GETTING STARTED GUIDE
FOR LIFE ON CAMPUS AT MRS
RESIDENTIAL VILLAGE
DISCLAIMER
The information contained in this booklet has been compiled by the Monash Residential Services (MRS) Residential Village Information and Services Team. The listing of retail outlets and services is correct at the time of print and has only been provided as a guide for your convenience, not as a recommendation. Monash University and Monash Residential Services accept no liability for any loss or damage that may arise as a result of the information contained in this booklet.
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Hello, my name is Trisha Prpich and I’m very happy to be welcoming you to our on-campus community. As the Director of MRS, my responsibility is to ensure that you, and all residents have the best possible experience whilst living on-campus at Monash University.

To assist you in having the most rewarding experience possible at Monash, we have developed a range of resources to assist you settle into your new home, immerse into your new community, and thrive at Monash.

This Getting-started-guide contains the information you need during your first few days and weeks at MRS. It’s your ‘cheat sheet’ to life on-campus. You can refer back to this guide to find information relating to your new home, the services available at MRS, helpful resources provided on-campus, and additional information that we think is valuable to you.

Another great resource we have developed to assist you is the ResStart website (monash.edu/accommodation/resstart). ResStart has been designed by former residents to help you settle into your new home here at MRS. It contains practical advice along with tips and information from members of our community informed by their own personal experiences at MRS.

The most important assets you have for settling into University life is your Residential Support Team, and in particular your Resident Advisors (RAs). Here at MRS we pride ourselves on the quality of our residential support, engagement and development program and this is delivered primarily through our volunteer RAs. Your RAs along with the staff in your Residential Support Team are the best place for you to seek assistance and support here in your new home.

Please accept my sincere welcome to MRS, I hope that living at MRS is a rewarding experience and that being a member of the diverse and inclusive community helps you excel in your studies. All of us here at MRS wish you all the best for the year ahead.

Trisha Prpich
Director
CONTACTS  
WHO TO CONTACT AND FOR WHAT

Residential Village Administration Office  
The Residential Village Administration Office is your first point of contact for general enquiries and is located at 58 College Way (Building 47)
You can call the Administration Office by dialing extension 56200 from your room phone.
The Residential Village Administration Office opening hours are:
Monday to Friday:  8:30am - 7:30pm
Saturday & Sunday :  8:30am - 7:30pm
(closed for lunch 1pm-1:30pm)

Phone contacts
Monash Residential Services Switchboard
You can dial extension 56200 from your room phone to the MRS Switchboard and they can transfer you to the relevant department.

Monash University Switchboard
You can dial extension 54000 from your room phone to the Monash University Switchboard and they can transfer you to the relevant person or department within the University.

MRS Services Personnel Security Officers
There are dedicated ‘MRS’ services personnel on site each night at Clayton to assist all residents and to ensure safety and security.
The Services Personnel are available outside office hours and are contactable on 27777 from an internal telephone or 9902 7777 from an external telephone.

MRS email contacts
Administration Office
mrs.frontoffice.rv@monash.edu
- Borrowing items
- Gym memberships
- Locks & keys
- Lost & found
- Mail delivery
- Parking permits
- Phone usage

Admissions Office
mrs.admissions@monash.edu
- Account fees and charges
- Changes to your lease
- Breaking your lease
- Rental references
- Residency agreements
- Release of information

Operations Office
mrs.operations.rv@monash.edu
- Arrival condition reports
- Cleaning charges
- Cleaning standards
- Maintenance Issues

Off-Campus Accommodation Service
connect.monash.edu/askmonash
- Help with off-campus accommodation
- Tenancy legal advice

WHERE TO FIND MORE INFORMATION

MRS resident portal
monash.starzhousing.com/StarRezPortal/Login
For details and forms including:
- Parking permit information
- Arrival room condition report
- Your residential support team contact list
- Submitting a maintenance request
- Updating your details
- Release of resident information form
- Absence from halls form
- Uploading documents

Current residents web page
monash.edu/accommodation/current-residents
For information on:
- Resident resources
- Maintenance, IT and cleaning
- Safety procedures
- Forms
- Campus developments
- Postal address
- Parking information

Resident resources web page
monash.edu/accommodation/current-residents/handbook
For more information on:
- Your room
- Your hall
- MRS policies and procedures
- Fees and payments
- Safety and security
- Mail and postage
- Eating, drinking and cooking
- Cleaning
- Internet, phone and electrical
- Transport and parking
- Other services
- Sport at Monash

Forms web page
monash.edu/accommodation/current-residents/forms
Forms including:
- Overnight guest form
- Incident report form
- Absence from residence form
- Maintenance request form
- Tenant consent form
COMMUNICATIONS

THE WAYS WE WILL COMMUNICATE WITH YOU WHILST YOU LIVE WITH US

Email
We will use your Monash student email account as our primary email communication platform.

You are also welcome to email the Administration Office at any time mrs.frontoffice.rv@monash.edu

Monthly resident e-newsletters
A monthly MRS newsletter will be sent to your Monash email address with information relevant to the time of the year.

Face to face
You are welcome to visit the Administration Office during business hours to discuss administration matters. Your RST will let you know the best way to contact them for all other matters.

Notices
Sometimes notices may be sent to your residence. These will be placed under your door, on your desk, or on a noticeboard.

Facebook
The Residential Support Team will send important updates to the Residents’ Facebook groups. Please contact a member of the RST for the link to join the group.

