more rapidly than more modern furniture or give off noxious emissions. Additional furniture may also unnecessarily crowd or detract from the appearance of a shared living area in which you intend to place it.

There is insufficient storage space for large numbers of the University's own furniture to be stored where residents bring in their own furniture. The University's furniture cannot be stored in corridors or common spaces. Charges will apply for any furniture removal that needs to be undertaken to correct inappropriate removal or placement of University furniture.

A Request for Approval of Non-University Furniture must be submitted.

Gender Diversity

The University is committed to achieving equality of opportunity in education and employment and affirms the value of social and cultural diversity that is reflected in the community. Sexuality discrimination occurs when people are treated less favourably because of their actual or perceived sexuality. Harassment is behaviour that offends, humiliates, intimidates or creates a hostile environment and is a form of discrimination.

In our environment we are concerned to, particularly:

- avoid words and language that perpetuate negative stereotypes about diverse genders and sexualities;
- challenge jokes or derogatory comments about gender diverse people;
- reflect on our stereotypical attitudes and beliefs.

In practical terms this means:

- not telling jokes that insult, trivialise or stereotype people on the basis of sexual or gender identity. “That’s so gay” is a classic example of this.
- not presuming everyone’s partner is of the opposite sex. For example, asking a new male resident “So, do you have a girlfriend?” when in fact he may have a boyfriend.
- understanding that gender and sexuality move along a continuum and that we should not make any assumptions based on someone’s appearance.

Glass Bottles and Drinking Utensils

Because of the potential of injury to persons, glass bottles and drinking utensils are only permitted in individual study-bedrooms and unit common areas (excluding balconies and patios).

Guests and Visitors

The Hall and Village are private residential communities where membership is by invitation. Our policies around guests and visitors are designed to protect the rights of all residents by permitting visitors and overnight guests within a framework that provides fair and practical limits on both the duration and frequency of visits.

The most important thing to remember is that you are responsible for your guests and visitors and their behavior at all times. If you are having trouble controlling your guest or visitor then you must contact the Duty Residential Tutor/Coordinator or University Security to assist you. Anything your guest or visitor does, any damage they incur, etc. will be regarded as if you had done this yourself.

It is also important to remember that while your guest or visitor may be a good and trusted friend to you, to other students he/she may well be a total stranger. You must escort your guest or visitor at all times.

You should not allow your room or unit to shelter uninvited persons nor allow your guests to occupy your room or unit unless you are present. Former residents who have officially departed the Hall or Village (by returning their keys and completing all checkout procedures) may not be the guest of another resident in the days immediately following their departure. Former residents may not also return to the Hall or Village purely to use the facilities (e.g. laundries, computer lab).

The Principal has the authority to refuse entry or issue a direction to leave to any person where he is of the opinion that the visitor has been, or is likely to be, disruptive or have a negative influence on the residential community. Guests or visitors who are disruptive will be asked to leave the Flinders Living Precinct immediately. Failure to comply with such a request from the Duty Residential Tutor/Coordinator, University Security or the Principal/Deputy Principal may result in disciplinary or legal action being taken against that person and the student.

The Hall and Village are designed with study-bedrooms, bathrooms, common areas and services established for a designated number of people. The presence of additional persons, particularly in the Village Units can impose pressure on the other students.

Because there are so many different factors which must be considered it is difficult to establish a clearly defined policy in this area. This being the case, we simply ask that residents keep any visits to a level which would be regarded as “reasonable”. Under each category some examples of what is reasonable and unreasonable have been included for guidance.

In hosting a guest or visitor you should ensure they have not been previously excluded or prohibited from entering the Flinders Living Precinct and they do not cause undue interference to the lives of fellow students including impeding their normal access to facilities and services. Persons negatively affected by alcohol in a significant way are not permitted to be guests or visitors under any circumstances.

Visitors

A visitor is someone who is meeting with you for a short period of time.

All visitors are required to leave the precinct by 11.00 p.m., Sunday to Thursday and by 12.00 a.m. on Fridays and Saturdays. This includes residents who are visitors from the Village to the Hall or *vice versa*.

Examples of visits which would be considered reasonable:

- A fellow student who is working with you on a joint project and you would like to use your room/unit for this purpose for one or two days.
- A friend who drops in to see you on a regular basis for a few hours but who does not stay for extended periods of time.

Examples of visits which would be considered unreasonable:

- A fellow student who uses your room or unit as a base between lectures for most of the day several times a week (whether you happen to be there or not).
- A large group of friends who visit a unit on a regular basis to cook and socialise together.

Guests

A guest is someone who is staying with you overnight.

The following policies apply:

- All overnight guests must be registered with Flinders Living Administration by 5.00 p.m. on the day the guest is staying or online via your Portal.
- A guest may not occupy the host’s room if the host is not present, including coming back to the host’s room earlier than the host themselves.
- A guest must be accommodated in the host’s room and not in any common areas. No furniture may be removed from common areas to be used as bedding.
- A resident may only host one guest at a time.
- A guest may stay for a maximum of three nights.
- If a guest wishes to stay longer than three nights then appropriate approval must be granted by the Deputy Principal. For those living in the Hall Flats/Units and Village Units, all members of the household must agree to the extended visit. Permission is usually only granted in exceptional and compassionate circumstances.
- A guest may not be hosted by different students in a consecutive manner in order to extend their stay past three nights.
- Guests are not permitted during Orientation Week (Saturday, 23rd February to Sunday, 3rd March, 2019), Swot Vacs or Examinations Weeks.

- The Principal/Deputy Principal reserves the right to refuse a person as a guest or to limit the number of occasions that a resident may apply to host a guest.
- You borrow a mattress (and linen if necessary) for free however you must have registered your guest via the Flinders Living Portal.

Examples of guests which would be considered reasonable:

- A friend who visits and stays overnight.
- A sibling (not a child) who comes to visit you in Adelaide for a weekend.

An example of guests which would be considered unreasonable:

- A friend who comes and stays overnight several times each week on a regular basis, using the facilities.

Harassment

Racial Harassment

Racism is any action involving a distinction, exclusion, restriction or preference based on colour, descent, religion or national or ethnic origin which has the purpose of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any right or freedom available within the University.

Sexual Harassment

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour which creates a sexual hostile work, study or living environment. Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect.

Resources on preventing sexual harassment may be found at the following URL:

<https://students.flinders.edu.au/life-at-flinders/equal-opportunity-diversity/discrimination-and-harassment/preventing-sexual-harassment>

Examples of sexual harassment include:

Unwelcome physical contact:

- uninvited touching, kisses or embraces;
- unwelcome physical contact, such as massaging a person without invitation or deliberately brushing up against them; or
- sexual assault.

Coercion or cajoling:

- making promises or threats in order to engage in sexual conduct which the person would otherwise not consent to;
- repeating invitations to go on a “date” after the person has refused; or
- stalking.

Sexually explicit behaviour towards an individual:

- requests for sex;
- exposing genitals to an unwilling viewer;
- staring or leering at a person;

- sexual gestures;
- offensive telephone calls, letters or emails;
- persistent questions or insinuations about a person's private life; or
- sex-based insults, taunts, teasing or name-calling.

Offensive public behaviour:

- jokes or comments which are degrading;
- sexually explicit banter or conversation; or
- graphic displays such as posters, cartoons, notice board messages or screen savers which are offensive or degrading.

Some of the above behaviours are prohibited under criminal law.

Some forms of sexual behaviour that are considered harmless by some people may be considered offensive by others. Whether the behaviour is unwelcome is a subjective test: how the conduct in question was perceived and experienced by the recipient rather than the intention behind it. Whether the behaviour was humiliating, intimidating or offensive is an objective test: whether a reasonable person would have anticipated that the behaviour would have this effect. The unwelcome behaviour need not be repeated or continuous. A single incident can amount to sexual harassment.

Sexual harassment may occur:

- Amongst peers – student to student or staff to staff;
- From a staff member to a student or supervisor to employee;
- From a student to a staff member or employee to supervisor;
- To or from a member of the public in the course of university business.

See also "Sexual Assault".

What we can do to prevent harassment occurring

Sexual harassment cause for students: poor study performance, absenteeism due to stress, withdrawal from courses or University; or reduced career prospects. For staff it may mean lower productivity or poor quality work, low morale, absenteeism due to stress, accidents due to distraction from work, or resignation.

If any issues have arisen within the Hall or Village in the past they have been because of the unintended comments or behaviours from other students. If you aren't sure about anything that could or has given offence to another student you can:

- be sensitive to any sign of discomfort from the other student;
- apologise, if you notice the discomfort;
- stop it; or
- talk it over with your Residential Tutor/Coordinator, the Deputy Principal or the Student Equal Opportunity Advisor or a Counsellor from Health, Counselling & Disability Services.

If you feel that you are the subject of racist comments or behaviours or, just as importantly, observe these you should:

- tell the person concerned that you object to the comments or behaviour and ask them to stop;
- discuss what occurred with your Residential Tutor/Coordinator or Deputy Principal; or
- contact a University Contact Officer or the Student Equal Opportunity Advisor for assistance.

Every one of us at Flinders Living can contribute to the eradication of racism. For example, we all should:

- promote mutual respect between individuals who come from different backgrounds;
- openly support and promote the University's *Policy against Racism*;
- if we observe racist behaviour, speak up and name it for what it is; and
- offer support to anyone who we see as being harassed.

