Berwick Residential offers two types of accommodation; Halls of Residence are mixed gender and accommodate 114 residents: post graduates, undergraduates and the Residential Support team. The North Flats consists of 6, 5 bedroom furnished flats accommodating 30 residents. The North Flats offer residents a more private living environment, in that each flat is fully self-contained.

Peninsula Residential offers shared accommodation comprising one, two, three, four, six or eight bedroom designs, each design is fully self-contained. Flats and houses may be of single or mixed gender and accommodate 117 residents: post graduates, undergraduates and the Residential Support Team.

Each Monash Residential Services residence has a College Head who is responsible for establishing and maintaining an environment that provides care, support and enrichment for residents in academic, cultural, personal, social and recreational matters. The College Heads report to the Associate Deputy Director (Residential Support), Monash Residential Services.

To ensure that each campus has adequate mechanisms for feedback there is the Monash Residential Services Steering Committee chaired by the Director Monash Residential Services. In 2016, the committee members include the Director, Deputy Director, Associate Deputy Director (Operations), Associate Deputy Director (Residential Support), a campus manager, Chair Residents’ Committee, a college head, an MRS site manager as well as representatives from Equity & Diversity, Monash Sport, Monash Security and e-solutions. This committee makes decisions on matters, which affect the collective residential community at all residential sites.

The Residents’ Committee meets formally six times a year and its membership comprises two student representatives elected from each hall, one being a high-achieving RA and the second a member of the hall society, and two volunteer Sports Programs Coordinators. The executive committee is elected by and from its members. Meetings are attended by a representative of the Deputy College Heads’, the Manager Residential Support, the Manager Operations, and the Manager Food Service or their representatives.

The Residents’ Committee was established to advise the Monash Residential Services Steering Committee (MRSSC) from a student perspective, to serve as a channel for suggestions by residents and, in conjunction with the individual hall societies, to organise certain inter-residential functions, especially sports. It makes sense to get to know your hall’s representatives on the Residents’ Committee and Monash Residential Services Steering Committee and let them know any ideas or suggestions you believe could improve the quality of life in the Halls.

The Sports Subcommittee is set up by the Manager, Residential Support to oversee the organisation and conduct of inter-residential sporting events. Any suggestions as to the sports conducted among the Halls should be directed to this subcommittee.

Finally, there are the Hall Societies. The societies organise parties, barbecues, bus trips, film evenings – you name it and they do it.
ACADEMIC ASSISTANCE - To help achieve one of its Mission Goals MRS has developed a number of Academic Scholarships to promote a high academic environment at all Victorian on-campus residential sites. Please refer to the Monash website for details of how to apply for these scholarships http://www.monash.edu.au/study/scholarships/

ACCESS TO PREMISES – Residents should keep their room locked at all times. When an online maintenance request - www.mrs.monash.edu/maintenance.html is completed a permission statement, contained within the request, grants access to premises for maintenance reasons. Should access to private bedrooms be required, 24 hours’ notice will be given via email outlining the need for access. Access to your room without notice may be required for emergency purposes.

ACCOMMODATION FEE REGULATIONS – please ensure you fully understand your rental obligations as outlined in the Accommodation Fee Regulations. http://www.mrs.monash.edu/oncampus/policy/fee-regulations.html

ACCOMMODATION INVOICE PAYMENTS - Monash Residential Services will issue monthly invoices to all residents via email to their Monash student email account. The invoice is for the current month’s rental period and must be paid by the last day of that month. If the last day falls on a weekend, the invoices must be paid by the Friday before the last day.

Invoices not paid by the last day of the month will automatically incur a flat monthly surcharge of $50.00. This charge of $50.00 will apply on all outstanding debts to Monash Residential Services.

Example: Invoices for accommodation in July will be issued to residents at the beginning of July and must be paid by the last day of July. Invoices for July not paid by the end of July will incur the $50.00 outstanding debt surcharge.

If you experience difficulty in making your rental payments please contact the Residential Office as soon as possible.

Monash Residential Services does not issue statements – Do not wait for a statement before you pay your invoice. Monash Residential Services will not send invoices to any third party for payment. If residents have a third party paying for their accommodation invoices it is the responsibility of the resident to pass the invoice on to the appropriate person or body for payment.

ALCOHOL - There is an official Monash Residential Services policy regarding the consumption of alcohol which is available at - http://www.mrs.monash.edu.au/oncampus/alcohol-policy.html

AMBULANCE COVER - It is highly recommended that you take out membership with the Metropolitan Ambulance Service. Please refer to http://www.ambulance.vic.gov.au/ for more details on memberships

AMPLIFIED INSTRUMENTS - Amplified instruments are not permitted to be played anywhere in the precincts of Monash Residential Services unless personal earphones are used.


BBQ – BBQ facilities are provided for the enjoyment of all residents at Monash Residential Services.

BICYCLES –
Berwick Residential provides storage facilities for residents' bicycles. Residents are asked not chain bicycles to poles, posts and along walkways. Apart from being aesthetically unpleasing, there is the possibility that the bicycles may fall or a resident might trip over the bicycle or part of the bicycle. Residents should be aware that bicycles left stored in facilities provided by Monash Residential Services are stored there at the resident's own risk. Monash Residential Services does not accept any responsibility for the loss and/or damage of bicycles stored in facilities provided by Monash Residential Services. On departure, bicycles must not remain at Monash Residential Services. Any unclaimed bicycles will be donated to charity.

Peninsula Residential has access to campus bicycle storage facilities. Please ask at the Residential Office for more details. Bicycles may be stored close to residential houses and units, and care is expected to ensure that these are stored safely, and are not an obstruction or trip hazard to others. It is recommended that bikes store outside are securely attached to ensure they are not stolen.

BLU TACK – Residents are allowed to use blue or white Blu Tack to fix items to the walls and doors but it is the responsibility of the resident to remove it prior to departure. Should residents vacate their room and not remove all traces of Blu Tack, they will be charged to have it removed from the walls and doors or, in extreme cases, to have the room repainted.
BORROWED SPARE KEY – When borrowing a spare key to your room please note that keys must be returned within twenty-four hours (24 hours). Failing to return your spare key in the allotted time frame will result in charges of $11 per day, until the key is returned. Should the spare key not be returned within seven (7) days of the date it was borrowed, the lock and key will be replaced at the expense of the resident.

CANDLES & INCENSE – NAKED FLAMES OF ANY DESCRIPTION ARE PROHIBITED, including incense, candles and other such items.

CARS AND MOTORBIKES - Speed limits on the University roads is 20kph on University roads and 10kph within all car parks and shared zones. Avoid unnecessary revving of engines and sounding horns, especially at night.

Parking – Parking is FREE for residents however Monash Residential Services does not guarantee every resident a car parking space and there is no guaranteed security. Monash Campus Security monitors the car parks regularly. High powered lighting is installed in the car parks but in all other respects you take the same risks parking at Monash Residential Services as you do in any street or public car park. Always lock your car and do not have valuable items visible in the car. MRS is not liable for any damage and or theft to either vehicle or property within the vehicle whilst the vehicle is parked in the Monash Residential Services car park.

All Monash car parks are gazetted and covered by the Road Traffic Act. As such parking officer’s visit regularly. Please abide by all parking regulations to avoid a parking infringement notice.