Administration Office does not communicate through the Facebook page.

Phone calls
If there is something important that we need to speak to you about we will either call your room phone or your mobile number. You are also welcome to call us!

Surveys
We will ask you to complete surveys several times during the year.

Your feedback on our services and facilities is extremely valuable, and we incorporate all feedback into our future planning.

Electronic screens in halls
Within your hall there are electronic display screens where current information and messages will be displayed. Check these screens regularly for updates.

COMMUNICATION WITH OTHERS ON YOUR BEHALF...

Your privacy & release of resident information form
As employees of Monash University, the staff of MRS are responsible protecting your privacy.

This means once you move into the residences we will not discuss you, or your residency, with others outside the University, without your permission. This usually works in your favour, but sometimes there is a need for others (including parents and real estate agents) to ask us about you.

To clarify your intentions, we ask that you complete a Release of Resident Information Form to enable us to discuss you and your accommodation with others. A copy of this release form is available online through the MRS Resident Portal.

In an emergency situation we will contact the emergency contact you listed on your application for residency.
Everyone at MRS has a network connection point via the voice over internet protocol (VOIP) phone in their room. This connection will provide you with the best internet connection. The private network connection point in each room gives you 24-hour access to:

- The university campus network
- Extremely fast internet services

WiFi is also generally available, but the signal is not guaranteed.

**Connecting to the Monash WiFi Network**

While interfaces vary between devices, the connection instructions are essentially the same across all devices.

To connect to the eduroam wireless network (recommended), when prompted for a username and password, simply use your Authcate details (Monash computer username and password).

For devices that don't support enterprise encryption, but do support browser login, you can use the Monash Free WiFi network to access the internet.

Wherever possible, it is advised to use the eduroam network.

**Ensuring your phone and computer are set up correctly**

**Deakin, Farrer, Howitt, Richardson, Roberts Halls & South East Flats**

Your room has a data port for network connection for your telephone and computer. Your internet port is located behind your phone. The socket is marked as "10/100/1000 PC". Connect the data cable to the network port on your computer.

**Normanby House only**

Telephone cable only to be plugged into the middle connection port. Plugging in any other cords may make the phone stop working.

Green port is for the VOIP telephone connection

Middle two white ports are for internet connection to computer/laptop

Grey port is for maintenance only

**Still having trouble?**

While MRS will attempt to assist you with minor configuration issues on your computer or device, if you need technical IT support to connect to the network, we recommend you seek this from the eSolutions helpdesk on 9903 2777.

You can also email the MRS IT co-ordinators (RA’s who specialise in all things IT) at mrs-ithelp@monash.edu

**More information:**

Please visit the Current Resident webpage:
monash.edu/accommodation/current-residents
for details on:
- Fair usage policy
- How to be secure
- Viruses and updates
- The eSolutions helpdesk
ARRIVAL CONDITION REPORT

THE FIRST THING TO DO WHEN YOU ARRIVE!

Before unpacking and setting up your room it is important that you complete your Arrival Condition Report.

Your Arrival Condition Report goes through each item and area of your room and you need to visually check each. It is an opportunity to comment on the condition of each item so that you are not charged for any damage that you aren't responsible for.

MRS will expect you to leave your studio in the same condition as it was in when you arrived.

The Arrival Condition Report MUST be completed and submitted within 3 business days of your check in.

An email will be sent to your Monash email account at the time that you check in to remind you to complete your arrival condition report.

The Arrival Condition Report is to be completed in the MRS Resident Portal.

MAINTENANCE ISSUES

SOMETHING NOT WORKING PROPERLY?

If something isn't working in your room or you have any maintenance issues, please report it immediately online via the MRS Resident Portal.

Please note that maintenance is not done after-hours (overnight) or on weekends, however we will arrange the work to be done on the next working day.

If your maintenance is an emergency (e.g. leak), please contact your Residential Support Team or the Security office at your campus.
FURNITURE, APPLIANCES & WASTE DISPOSAL

FURNITURE

MRS Residents are responsible for the care of furniture and equipment in Monash Residential Services. If 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 Administration Office.

Furniture provided in resident bedrooms is standard issue. Residents wishing to bring in their own furniture and remove existing furniture from the room are required to seek approval in writing from the Deputy Director Operations. Approval is only granted under special and extreme circumstances. Residents must note that removal of furniture if approved by the Deputy Director Operations will be at the cost of the resident, and by resident arrangement to a secure off-campus storage location.

MRS accepts no responsibility for the removal and storage of items off campus. Items must be returned to the room and placed in the correct location when residents depart, to ensure that it matches the arrival inspection report. Charges will apply if the correct items are not found in the room on departure.

You cannot borrow MRS furniture, equipment, fittings, etc., for use outside MRS unless you have made prior arrangements with the Deputy Director Operations. If you do borrow equipment for use outside MRS, please return it promptly to avoid causing a shortage and inconveniencing other residents and the Administration Office.

Residents are advised that they are not to:

• dismantle, remove or take pieces of any furniture, fittings or equipment from MRS
• 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.

Should you damage furniture, fittings or the walls in your room, the cost of replacement or repairs will be charged to your account.