Organisations on campus that provide advice on cultural matters include:

- | | |
|--|-----------|
| • Office of Indigenous Strategy & Engagement | 8201 3033 |
| • Student Learning Centre | 8201 2518 |
| • Student Equal Opportunity Advisor | 8201 2118 |
| • International Student Services Unit | 8201 2717 |
| • Student Assist | 8201 2371 |
| • Oasis | 8201 3530 |

A list of University Equal Opportunity Contact Officers may be found at:

<https://staff.flinders.edu.au/employee-resources/working-at-flinders/equal-opportunity/eo-contact-officers>

Hazing

Hazing is defined by Flinders Living as any mental or physical requirement or obligation placed upon any person or group of persons that could cause discomfort, pain, fright, disgrace, injury or is personally degrading or violates any Commonwealth, State or Local Government statute or any University policy.

Hazing in any form is unacceptable at Flinders Living and any resident who is, after appropriate due process, found responsible is most likely to be excluded.

To assist in clarifying what this definition might mean in operational terms, the above definition shall include, but not be limited to, the following:

- expecting, forcing or requiring a person(s) to drink alcohol or any other substance;
- the unauthorised or illegal use of alcohol in any form or quantity;
- the eating of spoiled foods or raw onions, goldfish, or anything a person(s) refuses to eat;
- forcing or requiring a person(s) to perform callisthenics, such as sit-ups, push-ups, and runs;
- causing excessive fatigue through physical or psychological shocks;
- physical or mental abuse;
- theft of property;
- assigning or endorsing of "pranks" such as stealing, raids, harassment of any other organisation, club or college by another;
- conducting unauthorised quests, treasure or scavenger hunts;
- defacing of trees, grounds or buildings;
- conducting activities between the hours of 1.00 a.m. and 7.00 a.m. or awakening individuals between these hours without the prior approval of the Principal;
- permitting less than six continuous hours of sleep each night;
- compelling a person(s) to remain at a certain place or transporting a person(s) to a certain place and abandoning that person(s);
- expecting, requiring or forcing the participation of a certain person, group or category of person in an activity but not expecting or requiring the participation of another person, group or category of person;
- expecting, requiring or forcing the wearing of clothing or apparel which is conspicuous and which a reasonable person would consider not normally in good taste;
- expecting, requiring or forcing full or partial nudity; or
- expecting, requiring or forcing a person(s) to violate any Commonwealth, State or Local Government Statute, or University policy.

All Flinders Living Residential Tutors and Coordinators together with the Flinders University Hall Residents' Club House Committee, Anchor or any other group of residents acting under the auspices of Flinders Living will abide by this policy.

Any of the above persons, a University staff member, or resident who experiences or witnesses an action which is in violation of this policy is *required* to report the incident to the Principal.

An act of Hazing constitutes a breach of community standards of the most serious nature.

The investigation of an allegation of Hazing will be managed in accordance with the procedures outlined in the *Flinders Living Handbook*. It should be noted that the negligence or consent of any person(s) or any assumption of risk by such person(s) is not a defence to any action being brought under the terms of the policy.

Heating

Each Hall room is provided with a convection heater. There are a number of types within the Hall and they can be a little tricky to operate if you're not familiar with them. If you are having difficulties operating yours, just ask your Residential Tutor or a returning student for assistance. Instructions for using the portable heaters are on Flinders Living Online (FLO).

The Village has different heating again:

- Village Units 1-24 have reverse cycle air-conditioning in the lounge area and a portable heater in each bedroom.
- Village Units 24-42 have a fixed gas heater and a reverse cycle air-conditioner in the lounge/dining area and a portable heater in each bedroom.
- Units 43-82 have reverse cycle air-conditioning units in the living areas and either fixed panel heaters or portable heaters in each of the bedrooms.

Instructions for using the portable heaters are available on Flinders Living Online (FLO).

Home-Brewing & Kegs

Home brewing of beer or distillation of alcoholic liquor is not permitted within the Flinders Living Precinct nor is the possession or use of kegs, compressed gas cylinders or associated chemicals used in the making of same.

Homesickness

You will find that when you are new to the Hall or Village you will go through a period of homesickness after arriving, especially if you have just moved out of home and away from your family for the first time. Such a response is perfectly normal. Even if they don't want to admit it publicly, most new residents will feel a little of it. Homesickness usually follows a set pattern, often called the U Curve:

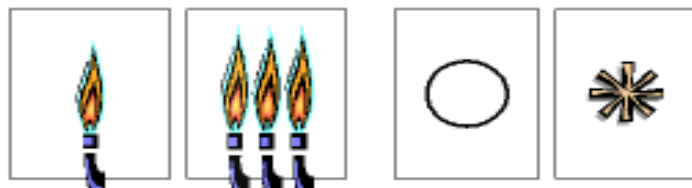
- Leaving home – farewells, feelings of happiness, sadness and excitement.
- Arrival – confusion, tiredness, basically happiness.
- Culture shock – loneliness, new home, new people, new lifestyle, new experiences.
- Feeling very unhappy – tired, overwhelmed, homesick, questions like "Was I right to come here?"
- Adjustment – confidence, new friends, new activities.
- Settled in – feeling "at home" in the Hall or Village.

For some, these experiences and change will be felt very early on. Others may find themselves struggling to cope with these changes long after they have moved in. All of these changes and feelings are normal and natural. Adjusting to living away from home is not a race; everyone has to do it in their own way and in their own time. Don't feel discouraged; it takes practice, time and patience.

Don't hesitate to speak with your Residential Tutor/Coordinator or Deputy Principal if you feel it is taking a little too long to feel settled. Just talking through how you feel may help. Of course, seeing a Counsellor at the University's Health, Counselling and Disability Service may also prove helpful. You may request an appointment by emailing counselling@flinders.edu.au or by telephoning 8201 2118.

Hot Water

If you live in Units 25-42 you may occasionally experience problems with your hot water service. The gully winds that channel through the complex can sometimes be strong enough to blow out the pilot light that ignites your gas hot water service. As the unit provides instant hot water you will know quite easily that it is not working. It is a very easy process to re-light it if you follow these instructions below.



1. *Locate the Hot Water Service. You will see it on the rear wall of your Townhouse just to the left of the back door. It is a rectangular box with a small glass panel on the front.*
2. *Turn on the hot water tap in the Laundry sink so that there is a good strong flow of water coming out.*
3. *Slide the glass panel that covers the buttons up. You may need to have to hold it up.*
4. *Press and hold the button with the single flame.*
5. *Whilst holding this button in, repeatedly press the button with the star. Five times should be sufficient.*
6. *Release the button with the single flame.*
7. *Press the button with the three flames.*
8. *The Hot Water Service will now ignite. You will hear this quiet distinctly and the pilot light will remain lit.*
9. *If the Service does not ignite, repeat the process.*
10. *If, after three attempts, it doesn't re-light then you should log an online maintenance request or, outside office hours, contact the Duty Residential Coordinator.*

Even if the Pilot Light re-ignites but the problem keeps persisting please log an online maintenance request.

Identity Verification

When you check-in at Flinders Living you will be asked to verify your identity by producing Photo Identification (such as an Australian Drivers' Licence or an Australia or International Passport).

You will also be asked to have your photograph taken. This image will be stored electronically to assist in:

- Verifying your identity if you become locked out of your room/unit without identification;
- When purchasing tickets/entry to "resident only" events;
- Identifying persons who may have been involved in breaches of residential community standards.

There may be times where, for the maintenance of good order or security, you may be asked to demonstrate, by producing Photo ID, that you are a current resident.

Illness or Accidents

If, because of illness, you are unable to meet your academic obligations you should make sure you notify your Topic Coordinator. If you are unable to do so yourself you should make sure that a fellow resident informs the Deputy Principal so that we can pass on this information on your behalf.

During office hours on weekdays you can access free medical assistance from the University Health, Counselling and Disability Service. Appointments may be made by:

- Telephone - 8201 2118;
- Email - counselling@flinders.edu.au.
- Online – <https://students.flinders.edu.au/student-services/hcd/counselling>

The service is open 8.45am - 5pm, Monday-Friday, including during vacations but is closed over the Christmas and New Year period. All consultations are bulk-billed. You will need to take your Medicare Card (Australian students) or OSHC Card. The doctors direct bill Medicare, Bupa and Allianz Global Assistance. International students with a different private health insurer will need to pay up-front on the day of their appointment and have the money reimbursed by the insurance company.

There are also a number of general medical practitioners in the local area operating a variety of surgery hours. Their details may be obtained by consulting the list provided at the following URL:

<https://students.flinders.edu.au/student-services/hcd/health>

The Accident and Emergency Department of the Flinders Medical Centre (located adjacent to the university) is open all hours but if you wish to use this service for anything but an emergency you should be prepared for a very long wait. We would suggest making use of the University's Health Service or another clinic for routine medical issues.

If you are too sick to go to a doctor but your condition is not serious enough to warrant a visit to Accident and Emergency you can arrange for a doctor to come to the Hall or Village. You can do this by calling GP Solutions on 8130 3324. These visits will incur extra cost and will need to be paid at the time of consultation. Please ask for the cost when telephoning to book the home visit.