During the summer non-academic period MRS may carry out maintenance works on the car parks. Residents are advised not to leave their vehicle in a MRS car park during the summer period whilst they are not in residence. Residents will be liable for any expense incurred by MRS if MRS is required to move a vehicle to carry out scheduled maintenance.

Parking Permits - As the car parks are gazetted, parking restrictions apply throughout the academic year. As such, all residents are required to have a current valid Monash Residential Services parking permit. Permits are issued from the Residential Office to resident’s free-of-charge on proof of ownership of the vehicle. Any car without a Monash Residential Services parking permit displayed may receive a Parking Infringement Notice under the Road Traffic Act. This permit only allows the resident to park at Monash Residential Services.

All queries relating to infringement notices should be directed to the Traffic & Security Office.

Authorised visitors and guests will also need a Monash Residential Services car parking permit available from the Monash Residential Services Residential Office.

Residents must display their car-parking permit as stipulated in the Parking Permit regulations - http://www.mrs.monash.edu.au/oncampus/parking-policy.html

Departing residents are required to surrender their permit on departure from Monash Residential Services. Should the permit not be returned you will be invoiced for the full replacement cost up of a Monash University Campus Blue Parking Permit.

Repairs to cars and motorbikes: There is no suitable place at Monash Residential Services for carrying out substantial repairs to your vehicle. Only very minor work may be done in the car parks.

CHECKING IN / CHECKING OUT – New residents may collect their key at the Monash Residential Services Residential Office.

- Berwick Residential Services Office, Building 955
- Peninsula Residential Services Office, Building C Level 2

Both offices are open 8.30am to 5.00pm - Monday to Friday

Residents who need to check in after hours are requested to make special arrangements with the Residential Office for alternative methods of key collection.

It is important for the Residential Support Team to know the whereabouts of their residents. If you plan to be away from your residence for two (2) or more days, along with advising your RA, please complete the online form to inform your College Head/ Deputy College Head of your absence. http://www.mrs.monash.edu.au/oncampus/resprograms/absence-form.html

CHAPLAINS – Monash University chaplains are available for pastoral and spiritual care of students. Worship services are conducted throughout the year and students of all backgrounds are offered support, counselling, encouragement and spiritual direction/religious advice. http://www.monash.edu/spirituality/chaplaincy-services

CLEANING – Residents are required to keep their room’s clean and tidy at all times. To assist residents to understand what is expected of them, residents are requested to read the following guidelines: http://www.mrs.monash.edu.au/oncampus/operations/cleaning.html
CLEANING CHARGES – Upon departure, should excess cleaning be required in your room, you will be responsible for the costs incurred.

CLEANING AT THE WEEKENDS – Common areas and toilets are cleaned Monday to Friday. In order to minimise the impact on residential fees, communal bathrooms and toilets are not cleaned on the weekends and public holidays and residents should, therefore, endeavour to keep those areas clean.

CLEANLINESS – Residents must keep their own accommodation in good condition and will be charged for damage that exceeds reasonable wear and tear. Residents are not permitted to hang clothing (or other items) from windows or balconies that may be observed from outside the premises. Residents must also contribute to maintaining the cleanliness of all communal areas within their particular MRS flat/apartment/house/hall; including, but not limited to, areas such as self-catering kitchens, eating areas, lounge areas, common rooms, toilets, bathrooms, music rooms, games rooms, laundries, etc.

COMPUTERS – All bedrooms have private computer connections direct to the University Network. More information about internet access at Monash University is available at the MRS website http://www.mrs.monash.edu/ oncampus/internet.html

CONDITIONS OF RESIDENCY AT BERWICK & PENINSULA RESIDENTIAL – It is important that you understand the conditions of residency whilst living at any of the MRS sites - http://www.mrs.monash.edu.au/oncampus/conditions-residency.html

COOKING – Monash Residential Services offers extensive self-catering facilities thus enabling residents to cook for themselves. The self-catering facilities and meal areas throughout the residences have proven to be great places for social interaction between the residents. Further, the self-catering areas provide residents with the opportunity to become involved in the preparation, cooking and sharing of a variety of food – from many different cultures. At last count there were more than 45 different nationalities represented across the various MRS sites.

Owing to the fire and health risks, the cooking of food in any student resident room or any area that is not an approved kitchen is absolutely forbidden. Should you be found cooking in your room, the matter will be dealt with in accordance with the conditions of residency. Please note than coffee making machines are not permitted in resident’s bedrooms.

General food safety guidelines for food handling and preparation can be found in the food safety booklet located in each Residential communal kitchen.

For those wishing to gain a greater knowledge on safe food handling, a free online food handler learning program endorsed by the Dept. of Health can be accessed through http://dofoodsafely.health.vic.gov.au/welcome.php

In order to provide a clean environment for all residents to use, food that has been left out on benches, stoves or in microwave ovens in communal areas will be disposed of when the kitchens are cleaned. These items cannot be stored on your behalf – it is your responsibility to remove food, grocery items and cooking equipment from the kitchens when you have finished cooking. Please be aware that other residents will use the kitchens after you – please be considerate of them and clean up your mess.

MRS has developed safety hazard alerts to inform residents of OHS precautions and all students must obey these instructions. Refer: http://www.mrs.monash.edu.au/oncampus/ohs/index.html

COUNSELLING SERVICE – The University Counselling Service is situated:
- At Berwick Campus in Building 930
- At Peninsula Campus in Building U, Level 1, Health Services

Both services are is open from 9am to 5pm Monday to Friday.

The counselling service is available to all residents of Monash Residential Services. Same day appointments are often available if you call before 10am. If you are not available during office hours, please call the counselling service to discuss other options Ph. 9905 3020 (for all campuses)

An after-hours telephone counselling service is also available to students of Monash University. This service is provided by an external provider, “Resolutions RTK”. This service free, private and confidential and provided by qualified and experienced psychologists

To access this services please call +61 1800 350 359 - Week nights between the hours of 5.00 pm to 9.00 am (Monday to Friday) AND Weekends between the hours of 5.00 pm Friday to 9.00am Monday

DEBTS – Any residents with outstanding debts to Monash Residential Services who fail to comply with a payment request issued by the Director, Monash Residential Services or their nominee will not be permitted to continue their residency.
If as a resident is required to vacate their room as a result of overdue accounts, the resident will remain responsible for the rental payment for the room allocated to them for the whole period of the Residency agreement or until such time that a suitable replacement is found (whichever comes first)

**Important Notice** – Residents are reminded of the Courses and Degrees (General) Regulations as outlined in the Monash University Calendar: “RESTRICTIONS ON ENROLMENT AND GRADUATION”

1 No person shall be entitled to enrol or re-enrol for any course of study, subject or unit at the University or to be admitted to any degree or awarded any diploma of the University while:
   1.1 that person is excluded from the University; or
   1.2 any prescribed fees are presently due for payment by that person to the University; or
   1.3 any monies other than fees referred to in sub-section 1.2 are presently due for payment by that person to the University, or any monies which become payable under any repealed regulation of the University remain unpaid, unless the Registrar in that officer's absolute discretion gives the person permission to do so.

Consequently, in accordance with the above Regulation, residents who have Monash Residential Services debts outstanding will have their enrolment at the University invalidated. Once invalidated, residents are no longer considered to be students of Monash University; they are not entitled to attend classes or to sit for any further examinations and must return their Student Identification card to Monash University. Once invalidated, students should be aware that there is an additional charge levied against them to have their enrolment re-instatement.