Standard issue furniture

- King single or single bed and mattress with mattress protector. As most rooms are fitted with a king single bed we suggest you purchase king single linen
- Desk
- Desk Chair
- Wardrobe
- Drawers
- Clothes airer
- Blockout blinds / Curtains
- Unit heating
- Desk Fan
- VOIP telephone handset with direct access to VOIP telephone connection points and hard wired internet access [with speeds up to 1gb per second]
APPLIANCES

Heaters
There are two types of heaters around halls that operate differently.

HYDRONIC HEATERS
These operate only once the outside temperature is below 21 degrees Celsius.
Turn the dial on the side of the heater to control temperature when in operation.

ELECTRIC HEATERS
The electric heaters have a 2 hour push button timer on them. To operate the heater you need to press the red button located on the side panel. The heater will automatically turn off after 2 hours.

Washing machines
All washing machines are front loading. Please make sure that you only use front loading detergents. The detergent packaging will state if it is for front loading machines.

Clothes dryers
Before you put your clothes in the dryer, make sure that the clothes have been spun in the washing machine and are not fully soaked with water. Putting soaking wet clothes in the dryers will cause mechanical problems and stop them from working.

Power points and power boards
Because your room phone has to be connected to the power point in the room at all times, you might like to get a power board to power up other appliances like a laptop, etc. For safety reasons, all power boards must have a 10 amp automatic trip.
Do not use ‘non-Australian’ standard plugs or appliances. These will overload the circuit and trip the safety switch for your room’s power supply.

Waste Disposal

Bin area
There are bins placed throughout each of the residential halls. Please explore to familiarise yourself with the location of the bins.
All bins either have a Red or Yellow sticker to identify them. Red is for General Rubbish. Yellow is for Recycling.
Please be respectful of the bin areas and dispose of appropriate items or rubbish in the correct bin.
Residents are reminded that you must:

- Never utilise the cook top surface as an extension of the kitchen bench top.
- Supervise cooking at all times.
- Carefully check that all kitchen appliances are switched off before leaving the kitchen.
- Evacuate the building when the building emergency evacuation tones sound.
- This is a University OHS and legal obligation.
- Super heated oil can ignite. Please carefully read the Hazard Alert for cooking with oil on the MRS website.

For further MRS safety information regarding fire, please review the documents hosted on the MRS website.

Please watch the Queensland Fire Service and Emergency Fire Services video:

youtube.com/watch?v=wc5JvYi0t50
**SMOKE DETECTORS**

**INFORMATION, RULES AND TIPS FOR LIVING WITH SMOKE DETECTORS**

**Smoke Detectors**

All MRS buildings are protected by smoke detectors and sprinkler systems under the Building Code of Australia. These systems are directly linked to the Metropolitan Fire Brigade (MFB) if activated. If the fire alarm system is activated, the alarms will sound and all residents must evacuate the building.

**Sprinkler cages**

Do not hang items from the sprinkler cage as this can result in the sensor being damaged, triggering the sprinkler and flooding your room.

**Tampering with smoke detectors**

Tampering with the hard wired smoke detectors will cause a silent alarm to sound which will inform University personnel.

Tampering with, covering or removing the batteries from fire alarms is strictly forbidden under the University’s Statutes and Monash Residential Services Conditions of Residency.

Disciplinary actions including formal warnings will result and fees may apply.

**REMEMBER**

The cause of many false alarms is preventable.

- In kitchens, do not leave your cooking unattended.
- Do **NOT** open doors to let steam, smoke or cooking fumes into the corridor. Open windows instead.
- Always use exhaust fans in kitchens and bathrooms.
- Do not use hairspray, aerosols or hair dryers in bedrooms. These items are only to be used in bathrooms.
- Smoking or lighting candles or incense is strictly prohibited in residences.
- Do not use kettles, rice cookers or steamers in your room.

Your fire alarm can be set off by:

- Overheated cooking oil.
- Overcooked food eg. Burnt toast.
- Steam from cooking and showers.
- Hairspray and aerosols.
- Hair dryers and hair straighteners.
- Cigarette smoke and e-cigarette smoke.
- Candles and incense.

**False alarms**

False alarms attract a fine from the MFB which can be in the order of **$3000 or more - you will be responsible for**

To avoid false alarms please ensure that you:

- Do not interfere with the smoke detector or sprinkler system.
- Take note of the notice on the back of your door.
- Do not use hair dryers, hairspray or any form of aerosol in your room - it will activate the fire alarm system.
- Always use the bathroom area when using these items.
- Never have any sort of flame or smoke in your room.
In your room you have been provided with a VOIP (Voice over Internet Protocol) phone. All rooms are fitted with a data port for network connection for your telephone and computer.

In an emergency Monash University staff may call your room phone.

You are responsible for the care of your phone. There is a $385.00 charge if the phone is damaged or lost so make sure to take care of it!

**Emergency calls**

Your VOIP phone speed dial has been programmed with the Monash Emergency 333 number. Please use the speed dial button on your VOIP phone in case of an emergency.

**Making calls**

The phone is connected and ready for use. You can receive free internal and external calls directly to your room. Your phone number is shown in the top right hand corner of the phone screen.

For people to call you, the number they need to dial depends on where they are calling from:

**Callers from within Monash University:**
Can simply dial your 5 digit extension number which are the last 5 digits of your phone number.

**Callers from within Victoria:**
Can dial the number as shown on your phone screen.

**Callers from within the rest of Australia:**
Need to include the Victorian area code as below: 03 990 _ _ _ _ _ (5 digit extension number)

**Callers from Overseas:**
Dial the Australian country code as well as the state number as shown: 613 990 _ _ _ _ _ (5 digit extension number)

**Receiving calls**

**Internal calls**

The VOIP phone can be used to make free internal calls to any Monash University extension number and a limited range of external numbers for community health and support services as shown in the table below.