If you are too ill to go to the Health Service or another General Medical Practitioner or if you become ill during the evening or weekend you should notify Flinders Living Administration or the Duty Residential Tutor/Coordinator. Similarly, serious illnesses, accidents or hospital admissions should be reported immediately. The only appropriate transport in such an emergency is an Ambulance and the costs involved will be your responsibility, even if one is called by a staff member or the Duty Residential Tutor/Coordinator. This is why we recommend taking out Ambulance Cover (see "Ambulance").

If you contract a communicable disease (for example, Glandular Fever, Chicken Pox, Influenza N1H1, Rubella or Mumps) you should be sure to inform your General Medical Practitioner (GP) of your living environment (i.e. shared accommodation). This will be particularly important if you are a Hall resident and sharing common spaces with larger numbers of people than you would, say, in a private house or a Village Unit. Your GP may give you further advice about any arrangements for isolation. You should share this advice with your Deputy Principal so that we can look after you but minimize the possibility that the disease may be communicated further.

Indoor Plants

You are welcome to bring an indoor plant for your room or unit. Please place a receptacle under the pot to ensure that water doesn't damage the carpet or flooring underneath. We ask that you do not water plants in sinks or showers as dirt clumps can escape the pot and block the drain.

Insurance

You are encouraged to consider purchasing insurance for your personal belongings, particularly if you have a number of high value items. The University does not accept any liability or responsibility for loss or damage to your possessions. Students participating in events on-campus are covered by the Flinders University Student Association's insurance policy but private Ambulance Cover is still recommended. Social activities conducted off-campus are not covered by this insurance.

Internet Connection

WiFi - eduroam

eduroam is an agreement between educational research institutions to share wireless access to enable inter-institutional roaming. The service enables Flinders University staff and students to connect to the wireless networks of other participating institutions using their FAN (Flinders Authentication Name) and password. There is no cost to the user and is available in all areas of the Flinders Living Precinct.

Justice of the Peace Services

A Justice of the Peace (commonly known by the acronym "JP") is a member of the community who have been appointed by the Attorney-General of South Australia to act as an independent and objective witness to documents people may need to use for official or legal purposes.

For example, Justices of the Peace may:

- certify a true copy of an original document;
- witness a Statutory Declaration.
- certify a person's identity; or
- witness an Affidavit for use in Court.

During your time at University you may require need a Justice of the Peace for the first and second of these. The following URLs will show you where you may be able to locate a Justice of the Peace.

<https://students.flinders.edu.au/student-services/justice-of-the-peace>

<https://www.agd.sa.gov.au/services-and-support/justice-peace>

Keys

If you live in the Hall you will be issued with a key that opens your study-bedroom whilst if you live in the Village you will receive a study-bedroom door key but also keys to the entry door to your Unit, storage areas and mail boxes.

Window keys are generally left in the window. If your window is locked and no key is present please contact your Area Residential Coordinator who will be able to open it for you.

The keys are your responsibility and you should take great care of them. To assist you in this regard we will give you a lanyard designed to let you hang the keys around your neck.

If you have any difficulties with your key or lock please contact Flinders Living Administration as soon as the problem is identified.

Slide Keys

The “Slide Key” system offers a high level of security for your room because the door lock is inactive until the slide key is placed in the lock. One of the consequences of this higher level of security is that you need to keep the key with you at all time. If, for example, you go to the bathroom and leave the key on your desk and the door closes behind you, you will be locked out, hence our advice to use your lanyard.

If you have a “Slide Key” you will need to take a little extra care storing it because exposure to strong magnetic fields can inhibit its effectiveness.

Lost Keys

If you know you have lost your key or think that you may have you should contact Flinders Living Administration or the Duty Residential Tutor/Coordinator immediately. In both circumstances you will be issued with a spare key whilst arrangements are made for the lock to be replaced and a new key issued. A lock replacement will cost \$100.00. If you live in the Hall Flats/Units or the Village and it is necessary to also replace the entry door lock (and the keys of the other residents) the charge will be \$150.00.

Lost keys compromise the security of other residents living with you so it is important that you inform Flinders Living (and them) as soon as you can of what has occurred. In a flat or unit this may mean that your fellow residents are able to be extra vigilant about security. The environment in which your key was lost is also important.

You should never give your key to a friend or relative nor allow them access to your room/unit without you being present.

Kitchens (Hall)

There is one shared kitchenette for each of the nine areas in University Hall. Your slide key is programmed to the door.

Each kitchenette is equipped with:

- Microwave oven;
- Convection electric stove, oven, grille;
- Refrigerator/freezer;
- Washing up facilities; and
- Boiled water dispensers.

Each kitchen comes supplied with basic cooking utensils (pots, pans, toaster, electric kettle, etc.) but you will need to bring your own crockery (plate, bowl, mug, glass) and cutlery. As the kitchens are used heavily over the weekends when the Dining Hall is closed it is important that you work with fellow students to ensure that they are maintained in a clean and hygienic manner.

You are asked to:

- clean all your own dishes as soon as you can after use;
- remove out-of-date items from the refrigerator;
- store your dishes in the kitchen or your room;
- not use other students’ food, condiments or beverages without asking first;
- not borrow other students’ cooking utensils or crockery again, without asking first;
- wipe out/down the microwave, stove, oven and bench tops after every use;
- dispose of rubbish; and
- clean out and dry sponges and wash cloths after use.

Because of the high usage of these areas you won't have the luxury of leaving things until later so you will need to leave the area as you found it. Your Residential Tutor will remove any dirty crockery or utensils left lying around. Unclaimed property may be donated to a charitable organisation. The Housekeepers do not clean kitchens that are excessively dirty nor do they wash dishes left on or in the sink.

Theft of another student's possessions (including food, crockery, cutlery or utensils) is a breach of community standards and may result in your residency being terminated. Behaviour of this nature is a complete anathema in a community living space and, as such, is regarded as a serious breach.

Kitchens (Village)

In any shared living environment, the kitchen will probably be the source of most tension or disagreement amongst residents. If you abide by the guidelines outlined about for the Hall kitchens the likelihood of difficulties will be markedly reduced. If they do arise we suggest that you either address these politely and directly with the resident concerned. Experience suggests that leaving notes around the kitchen like "Clean up after yourself" or "Stop stealing my milk" are more likely to offend the innocent residents in your unit than make any difference to the perpetrator.

If the issues involve most or all of the unit's residents, then arrange a unit meeting to discuss your concerns as a group. You may also like to enlist the advice or support of your Area Residential Coordinator to ensure that such discussions proceed to a mutually agreeable solution.

Laundries

Laundries are conveniently located in both the Hall and Village. Machine faults should be reported via the Flinders Living Maintenance Portal as soon as possible. If urgent (i.e. water is leaking over the floor) please contact Flinders Living Administration or the Duty Residential Tutor/Coordinator. As the laundries can be quite busy at times you should attend to your laundry as soon as it would be finished in the washing machine or dryer.

The laundries are free of any charge to use. If you run out of washing powder, it is available in dispensers for \$2.00 per 100 gram sachet.

The Hall has one centrally-located laundry on Level 2, South Wing which is always open. It contains eight commercial washing machines and eight commercial dryers. There is an indoor drying area adjacent to the laundry and outdoors areas located on the south-eastern corner of the Hall.

The Village has two centrally located laundry rooms which are always open. Each laundry contains eight commercial washing machines and seven commercial dryers. There are also secure drying areas outside these laundries and at the Village Annex.

Residents in Units 1-42 have a washing machine within each unit.

Law Enforcement

The University may direct a member of a law enforcement agency who is seeking to establish your presence within the precinct to your room door.

Library

The Library in University Hall is a quiet place to study at any time. There is plenty of light reading, both fiction and non-fiction, available should you like to take a break from reading your text books. The Library also contains some dual-language dictionaries, reference books and later year text books donated by previous residents. Borrowing is on an honesty system.

Lockouts

If you lock yourself out of your room there will always be someone who can assist you to get back into your room.

During office hours you should go to Flinders Living Administration and collect a spare key. The staff will identify you against the photograph that is held within the room management system. The spare key will be signed out to you and unless otherwise advised by the staff member at that time you will be expected to return it before the office closes that same day. There is no charge for this service. Keys which are not returned will be treated as lost keys (see below).

If you have been locked out of your room and are not dressed appropriately (i.e. you have been caught between your room and the bathroom and are only dressed in a towel) you (or another resident) can telephone Flinders Living Administration and ask whether a staff member can open your room for you. Again, there is no charge for this service however we ask that you remember that it may take a little time for the staff member to reach the furthest units in the Village.

Outside of office hours you should call the Duty Residential Tutor/Coordinator. The first three lock outs in a calendar year are free however for the fourth and subsequent lock outs a \$10.00 charge will be added to your account. The Duty Residential Tutor/Coordinator will check your identity against the photograph held in the rooms management system and accessible on the Duty iPhone. We ask you to remember that outside of office hours the Duty Residential Tutor/Coordinator may be managing other situations with a higher priority. For example, if an Ambulance has been called for a sick or injured student, your lock out will triage much lower and you will need to wait.

Lost Property

Every effort will be made by the staff to locate the owner of any lost property handed in to Flinders Living Administration however if this is not possible it will be held for a period of 28 calendar days after which time it will be donated to an appropriate charitable organization or, if this is not possible, disposed of.