**DEFIBRILLATOR**
At Berwick Campus, a defibrillator is located in Building 903 at the Security Office.

At Peninsula Campus, there are defibrillators located in;
- Building U, Peninsula Health services, Treatment room
- Building W, Monash Sport First Aid Room W1.05
- Building C, level 1, Security Office

Please contact Security should an emergency arise and a Security Officer will assist with the Defibrillator.

**DRUGS** – The use and/or provision of illicit substances (including marijuana) are strictly prohibited at Monash Residential Services. Please refer to the smoking policy for smoking apparatus, products and derivatives that are banned at Monash Residential Services. [http://www.mrs.monash.edu.au/oncampus/smoking-policy.html](http://www.mrs.monash.edu.au/oncampus/smoking-policy.html)

**ELECTRICAL EQUIPMENT** – All personal cooking appliances must be equipped with an automatic cut-off switched. All rooms are adequately heated and personal heaters and air conditioners of any kind are not permitted due to health and safety concerns.

All electrical equipment brought into Monash Residential Services, such as device chargers and hair-dryers must be properly earthed, and no item may have a power consumption of more than 500 watts. If you're not sure about your equipment you should have it tested by a licensed electrician. Don't forget that you could be held legally responsible if your faulty equipment starts a fire or causes an accident. Any electrical equipment that is not satisfactory, for whatever reason, will not be permitted at leave Monash Residential Services.

Failure to comply with the regulations could result in disciplinary action under the Grievance Procedures.

Only Australian power plugs can be used in Australian power points. Any electrical device which has been purchased from outside Australia, will require an adapter should you wish to use the product whilst at Monash Residential Services. If you are unsure please contact the Residential Office for further advice.

**ELECTRICAL LIGHTING**
- Ensure all personal electrical light fittings have not been damaged and are in good working order.
- Use all personal electrical light fittings in accordance with the manufacturer’s instructions.
- Do not use a light globe, bulb and/or tube in any electrical light fittings if the globe, bulb and/or tube does not comply with the manufacturer instructions.
- Do not place personal electrical light fittings in close proximity to flammable objects.
- Do not cover personal electrical light fittings.
- Do not place personal electrical light fittings on a surface that is unstable.
- Ensure personal electrical light fittings cannot be knocked over.
- Do not leave personal electrical light fittings switched on if you leave your room.
- Ensure that bedside electrical light fittings are properly secured and cannot fall over and come into contact with your bed and bedding.

**ELECTRIC BLANKETS** – always ensure to follow these important safety points when using an electric blanket:
- The blanket should be securely fixed, using the tapes attached to it for this purpose, and at all times the blanket should be kept in a fully spread condition without any rucking or folding over.
The blanket size should suit the mattress with which it is to be used, pins or other sharp objects should never be used to secure the blanket.

When a blanket doubles on itself, or is permitted to ruck together, the heat build-up within the fold or ruck is many times greater than that which occurs when the blanket is in a fully flat condition.

Clothing and bedclothes should not be piled on the bed while the blanket is switched on as this may cause localised overheating of areas of the blanket.

Deliberate care should be taken to switch the blanket off after use. Statistically about half the reported cases of scorching and fire have occurred during daytime, after electric blankets have been left on for some time unattended.

The electrical supply flexible cord and switch (if any) must, as far as is practicable, be kept outside the bed to avoid any strain or twisting, particularly at the switch or point of attachment to the blanket. Do not tuck in the cord or switch. Failure of the flexible cord can cause scorching and burning in the vicinity of the failure.

If the blanket becomes soiled, sponge it lightly and allow it to dry naturally on a flat surface. Do not dry-clean or use a washing machine or spin drier - http://www.mrs.monash.edu.au/oncampus/ohs/electric-blanket.html

Regularly inspecting your electric blanket:

- It is most important to regularly inspect your electric blanket, particularly prior to use at the beginning of each winter season. Examine the blanket thoroughly before it is plugged in. Ensure that it is not in any way scorched (no matter how slightly) or badly worn and that there is no evidence of lumpiness or possible damage to the element due to creasing, which may have occurred from rough handling or storage.
- Examine the electrical supply cord and check that there is no evidence of damage or cracks in the cord or evidence of heat markings, which initially may appear only as a light stain, particularly where the cord enters the switch or the terminations on the blanket. Also check that the blanket control switch and the electrical supply plug on the cord are in good condition.
- The blanket should then be switched on and the element area checked for evidence of localised heating.
- Cover the electric blanket with an ordinary blanket to retain the heat and leave switched on at the highest setting for approximately ten to fifteen minutes. Then, running the palm of your hand over the blanket covering, check that the electric blanket is heating evenly over the full heating surface and that no localised hot spots are evident. A localised hot spot is an indication of damage to the heating element.

EMERGENCIES – In an emergency (Fire, Serious Accident, etc):

1. Dial 000 and ask for Ambulance, Fire Brigade or Police (phone 0000 from the VoIP phone in your room)
3. Inform your College Head or the Director, Monash Residential Services.
4. If possible call the Residential Office and report the situation.

Emergencies should be directed to Security & Traffic on 9905 3333 from an external telephone OR extension 333 from an internal telephone.

ENERGY CONSERVATION – Please turn off all lights and appliances before you leave your room. Do not leave your heater on during the day while you are not there.


FIRE – Ensure to familiarise yourself with the Emergency Procedures located on the back of your bedroom door. Should there be a fire, or evidence of a fire, ensure to follow these procedures. If you cannot locate the emergency procedures information please contact the Residential Office immediately.

FIRE EQUIPMENT – A fire alarm system is installed throughout Berwick Residential, with fire hose points, fire extinguishers and fire detection systems.

A fire detection system, together with fire extinguishers, is installed at Bloom St, Lardner Rd and Student Village at Peninsula Residential, whilst Samada St and Holmes St residences have internal hard wired fire detectors that have battery backup, as well as fire extinguishers.

Always take all fire alarms seriously.

If you interfere with fire alarms or firefighting equipment, including the heat sensors attached to the sprinkler system and smoke detectors, you are guilty of an offence under the University’s Discipline Statutes and you will be liable, not only to exclusion from the residences, but also to suspension from the University. If a fire could not be controlled because the firefighting equipment was damaged, persons found responsible for that damage could also be held legally responsible for the damage caused by the fire.
ALL FIRE ALARM SYSTEMS ARE TESTED AS PER THE UNIVERSITY TESTING SCHEDULE

FIRE ESCAPE DOORS – Fire escape doors, where fitted, must not be tampered with and must be used only in an emergency.

FIRE HAZARDS – Hazard Alerts that have been issued by Monash Residential Services [http://www.mrs.monash.edu.au/oncampus/ohs/fire-risk.html]

FIRE – POSSIBLE CFA SERVICES RECOVERY ACTION - COUNTRY FIRE AUTHORITY (CFA) REGULATIONS – Section 107B of the CFA Act 1958 empowers the Country Fire Authority to recover its costs of attendance at fires where it is deemed to be a false alarm. Section 87A of the CFA Act 1958 empowers the CFA to recover costs for services including where there is no insurance cover on the contents. This section covers both privately owned houses/flats and rented accommodation.