**External calls**

To make a call to an outside number please dial ‘0’ followed by the phone number. To make any other external calls you need to use a phone calling card with a 1800 number for access to an external line.

These pre-paid phone cards are available at the telephone shop in Building 10, newsagents, supermarkets, and petrol stations. Please note that calling cards that do not use a 1800 number for access to an external line cannot be used.

**Voice-mail**

If you would like to set up the voice mail service on your VOIP phone, please submit an eSolutions service request through the ‘IT Support’ tile in your my.monash platform.

**How to turn off your VOIP screen**

1. Push ‘Services’ button
2. Select option 1 ‘Display Off’
3. To turn screen back on, push the button below
Your room phone allows free calls to the following Helpline numbers.

Remember to dial '0' and then the phone number for external calls.

Nurse On Call 1300 606 024
Sexual Assault Crisis Line (Centre against sexual assault) 1300 606 024 (24 hours)
Suicide Helpline Victoria (Lifeline) 1300 651 251
Beyond Blue 1300 224 636
Mensline Australia 1300 789 978
Poison Information Centre 131 126
Lifeline 131 114
Kids Helpline 1800 551 800
Gamblers Help 1800 156 789
SANE Australia (Mental Health info and referral) 1800 187 263
Mental Health Advice Line 1300 280 737
Safe Steps Family Violence Response Centre 1800 015 188
Direct Line-Drug and Alcohol Service (Healthlink) 1800 888 236
Centrelink 132 490
Emergency 000
After Hours Counselling 1300 788 336
Monash Medical Centre 9594 6666
Clayton Police Station 9543 3888
Oakleigh Police Station 9567 8900
CATT - Middle South (Monash Medical Centre) 1300 369 012
Psychiatric Triage
Home Doctor Service 13 7425
Department of Human Services (Centrelink Disability, Sickness and Carers Line
University Health Services (Clayton) 9905 3175
University Health Services Triage Nurse 9905 3175
24-hour Coronavirus Hotline 1800 675 398

RETURN TO CONTENTS PAGE
MAIL

POSTAGE AND DELIVERY DETAILS

Your address

To ensure that we receive your parcels reliably and as soon as possible, please use the following address:

Your Full Name
Hall, Room number
Locked Bag 1102
Mount Waverley VIC 3149
Australia

Please note that MRS will only accept mail that is addressed to your name as it appears in your record at MRS, and any mail addressed with an incorrect or missing name will not be accepted.

Please use the following address only if a delivery cannot be made to a Locked Bag:

Your Full Name,
Hall, Room number,
Locked Bag 1102
Mount Waverley VIC 3149
Australia

Parcels and large items

Any large parcels or items that require a signature will be kept at the Residential Village Office for you to collect within office hours. You will receive an email from us when a parcel is ready to collect.

To collect your parcel, you will need to present your photo identification at the office.

We will hold your parcel at the office for seven days. After this time, we may need to return your parcel to the sender.

Your mailbox

Your mailbox is located in the common area on the ground floor of your building and is labeled with your room number. Mail is usually delivered to your mailbox by 3pm, Monday to Friday. We encourage you to use a padlock on your mailbox for security. If you find any letters in your mailbox that are not addressed to you, please return them to the Residential Village Office.

Free 24/7 parcel lockers on campus

Parcel Lockers are conveniently located at the Campus Centre and allow you to collect parcels at any hour; day or night. To register and use this free service, visit auspost.com.au/parcellockers

Post office - Australia Post

An Australia Post Licensed Post Office is located in the Campus Centre and provides a full range of postal service; including domestic and international sending, and packing materials.

Fresh food delivery

For supermarket or food deliveries (Fresh food or long shelf life); including Coles, Woolworths, Hello Fresh or similar deliveries the MRS Administration Office can receive your items.

MRS will contact you via phone and advise you of your delivery. You must be able to collect your delivery within 30 minutes of delivery due to the perishable nature (Fresh Food) of the items.

MRS does not have facilities (refrigeration) to store perishable items appropriately.

This delivery option may change at any time, if so residents will be advised accordingly.

The above does not include Uber eats, Menulog, Doordash and other cooked food or fast food deliveries.
LOCKED OUT?

CAN’T FIND YOUR KEYS?

**During office hours**
Monday to Friday 8:30am to 9pm
Saturday & Sunday 9am to 9pm
You can borrow a spare key and/or Fob from the Administration Office. If you don't return the spare key and/or fob within the specified time you will be charged a fee.

**After hours**
You can call the Security Personnel who can issue you with a spare key.
Services Personnel can be contacted by phone on 9902 7777.

**You will need...**
Either during or after hours you will need a Photo ID Card for identification in order to borrow a spare key or be given access to your room.

**Lock replacement**
If you lose your keys, the lock and key will be replaced and you will be charged a fee for this. Please contact the Administration Office for more information.

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**BORROWING ITEMS**

**WE HAVE EQUIPMENT YOU CAN BORROW!**

To borrow an item please bring your Student ID card with you:

- Trolleys
- Shopping Trolleys
- Bug Spray
- Weighing scales
- Various sporting equipment

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**BANKS**

**WHERE TO ACCESS YOUR MONEY**

There are two banks located on the Clayton Campus Centre which offer complete banking facilities:

- Westpac Bank - Phone: 8541 6255
- Commonwealth Bank - Phone: 9544 5499

ATM cash machines for most banks are available in and around the Clayton Campus Centre.