You should be aware that university policy requires that any lost USB (or other digital storage device), the owner of which cannot be identified must be destroyed. Staff are not permitted to interrogate these items in an endeavor to identify the owner. This being the case please ensure that any USB has identification attached and don't leave them in Flinders Living computers.

Maintenance

Routine maintenance

You should report any maintenance issues in your room or unit when you first notice them so that we can attend to them as soon as possible. You are not permitted to make repairs or replace any University property nor are you permitted to contract external tradespersons or vendors to undertake such repairs on your behalf.

To log a maintenance request you should –

- Go to the Flinders Living website – <http://www.flinders.edu.au/living>
- Go to the Resident Web Portal and login using your email and password
- Go to the Maintenance tab along the top menu bar.
- Select an item from the “Category/Item” drop down box.
- Fill out the description as normal with the items to be repaired. Please be as specific as you can about the item and also the issue you are experiencing. For example, “tap not working” could be any number of hand basins or shower taps while “the back left hot plate on the stove appears to heat up but then, after 2 or 3 minutes, no longer works” is very helpful.
- Press the “Save and Continue” button.

By logging a maintenance request be aware that you are giving tacit approval for the University's staff or contractors to enter your room or unit (following appropriate protocols of course) to inspect the problem, affect the necessary repairs or make replacements.

Using the information that you provided in your request our maintenance staff will decide how urgent the issue and assign it a priority. This ranking system is designed to make sure that work is allocated fairly so that urgent matters are attended to as quickly as possible and other work is undertaken in a reasonable time frame.

If you use equipment (drains, stoves, etc.) for purposes for which they were not specifically designed or intended, you will be held financially responsible for any damage resulting from such misuse. This includes disposing of sanitary pads, tampons, condoms and paper towels in the toilets.

Urgent maintenance

Urgent maintenance issues, even those occurring during office hours, should be reported in person or via telephone at Flinders Living Administration or to the Duty Residential Tutor/Coordinator. Examples of such issues would be:

- loss of power or water;
- loss of access to your room/unit or other area; or
- damage, breakages or other situations that have the potential to compromise personal or property safety.

Mail and Parcels

Mail is delivered to the pigeonholes located in the Hall Common Room and the mail boxes adjacent to the Community Centre for the Village by approximately 3.00 p.m. each weekday. As Australia Post does not deliver direct to Flinders Living, all mail comes through the University Mail Room which has the effect of delaying the mail delivery by approximately 24 hours.

To receive mail we recommend that you address it as follows:

<i>University Hall Postal Address</i>	<i>Village Postal Address</i>	<i>Street Address (for courier deliveries)</i>
<Your Name> Kurna Country Flinders University Hall GPO Box 2100 Adelaide SA 5001 Australia	<Your Name> Kurna Country Unit <Unit Number> Deirdre Jordan Village Flinders University GPO Box 2100 Adelaide SA 5001 Australia	<Your Name> Kurna Country <Hall Room Number> or <Village Unit Number> <University Hall> or <Deirdre Jordan Village> Flinders University Sturt Road Bedford Park SA 5042 Australia

When you move out of the Hall or Village please be sure to notify family, friends and other correspondents of your new address. If you are leaving permanently, Flinders Living will forward your mail (providing you have provided such an address) up to the end of February of the following year (or to the end of August for mid-year departures). After those dates your mail will be returned to sender. If you have applied to return to Flinders Living we will hold your mail until your return.

For outgoing mail there is a red outgoing mail box just outside Flinders Living Administration. Local (\$1.00) stamps may be purchased from Flinders Living Administration whilst the Post Office on campus provides a comprehensive range of postal services.

When a parcel (or non-standard item) arrives you will receive a message at your Flinders University student email address. It will be kept for you at Flinders Living Administration and may only be collected during office

hours. (Residential Tutors/Coordinators do not issue these items.) If you would like someone else to collect your parcel you must first notify the staff at Flinders Living Administration of your request. If you are calling by telephone, the staff member will check your identity by asking for you to confirm a key piece of personal information. The staff will ask to see Photo ID of the person collecting your parcel.

If, when accessing your mail box in the Village, you find mail addressed to someone who is not a current resident of your unit, please return it to Flinders Living Administration so that it either be re-addressed or returned to sender.

Medical Conditions

At the time of your application you were asked to disclose any pre-existing medical conditions that may affect your health, safety or comfort during your time with us. This information will be treated in accordance with the University's privacy policies. If, when this is reviewed by the Deputy Principal, we believe that it may be helpful for this to be disclosed with another person (for example, your Residential Tutor or Coordinator) then we will discuss this possibility and our reasons with you prior to doing so. We will also discuss with you under what circumstances you might request that we contact your Next of Kin or other responsible person.

Mental Health (including seeking urgent assistance)

Higher education is a demanding experience and it is not uncommon for students to feel under stress or some sense of anxiety. From time to time some students may experience more serious difficulties such as depression, suicidal thoughts, or alcohol or drug dependence or abuse.

The University Health, Counselling and Disability Service have a number of trained professionals who can assist you with such issues. You may telephone the Service on 8201 2118 or email counselling@flinders.edu.au for an appointment, mention that you live at Flinders Living.

Alternatively you may make an appointment to see the Deputy Principal for further assistance, referral and advice. Please remember that while Residential Tutors/Coordinators are certified Mental Health First Aiders they are not professional counsellors and that while the Deputy Principal is well-qualified and experienced in this area, her role is not to provide longer-term therapy.

As a resident you may become aware of friends or neighbours who appear to be in need of assistance. Please contact your Residential Tutor/Coordinator as a matter of priority if you want to help someone make contact with an appropriate service such as our Deputy Principal, Health, Counselling and Disability Service, Yarrow Place, Lifeline or the Police.

Urgent Assistance

The University also has an Out-of-Hours Crisis Line which offers a confidential support service to all students. You may call 1 300 512 409 or send a text message to 0488 884 103. The Crisis Line operates from 5.00 p.m. to 9.00 a.m. on weekdays and 24 hours on weekends and public holidays.

Concerning or Harmful Behaviours

If you exhibit behavior which we find concerning or may be a danger to yourself (for example, eating disorders, substance abuse, depression or suicidal thoughts/attempts) or to other residents (violent actions or statements) you may be referred on to University Health, Counselling and Disability Service or the Flinders Medical Centre for further assistance. We are not in a position to allow students to engage in behaviours that endanger others in a violent, physical or psychological way. If you do we may need to involve the SA Police.

Music Rooms

There are two music rooms, one in the Hall, one in the Village. These are common spaces and no alcohol may be consumed inside. Equipment should not be removed without prior permission of the Deputy Principal.

The Hall Music Room is located in the Loading Bay below the Dining Room. A number of instruments are supplied including an electric drum kit, live drum kit, electric keyboard, acoustic and electric guitars, bass guitar and a “Jam Hub”. We just ask that you don’t practice the drums (particularly) at the same time that events are being held in the Ballroom, Formal Dinners or during meal service. Access to this space is obtained from Flinders Living Administration. Because the room is not entirely sound proof, you will need to be conscious of noise levels after 10.30 p.m. up to 8.00 a.m.

The Village Music Room is located in the Community Centre when it is open. There are several instruments supplied including an acoustic and electric guitar, piano, keyboard and drum kit.

If anything goes missing from a Music Room or requires repair please submit a maintenance request via the Flinders Living Maintenance Portal.

Noise

Noise is a perennial issue in any community living environment and one of the greatest sources of discontent between residents. It is important that you recognise your need to be considerate of others and respect their right to an environment that is conducive to academic endeavor. You should never operate on the assumption that if no complaint is being made about your behaviour then it must be acceptable. The onus is on the resident who is the source of the noise to ensure that is within acceptable bounds.

What you can do –

- Recognise that it is not appropriate to impose your lifestyle preference on others.
- Be aware that others do not have the same schedule as you do. You may not have many academic commitments whilst others might be feeling under some pressure. For example, Medical students have a quite a range of exams in the middle of term (when most other students would not have that number) but then do not have exams at the end of semester when the majority do. Education and Nursing students have intensive practicum weeks when they are in school or on wards all day (or night) and need to have some good sleep to refresh.
- Appreciate that not everyone has the same tolerance for noise. Some students find it difficult to study in total quiet and enjoy having plenty of activity around them. Others would find that to be a distraction and would not be able to concentrate for a moment.

Major noise culprits –

- TV and music – please keep the volume down so that it cannot be heard next door or a few closed doors away. The best way to reduce sound transference is to keep your room door (and hatch, if you live in the Hall) closed. If you leave your room, turn it off.
- Laughter – sometimes we don’t realize how loud our laughter is and how well it carries, especially in the early hours of the morning.
- Stairwells and corridors – The main entrance stairs to the Hall and the Courtyard are two places where people tend to naturally congregate, as they tend to do in certain corridors. Similarly, there are areas in the Village (for example, where groups of residents disperse when leaving a taxi) which tend to become quite noisy at times.
- Ball games – please do not run or play ball games inside in the corridors, the Courtyard or car parks. Besides the obvious danger to others, such activities will disturb residents in adjacent areas.
- Alarm clocks – this is not such a common problem as it was years ago because most people use the clock on their mobile phone but there is nothing more annoying than to have the alarm clock in the next door sounding continuously.