Whilst property owned by Monash Residential Services, namely buildings and contents are insured, should you not have personal contents insurance for your belongings, Section 87A of the above mentioned Act empowers the Board to proportion the costs of attending a fire, to you. You are, therefore, urged to take out some form of private contents insurance to prevent any claim for costs which may be issued against you by the CFA should a fire occur in your room.
FOOD PREPARATION AND SERVICE AT EVENTS – At MRS we promote an environment where residents are actively involved with the community. In addition to events and functions organised by Monash Residential Services, each residence often organises smaller events where residents prepare and share food. If a resident has food allergies and/or dietary requirements, it is important that they inform their Residential Support Team member at the start of their residency so that allowances can be made where possible.

It is also important that residents with special dietary requirements enquire about the ingredients in the pre-prepared meal that is being served to ensure that it meets with their dietary needs. At any event where the Residential Support Team or Social Committees (Hall Societies), cook and/or serve meat or other protein sources, supervision of the preparation and serving of the cooked (hot) meals will be done by a member of the team who has completed the appropriate Food Safety Training Course. The training course information can be found via the following link: http://dofoodsafely.health.vic.gov.au/menu.php

FORWARDING MAIL – Section 3(a) of the Terms and Conditions of Australia Post’s CHANGE OF ADDRESS REQUEST form states:

“Australia Post may refuse to redirect or hold mail (or part of the mail) where:
(a) It could be difficult to isolate the mail from other mail delivered to the same address (e.g. where the address is business premises, block of apartments or flats, motel, caravan park or premises having a common post box).”

Whilst not obliged to, as a gesture of goodwill, the Residential Office will redirect your mail for two (2) weeks after you have left Monash Residential Services. To assist us and yourself, when you leave Monash Residential Services you should do the following:
1. Make sure you write down (clearly) your forwarding address on the Monash Residential Services Departure Form.
2. Make sure you advise your family, friends, business and other associates of your new mailing address as soon as possible.
3. After the two week period, the Residential Office will stamp any further mail it receives on your behalf with ‘NO LONGER AT THIS ADDRESS RETURN TO SENDER’.
4. If you depart and do not advise us of your forwarding address, the Residential Office will stamp any further mail it receives on your behalf with ‘NO LONGER AT THIS ADDRESS RETURN TO SENDER’.

It should be noted that whilst mail received would be re-addressed two (2) weeks after you have left, Monash Residential Services is dependent on the services offered by Australia Post. If you have not received your mail you should contact Australia Post. Monash Residential Services does not accept any responsibility for items that go missing.

Please note that we do not forward parcels for students after departure due to the high risk of mis-delivery.

FRIDGES – Remember that your communal and personal fridge are your responsibility. Before you vacate your room at the end of your contracted period, all remain food must be removed, failure to remove all items from your communal fridge before vacating your room may incur housekeeping charges. If you have your own personal bar fridge in your room please make sure that on departure this item is moved out of the residences. You should also be aware any damage caused by your fridge to the carpet or floor will be charged to you via a departing invoice. In the past, the type of damage that has occurred has come about owing to incorrect defrosting or placement of the fridge i.e. worn carpet tiles, twisted, worn, torn, stained carpet tiles, damage to the flooring beneath carpet tiles. Please ensure care is taken when placing a bar fridge in your room. Personal fridges should not be left in the corridors/hallways/common areas. MRS accepts no responsibility where personal items go missing from corridors/hallways/common areas.

FUNCTIONS – (Those to which all residents of any particular Hall/Site are invited) the following is a ruling on noisy functions (involving amplified music) which must be strictly adhered to:

- Three (3) noisy functions per Hall per semester.
- Noisy functions on a Sunday night should cease at 10.30pm.
- Functions must end at 12 midnight if held during the week.
- There is a total ban on noisy functions during examinations.
- Approval for noisy functions must be obtained from the College Heads.

FURNITURE AND EQUIPMENT – MRS has supplied most large items of furniture to ensure a comfortable stay on residence. Residents are responsible for the care of furniture and equipment in Monash Residential Services. Should you cause any damage (other than fair wear and tear), you will be charged for the necessary repairs. Any damage must be reported as soon as possible to the Residential Office.

If you have any requests for maintenance, such as new light globes, washing machines not working, etc, you should complete a maintenance form on line at: http://www.mrs.monash.edu.au/maintenance.html

Minor maintenance requests are dealt with very quickly, major issues as soon as possible, whilst every effort is made to ensure emergencies are dealt with immediately.
You may not borrow Monash Residential Services furniture, equipment, fittings, etc., for use outside Monash Residential Services. You must not:

- dismantle, remove or take pieces of any furniture, fittings or equipment from common spaces at Monash Residential Services;
- stick nails or pins in the walls or the woodwork;
- affix self-adhesive labels, stickers or posters to any wall or any painted or varnished surfaces or use glue or sticky tape.

You also cannot bring large items of furniture into the common areas of the residences. This includes additional lounge chairs and fridges.

You can bring additional items to be stored in your bedroom, subject to MRS Conditions of Residency. If any additional items/furniture are left when you vacate MRS will charge you for the removal and disposal of these items.

Should you not need any of the MRS supplied bedroom furniture items, you must take responsibility to remove, store and return these to your bedroom. Upon return, they must be in the original condition, or charges will apply. If you decide to move any of the furniture from your bedroom, you do this at your own risk and expense.

**GUESTS** – Residents are welcome to have friends visit. Should you wish to have a visitor stay overnight in your room (maximum of two consecutive nights), you must complete a ‘Request for overnight stay of a guest in a student room’ form, available online at [http://mrs.monash.edu/oncampus/resprograms/overnightguest-forms.html](http://mrs.monash.edu/oncampus/resprograms/overnightguest-forms.html). Prior arrangements and approval is needed by a Senior RST member, College Head, Deputy College Head or Residential Support Assistant. In cases of an emergency the College Head must know who is on the premises and has to be accounted for. Only ONE guest is permitted in any room overnight.

Should you have visitors, you are responsible for them whether they stay overnight or not. If they disturb other residents, they will probably be asked to leave and you will find yourself in trouble on their account. When your visitors are ready to leave Monash Residential Services, please escort them off the premises.

*Permission for visitors will not be granted during orientation, study and exam periods.*

**HALL/ROOM TRANSFER** – Should you wish to transfer rooms please complete a Transfer Request Form and return the form to the Residential Office. Staff will process the form and contact you if your request has been successful.

Please note that students wishing to transfer to another room will be liable for the rental of their newly vacated room until a replacement is found.

Please note that residents:

- are not permitted to transfer during the first four weeks of semester;
- staying for one semester are not permitted to transfer rooms; the resident must stay in their designated room for the entire length of their stay.

**HAZARD ALERTS** – Hazard Alerts that have been issued by Monash Residential Services [http://www.mrs.monash.edu.au/oncampus/ohs/](http://www.mrs.monash.edu.au/oncampus/ohs/)

**HEALTH & SAFETY** – All residents have a legal and personal responsibility to assist in maintaining a safe environment within Monash Residential Services. For example, if a resident was to tamper with fire safety equipment and there was subsequent damage or injury, that resident may be liable. It is vitally important that you respect safety equipment and follow the relevant procedures and instructions. It is for your own personal safety and that of other residents.

**HEALTH SERVICES**

Berwick Residents wishing to consult a doctor should note that Berwick Healthcare is located at the front entrance to the Berwick Campus - Ph. (03) 9796 1500 for appointments. Alternatively, Casey Hospital is located on Kangan Drive (street opposite the main entrance to the campus and has an Emergency Department Ph. (03) 8768 1200.