For more information see:
[monash.edu/food-and-retail/vendors](http://monash.edu/food-and-retail/vendors)
BIKES

CYCLING AROUND CAMPUS AND THE LOCAL AREA

Bike storage

There are special bike storage areas within each Hall. If you have a bike you need to store it in this area, not in your room.

You can access these areas by swiping your Student ID card on the security reader at the entrance.

We recommend that you use a bike lock when your bike is in storage for extra security.

If you are unsure where the bike storage area is within your Hall just ask!

Helmets

Wearing a helmet when riding a bike is a legal requirement in Australia. If you ride without a helmet you can be fined by the police.
Residential parking permits

If you would like to park in a residential parking area you need to have a current valid Monash Residential Services virtual parking permit (vPermit). These permits are issued from the University via the online vPermit Parking System.

Each resident is eligible for one residential parking permit.

Residents must submit an online application through the Monash University Parking Permit system. This system can be accessed via the MRS Resident Portal. Proof of vehicle ownership is required during the application process.

Approved parking areas are different for each type of permit.

Visitor parking

Authorised visitors and guests will need a Monash Residential Services visitor parking permit, available from the Residential Village Administration Office (Building 47) 58 College Way, for short term use within the designated parking areas around the Residential Village Halls.

Fines and infringements

Parking restrictions apply throughout the year, and any resident/visitor who fails to ensure they have a valid permit or parking session may be issued a parking infringement notice.

All Monash car parks are monitored and covered by Victorian traffic laws, so the parking officers visit regularly. If you are caught parking outside the designated parking bays, you may receive a parking infringement notice.

For more information relating to infringement notices call 9058 6633.

More information

For more information please visit the ‘Resident Resources’ section of the Current Residents web page: monash.edu/accommodation/current-residents or monash.edu/people/transport-parking

24/7 safety escort

If you ever feel unsafe getting around campus, security officers are available to escort you to your car, public transport, taxi pick-up points, residence or other locations on or in the near vicinity of the campus.

This free 24 hour service is available to all students and staff from anywhere on campus. If you intend to work late at night and know you will need assistance, try to book in advance to avoid delays. If your escort is delayed for any reason, the Security Office will contact you. To arrange this service please call security on 9902 7777
**Transport**

**Public Transport**

The metropolitan bus, train and tram network run by Public Transport Victoria offers a cheap and easy way to travel around Melbourne. Ticket prices vary depending on the length of time and zones used.

For more information regarding ticket pricing, timetabling and planning your journey refer to: [ptv.vic.gov.au](http://ptv.vic.gov.au)

For planning your public transport travel, local area transport maps of Clayton, Caulfield, and Peninsula can be found at: [monash.edu/people/transport-parking/public](http://monash.edu/people/transport-parking/public)

Students may be eligible for public transport concessions. To see if you qualify refer to: [monash.edu/connect/concessions](http://monash.edu/connect/concessions)

**Taxi**

Taxi companies include:

- 13 CABS (phone number: 13 22 27)
- SILVER TOP (phone number: 13 10 08).

You will need to tell the operator where to pick you up from. For example: Street Address (eg: 58 College Way, Building 47) Monash University, Clayton, and your destination.

**Airport Shuttle Bus Services**

The **Dandenong Airport Shuttle** operates 7 days a week from the South Eastern suburbs to Melbourne Airport (Tullamarine).

Bookings are essential with this bus service. Do leave a message if you are directed to their message bank.

Pick up points are located at the Farrer Hall bus stop, and on Scenic Boulevard in front of Turner Hall. Please confirm your pick-up point when you make your booking.

You can contact Dandenong Airport Shuttle on 9782 6766 or refer to their website: [airportbusdandenong.com.au](http://airportbusdandenong.com.au)

The **Skybus Super Shuttle** runs between Melbourne Airport and the Melbourne central business district, 24 hours a day, 7 days a week. Buses depart from Southern Cross Coach Terminal (Spencer Street) and travel directly to the Melbourne Airport Domestic and International Terminals.

The service runs every 15 minutes between 6:00am and 9:00pm (less frequently at other times) and takes 30-45 minutes to get from the airport to the City centre.

For more information, you can contact Skybus on 1300 759 281 or refer to: [skybus.com.au](http://skybus.com.au)

**Flexicar**

If you don’t own a car but can drive in Australia you can register with Flexicar to get around as part of their share program. Flexicar offers a cost-effective and simple alternative to owning or renting a vehicle.

For more information refer to: [flexicar.com.au](http://flexicar.com.au)
Monash students and staff can use the free Inter-campus Shuttle Buses to travel between campuses.

The inter-campus shuttle runs between the following destinations:
- Clayton - Caulfield
- Clayton - Peninsula

General conditions of use
- The shuttle bus services are free to use.
- Staff and students must be able to produce their M-Pass ID on request.
- There are a limited number of seats; seats are allocated on a "first-come, first-served" basis.
- Children under four are welcome on the buses if travelling with a Monash student or staff member.

For up-to-date information see: monash.edu/people/transport-parking/intercampus-shuttle-bus

Need to get around our larger campuses and to surrounding areas after dark?