At the same time you should appreciate that living in a high-density living environment there will be some inherent noise to which you could not reasonably object such as: cooking noises, normal conversation, doors closing, showers running, toilets flushing, people entering and leaving a unit, or the lawns being mowed. It would be unreasonable, for example, to ask other members of your unit not to flush the toilet after a certain time because the noise wakes you.

Quiet Hours

Quiet Hours operate from 10.30 p.m., Sunday-Thursday and from 11.30 p.m., Friday and Saturday until 8.00 a.m. the following morning. This means that no voices or music should be heard outside your room or area where you are.

Respectful Hours

One might describe the hours outside Quiet Hours as Respectful Hours. This means that all residents (and their visitors or guests) are required to be respectful of the rights of others and monitor their actions accordingly. For example, if a resident in the next room knocks on your door at 2.00 p.m. in the afternoon and says they are trying to finish off the final 1,000 words of their assignment due in three hours and they cannot concentrate because the TV in your room is at too high a volume, then you are obliged to reduce the volume to a more appropriate level. In summary, no matter the time of day or night should the noise from a room/area be of sufficient volume to disturb others and compromise their quiet enjoyment of their living environment.

Swot Vac and Examination Weeks

A total 24/7 Noise Ban will be put in place for the duration of Swot Vac and Examination Weeks. During this time it is not acceptable to make any noise that has the potential to disturb others. No warnings are given during this period.

Responding to a Disturbance

If you are being disturbed by another resident, group of residents or their visitors or guests (particularly if on your own floor or within your own unit) we strongly suggested that you approach the residents concerned to let them know how their behaviour is impacting upon you. If this is not practical or preferable (for example, if the group is very large and approaching them would make you feel unsafe) you should contact the Duty Residential Tutor/Coordinator to report what is occurring. During office hours you may telephone Flinders Living Administration.

Noticeboards

There are a variety of noticeboards located around the Hall and Village which will display information about community events and activities. If a noticeboard is locked this will mean that its use is restricted to Flinders Living, Residential Tutors/Coordinators, House Committee or Village Residents' Committee. (See also Posters.)

Orientation

Orientation Week is the ideal time for our new residents to meet fellow residents (both new and returning) and become familiar with their new living environment. During the week you will have opportunities to meet everyone – Flinders Living Staff and Student Leaders such as the Residential Tutors/Coordinators and members of the House Committee.

You should make every effort to become involved in the activities and events that have been planned for you. This week can set you up for a great year ahead so be sure to become involved.

Treat yourself and others well. Under no circumstances is any new or returning resident to suffer harm, embarrassment, humiliation or inconvenience during Orientation Week (or any other time). Any concerns

regarding the activities on offer or the behaviour of another resident (or group of residents) should be directed immediately to your Residential Tutor/Coordinator and then the Deputy Principal.

See also “Hazing”.

Passive Participation

You are expected to comply with the provisions of all relevant laws, regulations and University rules, policies and procedures during your residency at Flinders Living. You are also obliged to remove yourself from any situation where a breach of these laws, regulations, rules, policies or procedures is occurring. Furthermore, you should report immediately any behaviour that compromises the safety or security of people or property. For example, if you are sitting with a group of friends around a picnic table and one of the persons present removes a marijuana cigarette from their pocket, lights it, and commences to smoke it, you are obliged to remove yourself immediately from that situation rather than remain sitting at the picnic table passively participating in an activity which is a breach of community standards. Ideally, you should draw the activity to the attention of Flinders Living Administration or the Duty Residential Tutor/Coordinator.

Personal & Property Safety

Safety at Flinders Living is about protecting people first, and property second. While experience suggests that the Bedford Park Campus and the Flinders Living Precinct is relatively safe we should never be lulled into a false sense of security. Safety is everyone’s concern and each of us must play our part.

Flinders Living has an excellent relationship with University Security who work with us to ensure that our precinct is safe and secure. There is much that you can do as well to increase our security level by ensuring that you do not breach the safety and security systems that we have in place.

You should not prop open or otherwise disable the latching or locking mechanism of any door nor should you lend, duplicate or modify any keys or electronic access device or add additional locks or mechanisms to bar entry into or out of your room. You should never give your key to anyone else and don’t leave them lying around where someone could pick them up.

The residential areas of the Hall and Village are not public areas and individuals should only be admitted at the invitation of a current resident. If you see a person who you believe is acting in a strange or suspicious manner please telephone Flinders Living Administration or the Duty Residential Tutor/Coordinator immediately.

Personal Safety

In terms of your personal safety we would ask that you:

- always close your door (which will automatically lock) when you go to bed at night;
- never leave your room or unit door propped open when you are sleeping;
- always be confident of who is knocking on your door before you open it;
- when walking at night always keep to well-lit pathways; and
- do not wander alone through the pine forest.

If you are walking back to our precinct from main campus, Flinders Medical Centre or Sturt Campus, you can request a Security Escort (out of Bus Loop Hours) by telephoning 8201 2880.

See also “Transport - University Loop Bus Service”.

Property Safety

You should make sure that room and unit doors are locked when you are not inside and that if you use common areas (for example, Common Rooms, Music Rooms) especially late at night you make sure that you lock all doors and windows when you leave. You are strongly encouraged not to leave personal items in common areas or on

balconies/patios where they may be stolen. Clothes should not be left on clothes' lines overnight or left for extended periods of time in laundries or drying areas.

Hall Security

Entry to and exit from the Hall is only through the front doors and back gate. On Mondays to Fridays, the doors and gate will be open between 7.30 a.m. and 7.30 p.m. They will be locked at all other times. You will need to use a student identification card that has been activated by our system.

Please do not attempt to prop the back gate open for anyone as it creates a security breach and a very loud alarm system will be activated.

Bona fide guests may be issued with a temporary access card.

Pests

Only a small fraction of the insects that you will see around the Flinders Living precinct are harmful so please don't become too paranoid. Unlike some parts of the world we do not have endemic pest issues. We do have lots of flies but few vermin issues. At Flinders, our biggest problems are directly related to our location on what is really an open field: ants and millipedes. Both of these are annoying but harmless. We have a number of different pest controls undertaken on either quarterly, half-yearly or annually depending on the issue they are addressing.

Ants

Keeping your kitchen, lounge and bedroom clean and free from food particles will keep the ants away. If you see ants then a good clean up followed by a can of fly spray (surface type) will generally solve the problem. If you are keeping your room/unit clean and they keep coming back please log a maintenance job and we'll see about taking care of them. The same thing applies to spiders; a quick burst of fly spray and the problem should be gone. (Remember though that spiders will keep the fly population somewhat in check.)

Millipedes

Millipedes are a little more difficult to deal with. If you haven't seen a millipede yet they are about two to three centimeters long with lots of little legs. Perhaps the best way to describe them is as little black worms with legs. They are totally harmless. We spray the exterior of the buildings on a regular basis to form a barrier but you will find that, on occasion, and especially if it has been raining that they will make their way inside. The best advice we can give is to simply sweep them up and throw them out.

Mice

If you see a mouse indoors please log a maintenance report so traps can be set.

Feral Cats

Feral cats are a major problem and prey on native animals. Please do not feed any cats you may find as it will only encourage them to stay in the area and we will need to have them removed.

Pets

The only pets allowed are fish or other aquatic animals which live continuously under water in a small tank.

Please be mindful that if your fish tank contributes to an overload of the electrical circuits in your room/unit you may be held responsible for the call-out cost to restore power to your room/unit. One reasonably sized fish tank with filter and light should, however, not cause any difficulty.

A resident who requires an Assistance Animal (as defined by the *Disability Discrimination Act*) should consult with the University's Disability Services and Flinders Living regarding their needs.

Photography

We will, from time to time, take photographs at Flinders Living activities and events. Some of these we may post on the Flinders Living website or our official Facebook® pages which is administered by our staff and certain student leaders under the direction of the Principal. We will only post photographs from events (for example, a Formal Dinner) or activities which you would regard as a public gathering. We will not post photographs taken in situations in which you would have a reasonable expectation of privacy or may cause you embarrassment. We will always err on the side of caution before posting your image and either not post or seek your permission before doing so. If we wish to use your photograph or image for promotional purposes (for example, a brochure or advertisement) then we are obliged to obtain your specific and prior approval.

You are strongly encouraged to think carefully about the photographs you take of yourself and other residents (especially if you do so without their knowledge or permission) and where you post these. See Part 5A Filming and Sexting Offences of the *Summary Offences Act (SA) 1953*.

Taking photographs or video footage of Residential Tutors/Coordinators or professional services staff acting in the performance of their duties is prohibited, as is taking photographs or video footage of the Principal's children without their parents' consent.

Pools

Pool safety legislation, water restrictions and health issues related to water left standing for some time are such that the use of inflatable pools may be problematic. Accordingly such pools are not permitted.

Posters and Chalking

Flinders Living is committed to reducing paper wastage by limiting unnecessary advertising and promotion by way of posters. Flinders Living reserves the right to remove without prior notice, posters that are out-of-date, culturally insensitive or offensive, or posted by commercial organisations without prior approval or otherwise inappropriately placed (for example, on walls or windows).

Chalking, a popular method of promoting events, is not permitted with the Flinders Living Precinct unless it takes the form of chalked directions laid by Residential Tutors/Coordinators to direct residents to a particular event.