Peninsula Residents wishing to consult a doctor should note the University Health Service in Building U Level 1 on the Peninsula Campus– Ph. 44615 / 9904-4615 for appointments. Alternatively, Frankston Hospital is located on Hastings Road, Frankston and has an Emergency Department Ph. (03) 9784 7777.

If you are taken ill during the night or weekend and if you or the College Head consider the services of a doctor are necessary, then a private doctor will be consulted. In this case the doctor may charge you for his or her services. Monash Residential Services cannot pay your medical bills nor can the medical bills be put on your
account. You are strongly advised to obtain your own Medicare card. If Medicare does not adequately cover you, you are strongly advised to join one of the private health insurance funds. Overseas students, particularly, should make sure they have adequate medical and hospital insurance cover.

HEATERS – All rooms are adequately heated. Use of personal heaters is **strictly prohibited**.

INSPECTIONS - Building & Safety Inspections
To ensure that reasonable standards are maintained, an inspection will be carried out each semester. This inspection will be notified in advance in writing and will look at safety, cleaning, maintenance and compliance issues. Residents must co-operate with the inspections and subsequent instructions.

Cleaning Inspections
To ensure that reasonable standards are being maintained an inspection of common areas will be carried out each fortnight of Semester.

INSURANCE - Accident Insurance - On behalf of all current residents, Monash Residential Services has organised and paid for STUDENT PERSONAL ACCIDENT INSURANCE. This has been arranged through Marsh Pty Ltd. It has been agreed that any compensation payable under the policy shall be reduced by the amount of compensation paid under Policy #5234390 held by Monash University should the insured person elect to lodge a claim under that policy in the first instance. Monash Residential Services has organised the Student Personal Accident Insurance in good faith but cannot guarantee claims filed for compensation will be successful. The outcome of any claims for compensation is between the person making the claim and the insurance company.

Should you wish to make a claim, please contact the Deputy Director or Director, Monash Residential Services.

Insuring your personal belongings – As the University’s insurance policies do not cover personal belongings it is recommended that residents take out their own insurance cover. Before doing so, residents’ should check to see if an existing cover on personal effects at their home address extends to their belongings at Monash Residential Services.


**Berwick-Clayton:** The Berwick-Clayton shuttle bus operates five days a week from 7.15 am to 7.15 pm during semester. The bus stop is located at the main building entrance at Berwick and in the bus loop at Clayton campus.

**Clayton - Caulfield:** The Caulfield-Clayton shuttle bus operates five days a week from 7.30 am to 10.15 pm from Orientation Week to end of exam period in Semester 2. The bus does not operate during the Easter break or during mid-semester break. The bus stop is located at the Queens Avenue main entrance adjacent to the Security Gatehouse at Caulfield and in the bus loop at Clayton campus.

**Peninsula-Clayton:** This service operates with one bus, runs in both directions and can be boarded at the last bus stop exiting the bus loop on Clayton campus and at the George Jenkins Theatre on Peninsula campus. Each trip takes between 30-50 minutes, depending on the time off day and direction of travel. Buses leave from 7:15am until 6:15pm.

**Peninsula –Frankston Train Station:** The shuttle bus operates during the semester and exam periods. The bus stop will be located in Fletcher Road, Frankston opposite Chisholm Institute of TAFE. Please refer to this web page for more information and map. [http://www.monash.edu.au/campuses/peninsula/travel/shuttle-bus/station-campus.html](http://www.monash.edu.au/campuses/peninsula/travel/shuttle-bus/station-campus.html)

INTERNET AND COMPUTER NETWORK FACILITIES
Each bedroom has a data connection to the University's Computer network Residents are able to self-register to gain access to this connection. [http://www.mrs.monash.edu.au/oncampus/internet.html](http://www.mrs.monash.edu.au/oncampus/internet.html)

**IMPORTANT WARNING:** To ensure that no information is lost, please ensure that correct computing procedures are followed at all times.

INTRUDERS – If you find an intruder, or perhaps an outsider, using Monash Residential Services facilities, you should contact the University Security Officers on extension 333. If required, Monash Security will notify the College Head, or in their absence, Deputy College Head or Residential Support Assistant.

INVOICES – There is a very good reason why Monash Residential Services insist on prompt payment of all debts. To our knowledge, Monash Residential Services is one of the very few accommodation complexes that charge accommodation rentals on a monthly-in-arrears basis. Owing to the fact that the Monash Residential
Services is financially autonomous and receives no funding or financial assistance from any other source, charging rentals on a monthly-in-arrears basis does in fact place considerable financial pressure on Monash Residential Services.

If residents do not pay their accommodation invoices on time, the financial viability of Monash Residential Services could be threatened. Should this occur, Monash Residential Services may be forced to change their accommodation payment procedures and either charge residents accommodation charges by the semester, or charge residents one month’s rental as bond coupled with all accommodation rentals payable as monthly-in-advance. Therefore, it is extremely important that Monash Residential Services invoices are paid on time. The Accommodation Fee Regulations which form part of residents contractual obligations at Monash Residential Services, and which all residents acknowledged as having read and accepted prior to taking up your residency, clearly states: “Any resident with outstanding accounts will not be allowed to continue their accommodation without full payment of overdue accounts ......” Accordingly, you are required to pay ALL Monash Residential Services invoices in full by the last day of each month.

**IMAGES - USE OF IMAGES OF INDIVIDUALS PARTICIPATING IN MRS ACTIVITIES** - At any event organised by MRS, individual residences, or social committees, photographs and video/audio of residents may be taken. Examples of such events include (but are not exclusively):
- Orientation program events;
- Training programs;
- Sporting events;
- Seminars and vocational events;
- Academic Dinners;
- Residence functions (like suppers, cultural programs etc).
- General usage of MRS spaces for service and activities.

Photographic, video and/or audio recordings may be taken during the course of these events and functions. Such recordings may be used, reproduced, published, communicated or broadcast for advertising, marketing, informational or promotional purposes and or for teaching and research purposes.

The images used will never present individuals in a negative light - and will only be used if the content of these images is consistent with the MRS Vision statement [http://mrs.monash.edu/statement.html] and Mission Goals [http://mrs.monash.edu/goals.html].

Residents who do not wish to have photographic, video, audio or other visual portrayals of themselves taken or used as outlined above, can withdraw their consent for individual events by advising the coordinator of the event(s), their College Head or the photographer, or in writing to MRS for a general withdrawal of consent.

**MRS Residents only:** To withdraw your consent, you should send an email from your Monash Student email account to front.officemrs@monash.edu, with the Subject of the email Photo Consent Withdrawn. In the body of the email, please provide your full name and student ID number, and state that you do not consent for MRS to use your image for the purposes outlined in the MRS Use of Images of Resident participating in MRS Activities statement.

**KEYS** – Loss of keys will initiate a lock change. The cost associated with the lock change with be passed onto the resident and can be added to the month rental invoice. The charge is the cost to Monash Residential Services to replace door locks and issue new keys.

Should you lock yourself out of your room, please see the Residential Office to borrow your spare keys. Outside of business hours, please contact security who will be able to grant access to your room.

**LAUNDRY FACILITIES** – Monash Residential Services provides free laundry facilities, including washing machines and clothes dryers, for residents’ use. Hot water taps have been disenabled to encourage residents to use cold water when washing. Residents are reminded to ensure that dryer filters are cleaned on a regular basis and to ensure correct washing powder is used in washing machines.