Free security buses run from 5.30 pm till 1.00 am, 7 days a week on our Clayton and Caulfield campuses, approximately every 30 minutes depending on demand.

The Clayton bus takes you to designated stops around campus and can also drop you off within a 2 km radius of the campus.

Security bus route and pick up/drop off points are shown on the map.

For more information please see: monash.edu/about/safety-security/services
The MRS Halls Cafe provides healthy, affordable meals to students living on campus and is Halal Certified.

**Where**

The Halls Cafe is located at 58 College Way, between Howitt Hall and the Residential Village Administration Office (Building 47).

**Opening hours**

Monday to Friday
- Lunch 12 noon to 2:30pm
- Dinner 6:00 to 8:00pm

Saturday
- Closed

Sunday
- Dinner 6:00 to 8:00pm

**Menu**

For more information and to check out the dinner menu updates you can ‘like’ the Halls Cafe on Facebook at: facebook.com/mrshallscafe

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**RETURNR BOWLS & BORROW CUPS**

At MRS, we support environmental initiatives that focus on Zero Waste practices, and waste-free dining. This includes eliminating the use of single-use plastic containers and disposable take-away coffee cups.

**RETURNR bowls**

MRS Hall's Cafe has partnered with RETURNR, a simple, sustainable solution to take-away dining.

How it works:
1. Buy your meal at Hall’s cafe and pay a once-off $6 deposit for your RETURNR bowl
2. Then, simply wash your bowl and return it to Hall’s Cafe when you purchase your next meal, which you will receive in a fresh RETURNR bowl
3. Repeat this as many times as you like throughout the year
4. Return your bowl at the end of contract period to get your $6 back, or keep your RETURNR bowl forever!

**Borrow cups**

BorrowCup is a free, reusable coffee cup sharing scheme that aims to reduce disposable coffee cup waste on our campus. It is an initiative spearheaded by students in collaboration with the University.

How it works:
1. YOU ASK for a BorrowCup at participating cafes
2. YOU RETURN your cup to a BorrowCup Return Bin around the campus
3. WE CLEAN in a commercial dishwasher and redistribute to the cafes

Participating Cafes on campus include: MRS Halls Cafe, Church of Secular Coffee, Cafe Nesso, Swift’s, Script Jazz Club, Super Natural, Taste Baguette, Cafelito and Wholefoods.
Drinking water
The tap water at Monash is safe to drink! You can fill up your water bottle from the kitchen taps in your hall. Monash University also provides free drinking water through the many water fountains on campus.

Monash merchant
28 Sports Walk, Clayton Campus. Ground floor of Logan Hall. Offers premium products and a high quality service to customers: monash.edu/retail/the-monash-merchant

On campus restaurants
There are a range of places to eat on campus. These include take-away and eat-in outlets on both levels of the Campus Centre and around the campus. For more information, see the online Student Resource Guide on the website: monash.edu/eat-drink-shop

Clayton shopping area
Bus No. 703 from Blackburn Road, 733 & 631 from the Bus loop. Located near Clayton train station. (10 mins by car, 20 mins by bus, 45 min walk). Restaurants, COLES Supermarket, Chemist Warehouse, Asian grocery, HALAL grocery, take-away shops, newsagency, bakeries, etc.

Chadstone shopping centre
Bus No. 742 from Normanby Road and 802, 804, 862 & 900 from the Bus loop. On the way to Caulfield Campus (15 mins by car, 30 mins by bus, 2 hrs walk). Restaurants, fashion shops, MYER, DAVID JONES, COLES supermarket, ALDI supermarket, Kmart, Hoyts cinemas, bookshops, etc.

Brandon park shopping centre
Bus No. 693 from Ferntree Gully Road & bus No. 742 from Normanby Road (weekdays)/Ferntree Gully Road (weekends). Located further down Ferntree Gully Road (5 mins by car, 10 mins by bus, 25 mins walk). Restaurants, cafes, COLES Supermarket, ALDI Supermarket, Kmart, etc.

Pinewood shopping area
Bus No. 703 & 737 from Blackburn Road. Located just up Blackburn Road (5 mins by car, 10 mins by bus, 30 mins walk). Restaurants, cafes, COLES Supermarket, bakeries, take-away shops, local cinema, etc.

The Glen shopping centre
Bus No. 737 from Blackburn Road. Located further down Springvale Road (15 mins by car, 20 mins by bus, 1 hr walk). Restaurants, Village cinemas, COLES Supermarket, Woolworths Supermarket, TARGET, DAVID JONES, Asian grocery, take-away shops, cafes, etc.

City
Bus No. 601, 630 & 900 to Huntingdale Station from Bus loop. Travel time (10 mins walk to bus loop, roughly 10 mins bus ride to Huntingdale Station, 30 mins train ride to Flinders Street).

Note: All times mentioned are estimates and should not be used as strict travel guides.
This section outlines the items included in the invoice. This example shows a November charge of 30 nights accommodation by the appropriate daily rate. The daily rate depends on your accommodation type. Each month your invoice amount will be different depending on the number of days in the month. There may also be additional items listed in your invoice such as a credit if applicable for things such as scholarships.

This is your invoice reference number and is linked to your student ID. The reference number changes every month. It is extremely important that you use the correct reference number when paying your bill. Make sure when entering the reference number you do not copy and paste it or enter any spaces - it won’t work.

This is the total amount that needs to be paid. You must pay your invoice by this date.