Preserving Appropriate Relationships with Students

As a student you have a right to know that any interaction with your Residential Tutor/Coordinator will be purely professional. If at any time you feel that a Residential Tutor/Coordinator is acting in an inappropriate manner towards you, you should contact the Deputy Principal to discuss your concerns. If your concerns are about a member of our professional services staff or a contractor engaged by us, you should contact the Principal. Any such discussion will be treated in the strictest confidence.

Privacy of your Personal Information

The University is bound by the Australian Privacy Principles contained in the *Privacy Act 1988*. The University's Privacy Policy may be found at -

<https://www.flinders.edu.au/privacy>

This policy sets out the ways in which the University may collect, store, use, manage and protect an individual's personal information. In addition the University's policy on Student Information promotes responsible handling of student information and establishes procedures through which a student may access his or her personal

information or make a complaint in respect to the loss, misuse or unauthorized access or disclosure of information about them.

Whilst Flinders Living staff are more than happy to discuss general issues (for example, admissions procedures, where a resident may seek assistance, etc.) with parents or family members, you should be aware that it is not possible to discuss such issues on a personal student-specific basis without your prior written approval.

From time to time students may be concerned that a Residential Tutor/Coordinator (who are also students) may have access to their personal information. We can assure you that any such access is restricted only to information that would allow that Residential Tutor/Coordinator to perform the duties of their position (for example, your room number so that they may ensure that they are letting you into the correct room or your date of birth if you do not have a Photo ID on your person or a photograph recorded on our rooms management system and they need to confirm your identity.) To reinforce their obligations in this regard each Residential Tutor/Coordinator is required to sign a Confidentiality Agreement prior to commencing in the position.

Prohibited Items

The following hazardous materials may not be used or stored in or around any building within the Flinders Living Precinct:

- Flammable liquids (for example, petroleum, kerosene, methylated spirits, paint thinner).
- Charcoal lighter fluid.
- Propane fuelled camping equipment.
- Automotive or industrial batteries.
- Dry ice.
- Chemicals.
- Corrosive liquids.
- Acid-like materials.
- Compressed gas cylinders.
- Explosive materials.

The following items are prohibited for various reasons (some of which are outlined elsewhere in this Handbook) and should not be brought into the precinct:

- Candles (including decorative, memento or souvenir candles).
- Double adaptors.
- Bar and fan (blow) heaters.
- Oil burners and lamps.
- Incense.
- Bullets or cartridges for guns.
- Microwaves (non-University).
- Insect bombs (a pest control device).
- Fireworks.
- Beer Bongs (or other items design to facilitate the rapid consumption of alcohol).
- Drug paraphernalia (including for decorative use).
- BBQs (non-University)
- Stolen items (for example, road and directional traffic signs).
- Weapons.

The University reserves the right to remove any item on these lists or any item which it reasonably believes to be hazardous immediately with any resulting costs being charged to the resident responsible for their presence. If at all in doubt about a material or item of equipment you wish to bring into the precinct or store appropriately contact the Maintenance Officer.

Raids

Conducting raids on units or rooms within Flinders Living (or another Adelaide college or hall) will be regarded as a breach of community standards.

Reading Room

Located in the Hall adjacent to the Computer Lab is the Reading Room which is furnished with a number of chairs, desks and bean bags. This is a reading room so please be respectful of others who are using the space for quiet study, reading or reflection. Please remember to remove all personal belongings from the room when you leave.

Recycling

A community of just over 560 residents generates considerable amounts of rubbish and as a consequence a lot of landfill. In order for us to lessen our impact on the environment we encourage you to use the recycling systems in place in the Hall and Village as much as you can.

In the Hall you will find that there are recycling (yellow-topped) bins in the corridors which are emptied on a regular basis. You can (and we ask that you do this if you have significant quantities) take your own recycling to the Recycling Area which is located next to the 21 (Red Light) area lawn on the northern side of the Hall. The area is organized into various types of recycling and it is important you don't mix the groups or it defeats the whole purpose of recycling.

You will find that in the rubbish bin enclosures in the Village that there are recycling (yellow top) bins as well as bins for general refuse.

We ask that you please:

- do not place full crates on top of empty crates in the Hall recycling area;
- remove any food or liquids from the containers and remove lids from bottles; and
- do not contaminate the bins with non-recyclables (such as plastic bags).

Refrigerators

Any refrigerator that you bring into the Hall or Village must be approved for use. You must place your refrigerator on a protective layer and not directly onto the carpet or linoleum flooring. Doing so will reduce the likelihood of damage to the flooring. You must remove your refrigerator from your room or unit upon departure or place it into storage (fees apply) for the following year. You will be charged a disposal fee if you do not do so.

Reputation and Representation of Flinders University

At all times you are expected to act in a manner which does not cause offence, embarrassment, material loss or annoyance to any other person nor discredits Flinders University.

It is a breach of community standards for any resident who attends or participates in any activity or event by virtue of their membership of the Hall or Village to:

- indecently expose themselves (including as part of what may be intended as a ritual, distraction of performance) or wear insufficient clothing (for example, the wearing of underwear as outer garments);
- make lewd comments, jokes or display crassness of any kind that has the potential to offend any person, groups of persons, or organisation;
- swear, call out profanities, abuse or make derogatory comments of any kind;
- engage in sexually suggestive or provocative acts;
- play, sing, or chant lyrics or war cries that use profanities or are sexually suggestive; or

- use language, make gestures, engage in dialogue, wear costumes or undertake any act, performance or behaviour that the Principal/Deputy Principal determines that a reasonable person would view as representing Flinders Living in a poor light or bring the University into disrepute.

Restricted Areas

A person must not access a restricted area unless specifically authorized to do so. Restricted areas include but are not limited to roofs, secure storage areas, electrical cupboards, housekeepers' closets, communications or machine rooms, administrative offices (unless invited), the Hall Dining Room Kitchen or Community Centre Kitchen (unless undertaking work or setup), unoccupied rooms (see "Unoccupied Rooms"), the Principal's Office Courtyard or the Principal's Residence. Climbing to or from balconies or windows or onto the roofs of covered walkways is also prohibited.

Room Allocation

By far the majority of past and present students of the Hall and Village have identified the opportunity to meet and interact with a wide variety of students as one of the highlights, even joys, of living on campus. Whilst you may express a preference for a particular room, unit or area, actual allocations are made at the discretion of the Deputy Principal so there is an appropriate balance of gender, academic programme, cultural, ethnic or experiential backgrounds, and personality types. The Deputy Principal will also take into consideration previous years of residency, various forms of service to the Hall or Village and academic progress.

The Principal's decision in matters of room allocations is final.

Room Changes

As a student's immediate reaction to their initial room allocation may not hold true over the longer-term when they have had more time to adjust to their new environment, applications for room changes will not normally be considered until the commencement of Teaching Week 3 of each semester.

During the Academic Year

Room change requests are considered on a case-by-case basis however you should remember that if there is 100% occupancy moving rooms may be difficult unless there is a suitable swap that can be arranged. The best time to consider a room change is during the mid-year break when the departure of Semester 1 students provides a little more flexibility.

If a room becomes available it will be normally allocated according to a Wait List, application of the merit-based principle (see above) and in flats or units, the existing occupants. If you are wishing to move to a flat or unit it may assist your case if you gain the written endorsement of your change from your potential unit mates.

If the reason you are considering a room change is due to conflict with a neighbour or unit mate, you should discuss your concerns with your Area Residential Tutor/Coordinator in the first instance. They may well be able to offer you some strategies to resolve the conflict or concern in lieu of changing rooms.

You may not change rooms without approval. Each resident remains responsible for loss from or damage to the room to which they have been assigned until such time as a room change has been approved and the key to the former room has been returned to Flinders Living Administration. Room changes are not approved retrospectively. If you have changed rooms without approval you will be required to return to your original room.

A Room Change Fee of \$50.17 will be charged to cover the cleaning costs.

End-of-Year Room Changes

As part of your re-application process for the following Academic Year you may apply for a room change. In doing so we suggest that you provide your Deputy Principal with a detailed description of the ways in which you have contributed to the life of the Hall or Village throughout the year, especially if you are applying for what are sometimes referred to as “trophy rooms.”

Room Changes at the University's Request

A resident may be required to move to an alternate room at any time during the period of their residency. It is a rare occurrence but it can happen, usually as part of a mediation of conflict between two students where changing the room allocation of one (or more) residents may be seen as the only way of resolving conflict or discomfort. Other reasons may simply be because of repairs that need to be undertaken which cannot be undertaken while the room is occupied.

If the University asks that you change rooms then there will be no Room Change Fee.

Consolidation

The University also reserves the right to consolidate flats or units (that is, merge two units within both of which there are vacant rooms to make a fully occupied unit) in order to reduce cleaning costs or to reserve or retain complete units for guests or emergencies. This means that some students may be assigned to a new room. Whilst this process may be applied at any time it is more likely to occur over the summer (December-January) period than during the Academic Year.

In the Hall the University to consolidate the remaining occupants of two double rooms where circumstances are such that there is a vacancy in each of two rooms. The remaining residents will be invited to discuss the ways in which this consultation might best occur (i.e. which of the two remaining residents will move and when this might occur) but if no agreement is forthcoming then the Principal will make the decision which will be final.

If the University asks that you change rooms then there will be no Room Change fee.