Clothes airers have been provided to each resident for drying clothing. It is not permitted to hang clothing from balconies, windows or any other make-shift clothes line.

For safety reasons, residents are also advised that placement of clothing on, or touching, heaters is strictly prohibited.

**LEAVING (departing Monash Residential Services)** - A Departure Form must be completed prior to departure. Please ensure to include a forwarding address. Departure time is 10am. Failing to depart by 10am will see you charged an extra night’s rental. Your keys must be returned to the Residential Office. Failing to return keys will see further rental charges until your keys are received by the Residential Office.

Departing residents must not leave their room keys with the College Heads, Deputy Heads, and Resident Support Assistants or Resident Advisors.
Residents must return their room keys and parking permits to the Residential Office and if after hours, residents must return keys via the After Hours key return box prior to departure. For AH Key return procedures and locations please contact the Residential Office.

Residents departing prior to the end of their contract are reminded that the terms of their Residency Agreement will apply.

Please ensure that all personal items in communal kitchens and bathrooms are removed from fridges, cupboards, bathrooms and showers. Contract cleaning staff have been instructed as part of their job requirement to dispose of any items left in communal areas.

LEAVING FOOD UNATTENDED – Residents are advised never to leave the kitchen whilst cooking as this is how several fires have started in the past.

LEGAL AID SERVICE – If you have legal problems and wish to consult the Monash Legal Service they operate from 60 Beddoe Avenue, Clayton and are open from 9am to 5pm on weekdays and some evenings. Consultation is by appointment either by telephoning 9905 4336 between 9am and 5pm or calling in person at the centre. If there is some urgency, the service will act immediately.

LETTERS AND PARCELS
All Berwick Residential incoming mail is delivered to the Residential Office (Building 955). Letters are sorted and delivered by the staff to the resident mailboxes. Parcels, and ´signature required´ articles, are held at the Residential Office (Building 955) for 7 (seven) days from the date of receipt, for collection by residents on presentation of student ID and mail advice card. In these cases, a mail advice card will be delivered to residents’ mailbox. Items not collected within seven (7) days will be returned to sender. The Residential Office (Building 955) cannot store items on behalf of its residents.

All Peninsula Residential incoming mail is delivered directly to residents’ mailboxes by Australia Post. The Residential Office cannot accept responsibility for mail once it has been delivered to the mail boxes. We do suggest that residents purchase a padlock to secure their mailbox. The Residential Office will not accept responsibility to hold mail whilst you are away from Monash Residential Services and you should ensure you make appropriate arrangements. As a courtesy, the Residential Office will re-address mail for approximately two (2) weeks after a resident departs. Any mail received after that time will be marked ´No longer at this address, please return to Sender´.

LIABILITY FOR SPORTING ACTIVITIES – In professional sporting competitions legal actions by players against one another claiming damages for assault or negligence are commonplace, particularly in contact sports such as Rugby and Australian Rules football. As assault includes the unlawful application of force by one person to another without that other person’s consent, the question to be decided by the court will often be whether the player consented to the assault by voluntarily playing the game. In deciding the matter, the court will initially look at the rules of the game. As a general rule, players are taken to have consented to all conduct permitted under the rules. Hence, if the conduct of the offending player is within the rules of the game or incidental to the rules of the game, the injured party may not succeed. Even if the offending player’s act involves a transgression of the rules, the injured player’s action for damages may not succeed. The court may decide that a transgression of the rules is inevitable in the particular sport played. However, the defence of consent will not extend to conduct intended to cause harm. Notice is given to all residents informing them that sporting activities arranged by them are done so at their own risk without the University being responsible for such activities.

LINEN/BEDDING – Linen is not provided at Monash Residential Services. Residents need to provide their own pillow, sheets, blankets etc. Linen packs may be pre-ordered via the MRS online store at: http://ecommerce.mrs.monash.edu.au/default.asp?c=15413

LITTERING – The University is proud of the grounds and physical structure of Monash Residential Services. In order to maintain this attractive environment, littering is not acceptable (including disposing of cigarette butts on the ground). Further, please assist in supporting the environment by reminding guests not to litter. Your cooperation in this regard is expected and appreciated.

LOST / UNCLAIMED PROPERTY – Lost/unclaimed property should be handed into the Monash Residential Services Residential Office where it can be logged and held for the appropriate period of time. Lost property can also be claimed from the Residential Office. Any unclaimed property will be donated to charity. MRS will immediately dispose of any items found in vacated resident rooms. The cost of removal and disposal of these items will be incurred by the departing resident. MRS is not responsible for any items left by residents in communal areas.
MAIL
The mailing address for Berwick Residential is:

Family Name, Given Name
Hall & Room Number
Monash Residential Services
PO Box 1071
Narre Warren Vic 3805
In the event that an address with a street address is required for registering a bank account, purchasing a phone etc. please contact the Residential Office for an alternative option.

The mailing address for Peninsula Residential should include your unit and street number and street name. It does not need to include your room number.

Example:
Family Name, Given Name
10/1 Bloom Street
Frankston Vic 3199

Upon arrival you will be given your confirmed postal address which will also be the street address used when registering for bank accounts etc.


MAINTENANCE – Monash Residential Services is maintained to a high standard. We request your assistance to ensure all maintenance requirements are recorded. Please complete a maintenance form online at http://www.mrs.monash.edu/maintenance.html

Please note that maintenance requests will only be accepted for your allocated room or common areas.

Submitting a maintenance request for another resident’s room is prohibited.

Major maintenance/renovations (where necessary) will be conducted during December and January. This will include both internal and external works. Disruption will always be kept to a minimum and during normal business hours where possible.

Students staying over the summer months of December and January may need to relocate to the summer residence.

MEMBERSHIP AT MONASH SPORT – As a resident of Monash Residential Services you can access the Monash Sport Fitness Centre at a discounted rate. The membership is cross-campus, and is valid whilst you are a resident with MRS (regardless of campus). The MRS fitness centre membership is equivalent to a student ‘centre membership’; it gives access to the fitness centre, group fitness classes, and pool access across all campuses. Additional services such as personal training will be charged at the appropriate student rate. The gym membership can be purchased through the MRS online store: http://ecommerce.mrs.monash.edu.au/

Berwick residential residents are reminded that should you wish to take up this offer please ensure to purchase through the Clayton Residential e-store.

Note: Alcohol is strictly prohibited in the Sports & Recreation Centre.

MISSILES, FIREWORKS AND FIREARMS – the University, within its precincts, prohibit the following conduct whether indoors or outdoors, and the commission of any such conduct by a student has been declared to constitute misconduct:

1. The preparation, use, throwing or dropping of a missile of any kind including a missile containing water, flour, sand or any other liquid or material whatsoever.
2. The lighting or throwing of a firework of any description except when done in the course of an organised display of fireworks in a restricted area, the use of which for such display has been sanctioned by written permit from the Deputy Vice-Chancellor (Resources).
3. The misuse or unauthorised use of any equipment or property of the university and in particular:
   a) any unauthorised interference with or use of fire fighting appliances; OR
   b) any unauthorised removal of or attempt to remove the keys of fire doors; OR
   c) any unauthorised interference with or other unauthorised act in relation to any lift or escalator.
4. Remaining in or entering into any building or enclosed area without authority knowing it to have been officially closed. Any allegation that a student has committed one of the forms of misconduct specified in paragraphs 3 (a), (b) and (c) is to be referred to the Vice-Chancellor in order that he may consider whether the allegation should be referred to the Discipline Committee.