You must pay your invoice by this date.

**INVOICE**

**ROOM** XX XXXX

<table>
<thead>
<tr>
<th>Quantity/Description</th>
<th>GST Exclu.</th>
<th>GST</th>
<th>Total Amount</th>
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<td>Credit XX description (if applicable)</td>
<td>XXXX.XX</td>
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</tbody>
</table>

**TOTALS** $ XXXX

**PAYABLE** AUD $ XXXXXXX

**SPECIFIC ENQUIRIES REGARDING THIS INVOICE**

Non payment of this invoice by DD/MM/YYYY will be dealt with in accordance with the Terms and Conditions in your Tenancy/Residency Agreement.

**CONTACT NAME** ADMISSIONS OFFICER PHONE 99058200

**PAYMENT OPTIONS:**

REFERENCE NUMBER FOR ALL OPTIONS IS XXXX XXXX XXXX XXXX

**IBP**

Call your Bank, Credit Union or Building Society, quote the Biller Code and enter your reference number to make this payment from your cheque, savings or credit card account.

Please do NOT send credit card information via fax or email as it is not secure.

Via the internet

Credit card payment only. Visit www.monash.edu/payments Select “Invoice Payments”. Enter reference number, credit card details and amount.

Via the telephone

Credit card payment only. For payments made in Australia call 1800 887 177 and follow the voice prompts. Callers from Overseas, dial (International code) +61 2 9087 7936 and follow the voice prompts.

Via the Post

Remittance Advice (please detach and return with payment). Cheques to be made payable to Monash University. Forward to: Cashier, 21 Chancellors Walk, Monash University VIC 3800, Australia.
Invoices

You will receive an invoice at the start of each month, like the one shown on the previous page. The invoice will contain the fees and charges that are due for that month, and that need to be paid by the end of the month.

Invoices are sent directly to your Monash student email account. We can't send your invoice to any other email address.

The amount you need to pay is shown on your invoice. The amount varies from month to month. This is because you are charged a daily rate for your accommodation, so it depends on how many days are in each month.

For example – June has 30 days, so you are charged for 30 days accommodation, whereas July has 31 days so the invoice for July will show a higher amount.

If you are unsure of what you need to pay, please contact the Admissions Office between 8.30am and 6pm Monday to Friday or via email at mrs.admissions@monash.edu

Credit card payment

If you are making payment via your credit card using the internet option available on your invoice, go to: monash.edu/payments then select 'Monash Residential Services Invoice Payments'.
Clayton campus security
Monash University Security can help you with any critical incident or emergency.
Security is available 24 hours a day.
The Security and Traffic Office is located in Building 61, 59 Scenic Boulevard.

Other related contact details
Australian Emergency Services
(Police, Fire or Ambulance) Dial 000
Oakleigh Police 9567 8900 or 000
Clayton Police (General) 9543 3888
Monash Medical Centre 9594 6666
*Remember to press 0 before dialling an external number)

Clayton campus security contacts
Emergencies
Extension 333 or 9905 3333
A speed dial button to extension 333 has been programmed on your room VOIP phone for convenience.

General Security
Extension 27777 or 9902 7777

Please keep your bedroom door locked at all times!

Monash bSafe

Monash bSafe App
Download the Monash bSafe App and you can seek key information, advice and support connections to assist with your decisions in difficult situations. If you or someone you know is experiencing or has witnessed behaviour that is concerning, unacceptable, illegal or threatening, Monash bSafe can guide you through your options to take action - such as accessing urgent help, security services or submitting a report.
MRS is committed to the initiatives and actions of the Respect.Now. Always campaign which aims to:

- Prevent sexual assault and sexual harassment;
- Lift the visibility of support services for students;
- Obtain data to guide further improvement in university policies and services; and
- Assist universities in sharing global best practice resources across the sector.

To learn more about Monash’s work in this space, you can go to:
monash.edu/about/respect-now-always

SAFE AND RESPECTFUL COMMUNITIES CARDS

At MRS we are very clear that we want and expect our residents to feel safe and supported.

In your room you have been provided with an ‘MRS Safe & Respectful Communities Card’ which provides the details on who to contact, and how they can support you if you, or someone you know experiences any form of inappropriate behaviour. At MRS we will support you, in and through, this process. This is our commitment.

Living on campus should be a safe and respectful experience for everyone!
Monash University recognises diversity to be one of our greatest assets. Where you Belong is a strategic planning document that will position MRS in diversity and inclusion best practice and ensure that both our staff and residents make a positive impact not only during their time with us, but in their future endeavours too.

### Who we are

- **3000** APPROX RESIDENTS
- **76** APPROX NATIONALITIES
- **40** IN HALL RESIDENTIAL SUPPORT STAFF

### Growing and learning

We prioritise this by:
- Providing extensive training opportunities to staff, student leaders and residents
- Facilitating community building programs
- Implementing the Respect. Now. Always campaign
- Live in Residential Support teams providing 24/7 support
- Events and hall programs that celebrate history, culture and diversity.

### The way we work

We prioritise this by:
- Providing a resident focus approach to service delivery
- Ensuring our processes and procedures are transparent and equitable
- Assisting residents with off campus accommodation and tenancy advice
- Training our staff and student leaders in diversity and inclusion

### Caring for ourselves and others

We prioritise this by:
- Providing training and awareness campaigns
- Supporting residents from under represented communities
- Promoting leadership and development opportunities
- Providing accessible on and off campus accommodation options
- Providing a range of residential scholarships

Diversity and inclusion at MRS means...