Room Condition Report (also known as Room Inventory)

When you arrive you will need to complete an online Room Condition Report that details what items are in your room and their condition when you moved in. Items that may be marked or are perhaps non-standard will be indicated on that form. The condition of your room when you check-out will be compared against the Room Condition Report to ascertain whether you should be charged for any damage or additional cleaning.

It is your responsibility to ensure you complete the form within two days of your arrival. If there is no form on record at check-out it will be assumed that your room and all of its contents were in a “good” condition when you checked-in.

Please advise Flinders Living Administration if there is any loss or damage to your room during your occupancy. It is much easier for problems to be dealt with as they occur rather than rectify them at the end of the year. For example, spills on the carpet may be able to be removed when fresh but not months later. (The housekeepers would prefer that you contact them immediately as they have the products and expertise to remove stains effectively.)

Room Entry

We believe it is important that you feel your room is your own private space where the choice is yours as to who enters. At the same time however it is important that you understand your room is part of a much larger accommodation facility around which there are many statutory and University requirements in place particularly around health and safety. You also need to remember that you live in close proximity to many other residents.

This being the case we need to advise you that authorised university staff members, agents, representatives or contractors engaged by us will only enter your room, without notice, for the following purposes:

- to clean as per standard arrangements or to carry out routine maintenance that you have requested;
- in emergency or extraordinary situations to protect the health and welfare of our students or to clean or make repairs to prevent property damage (both the University's and yours);
- to ensure that health, safety and fire regulations are maintained;
- if, in the reasonable opinion of the University, you (or your guests or visitors) are engaged in any illegal activity whatsoever, or are causing a disturbance, or a University or Flinders Living policy is being breached, or your (or your guests' or visitors') behaviour is such that there is a likelihood that the safety of any other person is at risk;
- if, in the reasonable opinion of the University you are believed to have abandoned the room, you have been reported missing, or suspects that another person(s) other than you is living in your room (for example, sub-letting).

The following persons are authorised under the above circumstances to enter your room:

- a Flinders University professional services staff member;
- Senior Residential Tutor/Coordinator;
- Residential Tutor/Coordinator (but only when accompanied by another Residential Tutor/Coordinator);
- University Security Officer;
- Fire Warden.

Wherever possible we will attempt to ensure that you are also present.

We will give advance notice of routine maintenance (for example, carpet cleaning, tagging and testing, window cleaning) but you are unlikely to be inconvenienced during the Academic Year as most of this work is undertaken during the December-January period. We are sometimes limited by the availability of contractors so please bear with us as this work is being undertaken, ultimately, for your benefit.

Rubbish

No matter where you live please do not allow rubbish to build up as it will attract feral cats, possums, ants and other vermin. Any communal bins located in your area will be emptied regularly through the week.

In the Hall, food scraps should never be placed in bathroom bins.

Please use the bins located in four positions around the Courtyard or at the entrance steps. If any items can be recycled, please place them in the appropriate bin rather than just in with general waste.

Under no circumstances should liquids be poured into bins for disposal. If you are unsure about how a liquid (for example, engine oil) should be disposed of please ask one of our maintenance staff for advice.

Large bins and skips will be brought in to cope with end-of-year moving out. Charity clothes bin are located in the Hall Loading Dock and in the entry foyer to the Hall Laundry and in Laundries A and B in the Village. We regularly take old bedding to the Animal Welfare League or the RSPCA so ask one of our housekeepers if you would like to donate your items rather than throw them out.

Sexual Assault (including Rape)

Definitions

The term “sexual assault” covers many different types of behaviours and can be understood to be unwanted or forced sexual behavior. Sexual assault includes:

- Indecent assault – unwanted touching, fondling, masturbation.
- Rape – unwanted oral, anal or vaginal penetration.

Sexual activity (including sexual intercourse) is illegal if it occurs without consent and/or if it occurs with someone who is under the age of 17 years (referred to as unlawful sexual intercourse).

The legal age of consent in South Australia is 17 years.

Responding to Sexual Assault

Flinders Living believes that all residents have a right to be safe on campus. If you, or a fellow resident, experiences a sexual assault then support is available.

If you are concerned for your immediate safety (for example, the perpetrator is or could be present on campus), or that of a friend –

- Contact University Security immediately on 8201 2880; or
- Contact the Duty Residential Tutor (Hall) or Duty Residential Coordinator (Village).

If you would like to speak with someone for support and information, you can contact –

- A qualified counsellor from Health, Counselling and Disability Services – telephone 8201 2118 or via email at counselling@flinders.edu.au;
- Yarrow Place Rape and Sexual Assault Service – telephone 1 800 817 421;
- Deputy Principal, Flinders Living;
- Principal, Flinders Living; or
- A Residential Tutor/Coordinator.

The Deputy Principal, Andrea Rohde, is an Accredited Mental Health Social Worker and has had many years of experience providing support to survivors of sexual assault including a period of employment with Yarrow Place Rape and Sexual Assault Service. The Principal, James Atkinson has worked with a number of male survivors of sexual assault. All Residential Tutors and Coordinators have received significant training in responding to disclosures of sexual assault whether they be recent or historical.

You can report directly to the South Australian Police with or without also reporting to the University.

Further information about options, including making a formal report to the University can be found at:

<https://students.flinders.edu.au/life-at-flinders/safety-on-campus>

Education

All residents, as part of their orientation at Flinders Living, are required to attend a face-to-face workshop, the focus of which is sexual consent and ethical bystander behaviour. Each resident should also complete the online course *Consent Matters*. It explains sexual consent, how to seek it, and how to identify situations in which consent is not able to be given and may be located at the following URL:

<https://flo.flinders.edu.au/enrol/index.php?id=45090>

See also “Harassment”.

Shopping

The major shopping centre in the area is *Westfield Marion* which hosts all major stores – Myer, David Jones, Kmart, Target, Big W, Coles and Woolworths. Pasadena Green is another local shopping centre. Blackwood Shopping Centre is only five minutes by car up Shepherds Hill Road and is probably the most convenient for grocery shopping.

Smoking

The University is committed to providing a smoke-free environment for all workers, students, visitors, and tenants through a transitional approach. All University premises and sites, including all buildings, structures, car parks, outdoor areas and vehicles are smoke free, fresh-air zones. The only exception is a number of specifically designated outdoor smoking areas.

Smoking is taken to include the use of e-cigarettes, a practice sometimes referred to as “vaping”.

The following are the only places within the Flinders Living Precinct where smoking is permitted.

Hall:

- Picnic Table on the northern entrance to the Hall Centre adjacent to the entrance to Car Park 11.

Village:

- BBQ Pavilions (when not is use as BBQs).

Butts are to be deposited in the designated bin. Smoking is not permitted in these areas if an evacuation for a Fire Alarm is in progress or a BBQ Area is being used for that purpose. If this is the case you will need to go to another designated area.

The University’s policy may be found at the following URL:

<https://students.flinders.edu.au/life-at-flinders/whs/information-documents/topic/smoking>

Social Networking Sites, Video Hosting Sites and Internet Use

Being a member of a social network (for example, Facebook, Twitter or Instagram) can be a very positive way to get to know your fellow residents and what is happening around you, events and activities-wise. You should exercise caution when participating in such sites. In particular:

- be cautious about the personal information or photographs you share with others;
- think about how a potential employer may view comments you have made or photographs you have posted, even if it is clear that they relate to your personal life;
- the Courts have regarded postings on the internet as published statements in the public domain and, as such, may be held to be defamatory. Individuals or organisations may take legal action against the people behind those sites or comments and in some circumstances there are no time constraints for such legal action to commence; and
- exercise some thought as to the nature and content of any videos which you upload to sites such as YouTube.

There are two Facebook® groups established for each of the Hall and Village communities and you are strongly encouraged to join them as they are used to share important information in a timely manner, promote events and activities, etc. These sites are not appropriate places to, for example, document maintenance issues or to ask questions which would be best addressed to the staff of Flinders Living Administration.

Using offensive language in these groups or being involved in any way with any post, comment, profile, event or group that may be construed as being defamatory or which vilifies, harasses or bullies another resident, student leader or University staff member or contractor is unacceptable behaviour. The University will commence disciplinary or legal action against any student who is involved in, or participates, in such an action.

Capturing, recording, saving or distributing inappropriate photographs, videos or other type of media (whether in digital or other format) of an individual or group without that person(s) consent is unacceptable.

(See also “Photography”).

You should review the University’s IT Acceptable Use Policy to ensure that you fully understand your obligations as a user. The policy may be found at the following URL:

<https://students.flinders.edu.au/study-support/student-computing>

Solicitation

Solicitation is when a person or organisation tries to make contact with you, without any invitation from you or in an approach that you do not welcome, for the purpose of promoting or endorsing an idea or product (for example, a religious belief, political party), seeking sexual favours, encouraging the purchase of an item or ticket to an activity or event, or promoting membership of an external non-University club or religious organisation (church, mosque, temple). These activities are prohibited within the Flinders Living Precinct.

There are some exemptions however including opportunities made available to residents by your Residential Tutors/Coordinators, House Committee, or other University elements to promote activities or programmes that they sponsor. You may seek approval from the Deputy Principal to conduct fund-raising activities, provided your proposed activities do not impact negatively on the community.