It is absolutely forbidden to have any guns, firearms, weapons or flammable liquids in or around Monash Residential Services.
MONASH STUDENT EMPLOYMENT & CAREER DEVELOPMENT – You will find the help you need by using the Monash Student Employment and Careers Development Service.

MONASH UNIVERSITY SERVICES and FACILITIES – Many of the University’s facilities are available to Monash-enrolled students including Monash College and MUELC students. Quite often these services are free or offered to students at a discount. Facilities include the use of Monash libraries, Sports & Recreation facilities, medical and dental facilities, Student Travel, Housing Office, etc. In the University Campus Centre, Clayton Campus, you will find the Westpac and Commonwealth banks, bookshops, a variety of food outlets, incl a chemist and a health food store. Behind the Campus Centre is a Post Office and Credit Union.

NOISE – It is expected that all residents will respect their fellow residents in relation to the generation of noise and their right to quiet enjoyment. You can minimise noise if you:

- keep your door shut when you have visitors;
- discourage loud talking in your room;
- do not slam doors;
- take special precautions to minimise party noise after 11.00pm;
- do not use amplified equipment.

If your noise disturbs someone, it is too loud and it is your obligation to turn it down. With reference to parties, please take note of the above paragraph. Once again, each resident is responsible for the behaviour of his or her visitors.

PARTIES - Monash Residential Services has limited suitable space for private parties, where noise will not impinge unacceptably on other residents. Should you wish to have a party you will require College Head approval. The following rules will apply:

- you must not disturb other residents;
- at the conclusion of the party, all mess must be cleared and rubbish bins emptied in the dumpster provided at;
- restriction exists during and near to examination times;
- all parties must be concluded by midnight;
- any damage must be paid for.

PETS OR ANIMALS – are not allowed at Monash Residential Services. This includes pet mice and other small animals, such as goldfish.

POWER BOARDS - DOUBLE ADAPTORS - All double adaptors are a fire risk and are banned from use in any of the Monash Residential Services bedrooms. Power boards are safer but they must have a 10 amp automatic trip, for the following reasons:

- all power points are rated at 10 amps;
- if your power board does not have a 10 amp circuit breaker and you plug in too many appliances, the electrical flex will overheat - it is highly possible that this will cause a fire.


As the phone is connected to the power point in the room, residents are advised to provide their own power boards if they wish to power up other appliances like laptops, etc.

POWER POINTS - All power points in student bedrooms are rated at 10 amps. There may be up to six bedrooms per circuit. Each circuit has a 15-amp circuit breaker. In order to minimise circuit breakers tripping, the maximum load you are allowed per power point is 500 watts. On average, a laptop is rated at approximately 50 watts.

PUBLIC TRANSPORT – Please log onto the following web address for transport information:
http://ptv.vic.gov.au/ should you require The Fares & Travel Guide and/or other useful pamphlets, please ring 1800 800 007 (6am - midnight daily).

RE-ADMISSION TO MONASH RESIDENTIAL SERVICES – All applications for residency are, if accepted, valid for the current year only. Residents wishing to return to residence the following year must submit a re-admission form. There is no guarantee that those residents submitting an Application Form for re-admission will be successful in their application - refer to Monash Residential Services Conditions of Residency and the Monash Residential Services Admissions Policy at: http://mrs.monash.edu.au/oncampus/admissions-policy.html

At the beginning of October, all current residents are given the opportunity to reapply to Monash Residential Services for the following year, please ensure you complete your application before the end of October.

Should you wish to return to Monash Residential Services in the following year we would expect to be able to confirm your place, provided that you have accepted your offer and pay the non-refundable or non-transferable $500.00 rental deposit by the advertised deadlines. Re-admission applications also make provision for you to request a room preference.
RECYCLING – Monash Residential Services follow the guidelines provided by Monash University for all items that are recycled. Recycle bins are provided at all residences.

RESIDENT ADVISORS
Students acting as Residential Advisors (RAs) are an integral part of the Monash Residential Services community and make up part of the Residential Support Team. RAs are volunteers who assist the College Head, Deputy College Head & Residential Support Assistant to enforce the rules set out by MRS in order to avoid inconsistencies, and develop a safe, accepting and caring community environment.

The role is essentially a social and pastoral one whereby RAs help develop a sense of community. In connection with accommodation matters, RAs contribute to the development of an environment:
- that promotes and supports the social and personal development of the residents and is conducive to study;
- which has regard for the individual and group needs of the residents, taking into consideration the multicultural nature of MRS;
- that creates opportunities for mutually beneficial interaction between residents and helps residents develop respect for each other’s rights and freedoms.

RESIDENTS’ GARDEN – Currently there are community vegetable gardens located at both Berwick and Peninsula Residential. Working bees are held regularly where you can meet other residents, get dirty and get some veggies for free. The vegetable garden working bee is one of the events organised by the Residential Support Team at each residence.

It is the responsibility of the residents of the Hall/Flat/house to decide what is to be planted.

ROOFS AND SERVICE AREAS – No resident is allowed onto any roof anywhere within Monash Residential Services. Other ‘no go’ areas are plant rooms, electrical switchboards or similar service installations. Any breach of this may result in immediate eviction and disciplinary measures.

ROOM CLEANING - Remember, when you moved into your room how clean it was? This is how you are expected to leave it when you vacate your room. You are expected to dust and vacuum your room and remove all belongings - this includes removing Blutack, rubbish & stickers.

If extra cleaning is required in your room you will be responsible for the costs of the cleaning.

ROOM CONDITION REPORT – To avoid later disagreement, all residents must complete and submit a Room Condition Report within three days (72 hours) of taking up residence. It will be assumed that failure to send in your Room Condition Report means that your room is in perfect condition and you will be financially responsible for any damage that occurs. All residents are required to keep their own rooms in a good condition during their stay. Residents will be charged for:
- any damage that exceeds reasonable wear and tear
- cleaning (if rooms are left in an excessively dirty condition)
- replacement costs of missing items
- rubbish removal should excess items be left in the room

RUBBISH REMOVAL – It is all resident’s responsibility to ensure that personal and kitchen rubbish bins are emptied into the dumpsters or council bins provided on a daily basis. Peninsula residents are reminded that you may be required to place council bins on the nature strip for collection, more detail information about specific accommodation bin requirements is available at the Residential Office.

SECURITY – IN AN EMERGENCY DIAL 333 (or 0000) from an internal phone or (03) 9905 3333 (or 000) from an external phone. Or you can press the lower speed dial number on your room VoIP phone for 333. The Security Personnel will:
- Patrol MRS Buildings, to ensure the safety of residents, staff and visitors.
- Execute the MRS Critical Incidents Management Protocols and render required action and assistance.
- Assist in the enforcement of MRS policies, residency regulations, etc. as stipulated in the Handbook.

If a resident requires assistance outside of office hours, they should contact the Security Personnel.

The Berwick Campus Security Desk is located in Building 903 Foyer and is operational 24 hours a day. Telephone contact during working hours and after hours can be made on 9904 7444 or extension 47444.