Sport

If you are interested in playing sport there are many opportunities to do so in Adelaide. The Hall’s House Committee also organises competitive events, primarily against the University of Adelaide residential colleges. These include cricket, volleyball, swimming, table tennis, football, soccer, netball, athletics and basketball.

Sports Centre (Flinders Sport & Fitness)

The University Sports Centre is located on the southern campus and features several sports courts, a weights room and a mezzanine circuit room. It is home to several of the University’s sporting clubs and societies. For a full programme access the Flinders One website at the following URL:

<https://www.onesportandfitness.com.au/>

As a current resident of Flinders Living you may obtain free Gym membership at *Flinders Sport & Fitness*. Information will be available during Orientation Week or from *Flinders Sport & Fitness*. Your identity will need to be checked against PhotoID and your membership of the Hall or Village with Flinders Living Administration.

Sports Court

The Sports Court (also known as the Basketball Court) is an all-purpose recreation area situated at the southern end of the Hall. The court is accessed through the slide key system during the hours of 8.00 a.m. to 10.00 p.m. The court can accommodate basketball, tennis and similar court games. The lighting system is on a timer.

The court is for the exclusive use of Flinders Living residents. If you wish to use the court, it must be booked in advance at Flinders Living Administration. All booked sessions take precedence over un-booked sessions.

Hard sole shoes, metallic objects, food and drink are not permitted.

We ask that you keep the noise to acceptable levels during use, remove any rubbish and return any sporting equipment to the appropriate place. After use, please remember to release the tension on the tennis net, lock the gate and turn the lights off.

During Swot Vac and Examination Weeks the use of this facility is restricted to 9.00 a.m. to 7.30 p.m. out of consideration for students who occupy southern-facing rooms in the Hall. We strongly encourage you to use find other facilities (such as the University Gym) during these periods. Residential Tutors may ask you to stop using the court even during these restricted hours if the repetitive noise is negatively affecting others.

Sports Equipment

The Hall House Committee makes a small range of sports equipment available for loan to Hall students. Please see the Sports Secretaries to access this.

Snakes

While snakes are rarely sighted they are seen occasionally in the precinct. If you do see one please take note of where it was and what it looked like – colour, length, etc. and advise Flinders Living Administration or the Duty Residential Tutor/Coordinator immediately.

Snakes tend to be inconspicuous. They will try and avoid confrontation with a human by either moving away or hiding, or lying still until the person has moved away. Like most wild animals however, snakes will defend themselves if they are startled, feel threatened or are cornered. Almost all snake bites occur when people try to handle, kill or harm a snake. The most common venomous snakes found in residential areas in South Australia are:

- Eastern Brown Snake (*Pseudonaja Textiles*)
- Red-Bellied Black Snake (*Pseudechis Porphyriacus*)
- Copperhead Snake (*Austrelaps Superbus*)
- Western Brown Snake (*Pseudonaja Nuchalis*)
- Tiger Snake (*Notechus Scutatus*)

The University has developed a Snake Awareness course to improve your understanding of snakes, where you may see them and what to do if you encounter them. You may access the course online at the following URL:

<https://flo.flinders.edu.au/enrol/index.php?id=37390>

Storage (for the following Academic Year)

Students who are returning to the Hall for the following academic year may store up to 10 boxes over the summer in clearly labelled boxes in the C Level Void. In the Village students may store items underneath the Community Centre or Laundry B.

Your name, student number, and the date stored must be written on the outside. These items are stored at your own risk and must be removed by the stipulated end of the agreed storage period. Items that are not collected by that date will be regarded as having been abandoned (see “Abandoned Items”).

Items may only be placed in, and retrieved from, storage at specific times.

Summer Accommodation

Your Accommodation Agreement concludes usually in late November each year and all students will be expected to vacate their room and complete all departure procedures by that day. If you would like to extend your stay you may apply to do so, details of which you will find in each year's "Moving Out Guide". Please note that if we do not receive a request to extend your stay by the date requested we will assume that you will be moving out at the end of your Accommodation Agreement.

If you extend your stay over the summer it is possible that you will need to move to a different room so that we can consolidate our students into one area, to undertake maintenance or refurbishment works, or to allow us to accept external group accommodation.

Telephone (Internal to University Extensions)

An internal telephone which will allow you to telephone the Duty Residential Tutor/Coordinator or University Security are located on the right hand side of the entrance doors to the Hall (coming in) and on the left hand side of the door (going out). An internal telephone is also located adjacent to the entrance door to the Village Community Centre.

Transport

University Loop Bus Service

The University Loop Bus Service links the Bedford Park, Sturt and Flinders Medical Centre. It runs every 20 minutes between 7.15 a.m. until 9.00 p.m. on Mondays to Fridays during Semester, Swot Vac and Examination Weeks. The service is free and the timetable is available at all stops and also at the following URL:

<https://www.flinders.edu.au/content/dam/documents/campus/bedford-park/Loop-Bus-Timetable.pdf>

University Tonsley Loop Bus Service

The University also operates a Loop Bus Service that operates Mondays to Fridays during Semester, Swot Vac and Examination Weeks. It operates between 7.00 a.m. and 6.00 p.m. and departs from the Registry Steps, Car Park 15 and Tonsley. After 6.00 p.m. the Loop Bus Service (see above) will travel to Tonsley during its regular service. The timetable is available at the URL listed in the previous section.

Security Escort

If the Loop Bus service has not commenced or concluded you may contact University Security when you require an escort after dark to/from campus facilities, the Hall or Village. Telephone 8201 2880.

Public Buses

The University is well served by public transport with buses travelling the major routes to the City, Westfield Marion and the coast usually every 15-20 minutes on weekdays. The services are less frequent on weekends. Timetables are available online at the following URL:

<http://www.adelaidemetro.com.au>

Travel by bus to the City will take about 30 minutes and Westfield Marion will be five to ten minutes depending on the time of the day. The nearest bus stops are either adjacent to the Registry Building Steps or on University Drive at the southern end of the Playing Fields.

Taxis

There are three major taxi companies operating in the Adelaide Metropolitan Area:

Adelaide Independent Taxi Service	13 22 11
Suburban Taxi	13 10 08
Yellow Cabs South Australia	13 22 27

A number of downloadable apps are available at the following URL:

<http://www.atia.com.au/best-taxi-apps/>

If you call a Taxi to pick you up please be very explicit about where that will be. The entrance to University Hall is the most convenient but, for the Village, you may wish to ask to be picked up from either the entrance to Car Parks 17 or 19.

Fares vary depending on the time of day but an average fare to the City would be around \$40.00. If you a group wants to travel together contact the taxi company to ask whether they have any mini buses so that you split the cost of the fare between the passengers.

See also “Cab Jumping”.

Train

The new Flinders Railway and train line commenced operation in late December 2020 and features services until late on weeknights and a 20-minute frequency during peak times on weekdays and a 30-minute frequency at all other times.

Timetables are available online at the following URL:

<http://www.adelaidemetro.com.au>

Unoccupied Rooms

Unoccupied (spare) study-bedrooms are intended to be kept locked at all times. If you become aware of an unoccupied room in your corridor or unit which is unlocked you should inform Flinders Living Administration immediately so that it can be locked. You should not enter or make use of any unoccupied room, or encourage others to do so. Furthermore you should not procure items (for example, the bed mattress) from such a room for yours or someone else’s use.

Unit Living Agreements

If you live in a Hall Flat or Unit or in the Village you will be asked to meet with your fellow residents and submit to your Residential Tutor or Coordinator a *Unit Living Agreement* signed by each member of the flat/unit. The agreement is designed to engender a living environment where each member is aware of their rights and responsibilities. For example, you will be expected to have discussed and agreed upon key issues such as cleaning expectations (including the Cleaning Roster), appropriate noise levels during the day, when and under what circumstances your friends will be visiting and any agreements you want to make about items (for example, common kitchen items such as salt/pepper) it may be more convenient to share than purchase individually.

Vacuum Cleaners

There is at least one vacuum cleaner located on each level of the Hall. To access the vacuum contact Flinders Living Administration during office hours or the Duty Residential Tutor outside office hours but no later than 10.30 p.m. Once you have signed for the cabinet key you are responsible for that vacuum until such time as they key has been returned. Please return it as soon as you have finished so it is available for others to use.

There is a vacuum in each unit in the Village. Together with your unit mates you are responsible for emptying the bag on a regular basis. Your unit will be held financially responsible for any damage caused to the engine if the bag splits and debris enters the engine.

Vending Machines

Vending machines selling milk, chocolate, chips, ice cream and soft drinks are located adjacent to the Laundry in the Hall whilst machines containing drinks may be found adjacent to the Community.

These machines are neither owned nor operated by the University so if a machine takes your money and does not provide the product please call the service number listed on the machine.

Flinders Living Administration does not provide change.

Visitors (see Guests)

Water Wise

You can help to minimise water consumption by:

- Reporting any leaks or dripping taps via the Flinders Living Maintenance Portal;
- Not leaving the tap running while brushing your teeth or shaving your face; and
- Ensuring that all taps are fully turned off when not in use.

Weapons

A weapon is any item, device or instrument designed or through its use is capable of threatening to produce bodily harm or which may be used to inflict self-injury. Under no circumstances is it acceptable to possess, sell or supply, or store a weapon within the Flinders Living Precinct.