The Peninsula Campus Security Desk is located in Building C, Room C1.01B and is operational 24 hours a day. Telephone contact during working hours and after hours can be made on 9904 4318 or extension 44318.
SECURITY SAFETY ESCORT SERVICE – Monash Security provide a Safety Escort Service around all Monash Campuses, should you require a safety escort to your car or any location on campus, please contact Monash Security.

SEXUAL HARASSMENT – is verbal or physical conduct that is unwarranted, uninvited and unwelcome. Such behaviour is unlawful if it makes you feel offended and humiliated, intimidated, frightened or uncomfortable at work, in class or in your residence.

If you’re experiencing, or wish to raise concerns about, unacceptable behaviour by another student, there are a range of services and support you can turn to.

For concerns about harassment, including sexual harassment, stalking or unwelcome attention, contact Safer Community Unit on 99051599

Other areas that can provide help include:

- grievance advisers at ethical.conduct.queries@monash.edu for initial advice
- Counselling Service

http://adm.monash.edu/sss/equity-diversity/equal-opportunity/contact.html

SMOKE CONTROL DOORS - Smoke control doors (where fitted) must be kept closed. The doors should not be left open. The smoke control doors have been installed to prevent smoke travelling throughout the building. It is for your own safety that the doors are left in a closed position. If you remove the door closer from your room door you may be charged for it to be installed again.

SMOKING POLICY – Monash University promotes a smoke free environment. Please contact the Residential Office for further information regarding permitted smoking points for MRS residents.

These are located within the residential communities at:
- Berwick Residential: north west corner of Pavilion
- Peninsula Residential: west of Bloom Street units on gravel road


SMOKE DETECTORS – At Monash Residential Services most bedroom are fitted with smoke detectors. Students are prohibited from interfering with the smoke detectors in any way. Should you interfere with the smoke detectors, you are in breach of the University’s Discipline Statutes and may face the possibility eviction. Monash Residential Services is also obliged to report you to the University Disciplinary Committee for action.

STAYING AWAY OVERNIGHT – Absence from Residence – You are not obliged to notify the Residential Office or your Residential Support Team if you are absent from Monash Residential Services overnight but it is requested. Please complete an absent from Halls form should you plan to be away from Monash Residential Services for more than 2 days. ‘Absent from Residence’ forms can be found via the following link:

http://mrs.monash.edu/oncampus/resprograms/absence-form.html

STAYING OVER SUMMER – Should you wish to stay at Monash Residential Services over the summer vacation period, but please ensure that you complete a Request to Stay Over Summer form available from the Residential Office. You may be required to transfer to another room during this period due to programmed maintenance.

STORAGE – Storage facilities are not available and residents are unable to store their personal belongings over the summer period. This also includes bicycles.

STUDENT FINANCIAL AID – Financial Advice is available at the university to assist enrolled students with a variety of financial matters ranging from Austudy, student loans, financial advice and basic taxation information. Please contact the Monash Connect office located on your campus.

SUB-LETTING ROOMS – Sub-letting of rooms is not allowed. Should Monash Residential Services staff find an unannounced tenant or guest using your room, the guest must leave immediately and residents may find themselves in breach of the conditions of residency and the possibility of facing eviction.

TELEPHONES – All bedrooms are fitted with a Voice over Internet Protocol (VOIP) telephone and private telephone connection points.

Your phone extension for your bedroom is displayed on the phone. For people outside of Monash to call you, they will need to add 03 990 before the 5 digit extension number. Please note that you telephone extension will not be disclosed to any third party and it is your responsibility to ensure family and friends are advised of your telephone number.
Telephone Service at Berwick and Peninsula Residential:

- All resident room telephones have the 333 Security emergency contact number on speed dial.
- The complete international telephone number is 61 3 99047177.
- All resident private telephone extensions have an IN-DIAL facility. This enables residents to receive telephone calls 24 hours a day. Callers are able to call residents directly.
- Residents can make free 1800 calls from their private telephone extensions (put a 0 to dial out).
- For all out-going calls residents will need to use a Telephone Calling Card with an 1800 number access to an external line. (Don't forget to put a 0 to dial out). Please note, calling cards that do not use an 1800 number to access an external line cannot be used.
- Not all calls made on the Monash provided phones are chargeable. A list of the free calls is available here. The room phone allows residents to make free calls to certain Helpline numbers across Victoria.

**Local Call Cost Helplines** (put an extra 0 in front of the number)
- Nurse on Call - 1300 60 60 24
- Suicide Helpline Victoria (lifeline): 1300 651 251
- Mensline Australia: 1300 789 978
- Sexual Assault Crisis Line: 9349 1766
- Beyond Blue: 1300 224 636
- Lifeline: 131 114
- QUIT Line: 131 848

**Campus Specific Local Call Cost Helplines available** (put an extra 0 in front of the number)
- Berwick Healthcare 9796 1500 (Berwick)
- Frankston Hospital 9784 7777 (Peninsula)
- Towerhill Medical Centre 9781 4477 (Peninsula)

**Free Call Helplines** (put an extra 0 in front of the number)
- Kids Helpline: 1800 551 800
- SANE Australia (mental health info and referral): 1800 688 382
- Women's Domestic Violence Crisis Service of Victoria: 1800 015 188
- Turning Point - Drug & Alcohol Agency (healthlink): 1800 888 236
- Gamblers Help: 1800 156 789
- Emergency: 000
- Monash Emergency: 333

**Outgoing calls**
You can make outgoing calls using a Telstra phone away card with the telephone connection in your bedrooms. Dial 0 first to get an outside line.

**Calls to the University**
Dial the appropriate university extension number from either the communal area telephone or the private telephone connection in your bedroom. There is no charge for these calls.

**Calls within** Monash Residential Services: Dial the appropriate extension number from either the communal area telephone or the private telephone connection in your bedroom. There is no charge for these calls.

**Please do not disconnect the telephone connection** – this is for your own safety and security in the event of an emergency we must be able to contact you via the VOIP phone at all times. Using the telephone cable as your Ethernet cable to connect your computer directly to the wall port is prohibited. Additional Ethernet cables to connect your computer to the internet have been provided to you.

**Telephone Handsets**
Residents are provided with a Voice over Internet protocol (VOIP) telephone handset in their room. Residents are responsible for the care of their phone. A $385.00 charge is applicable for loss or damage. The telephone in your room must always be connected and fully functional.

**TV STREAMING**
Monash Residential Services has arranged for TV streaming through the University computer network. In addition to the local channels (ABC 1, ABC 2, Nine, Seven, Ten, SBS) connection to a range of satellite TV channels is also available (E.g. BBC world and many Asian channels) This service is free as it runs on the internal network. Further information is available on the MRS website

**VACUUM CLEANERS**
Most flats, apartments, units and houses will have a vacuum cleaner provided in the laundry area. For all other Berwick residences, vacuum cleaners can be borrowed by visiting the Residential Office during business hours. Please note you will be required to provide your student ID. It is expected that all vacuums are emptied prior to returning.

**VENDING MACHINES**
All vending machines throughout Monash Residential Services are operated by independent contractors. To report maintenance or issues contact the number listed on the machine.

**WADING POOLS**
are not permitted in or around Monash Residential Services.

**WEB ADDRESS**
Monash Residential Services web address is: http://www.mrs.monash.edu.au/

**WIRELESS INTERNET**
There are wireless internet points located at Monash Residential Services, ensuring there is maximum external coverage. All bedrooms may not be covered at Berwick Residential. For further details please see the Residential Office.