“People of different cultures, backgrounds and walks of life coming together to share in a sense of community enjoyment, learning from and sharing with each other.”

2019 Resident - Jackomos Hall

“Our RA program really outlines MRS’ commitment to Diversity and Inclusion as from day 1, we are taught valuable skills that help us foster the best environment for our residents.”

2019 Resident - Farrer Hall
The MRS Residents’ Committee is dedicated to providing an inclusive environment for all residents.

It is made up of a group of highly determined and ambitious residents from all residential halls.

The Residents’ Committee organises events, helps residents raise any queries they have, and overall assists in making every resident feel part of the MRS community.

Ensure that you speak to your hall’s Residents’ Committee representative to find out about upcoming exciting events.

For more information on upcoming events please visit: monash.edu/accommodation/residential-life

ResStart is an online resource for when you are starting out at Monash University.

Developed by our past residents, ResStart helps to answer questions about accommodation and living on campus.

It is part of our comprehensive Orientation and Transition program and provides useful tips, stories from residents, and interesting videos, so have a good look around.

Information is grouped into the following categories:

- Before you arrive
- Moving in
- Settling in
- Thriving

monash.edu/accommodation/resstart
Orientation is a very important time where new residents get the opportunity to build friendships and integrate with their residential community through a range of events and programs organised for you by the Residential Support Teams.

If you are a new resident, it is highly recommended that you arrive at the start of orientation to engage and immerse yourself in the experience and community.

During Orientation you need to take part in some mandatory training sessions including a Sexpectations Workshop and Alcohol Training. Session times will be shown in your Orientation Guide and you must attend one session so we recommend you attend the first session that you can!

**Alcohol training**

This training is to make sure that you and your fellow residents are able to consume alcohol in a responsible fashion and in line with the MRS Alcohol Procedure.

Please speak to a member of the Residential Support Team or a Resident Advisor if you have any questions, or would like more information, tips and tricks about making positive choices with regards to alcohol consumption.

**Sexpectations workshops**

This training outlines what MRS expects of residents when they live on campus in regards to acceptance and consent. This training acts as a call to arms for all residents to create a positive, safe and respectful culture around sex and sexuality at MRS.

If you have any questions about consent, your rights and responsibilities, or would like to clear up any confusion you may have please speak to a member of the Residential Support Team or ask a Resident Advisor!
We encourage residents to actively participate in sustainability initiatives, education programs and events to become aware of how their day-to-day actions may impact our natural environment.

Learn more about the Monash University Sustainability Strategy at: monash.edu/campus-sustainability/sustainability-strategy

Central environment committee

Our Central Environment Committee are a passionate bunch of environmentally conscious residential leaders, who are here to help guide and support you through your journey towards a more sustainable lifestyle MRS. Be sure to engage with the Environmental Representative within your hall, and participate in any events or initiatives which may interest you.

Sustainability initiatives

Whether you are a passionate eco warrior, or just learning about sustainability for the first time, MRS has a range of initiatives for you to take part in.

- MRS Green Impact Program
- MRS Buy Swap Sell
- Community Garden Program
- MRS Re-use Program
- Energy & Water Reduction Initiative
- Many more!

Waste management

Monash University currently manages a number of different waste streams, including batteries, mixed recycling, eWaste, compostables, and general waste.

In the state of Victoria, general waste is collected in bins with RED lids and taken to landfill. Recycling is collected in bins with YELLOW lids, and organic matter in bins with GREEN lids. These bins can be found in waste stations on campus.

At MRS, our outdoor waste stations can be found at the following locations:

- Holman Hall: north of North Wing
- Logan Hall: next to courtyard
- Turner Hall: near roundabout

Acceptable recycling items (yellow bin)

- Glass bottles and jars.
- Hard plastic containers and bottles.
- Tins, cans and aerosols.
- Aluminium foil (must be scrunched into a loose ball no smaller than the size of a tennis ball).
- Newspaper or magazines.
- Glossy paper, brochures or books.
- Brown paper.
- Envelopes.
- Clean paper and flattened cardboard

Recycling tips

All items put into the recycling bins must be free of food waste. It is not necessary to clean your container thoroughly, but there should be little to no solids or obvious food residue before any item goes in the recycling. Small quantities of food residue is acceptable in hard plastic, metal and glass containers. Paper and cardboard must be clean and completely free from food residue.
Campus community division

The Campus Community Division is a division of the University that offers various services to students and staff in the areas of:

- Spirituality and Chaplaincy
- Careers, Leadership and Volunteering
- Counselling and Mental Health
- Safer Community Unit
- Respectful Communities
- Non-Residential Colleges
- Monash Residential Services
- Sport, Student Engagement and Support
- TeamMONASH events
- Childcare
- Disability Support Services
- Diversity and Inclusion
- MonTRACK
- English Connect
- Orientation and Transition
- Medical and Dental

Medical and dental services

The University Health and Dental Service is located on the ground floor of the Campus Centre, North West corner past STA Travel. To see a doctor or a dentist, it is best to call and make an appointment to avoid a lengthy wait.

Medical Clinic Hours: Monday to Friday: 9am to 5pm.
Phone Ext. 53175 from your room phone or 9905 3175 from any other phone.

Dental Clinic Hours: Monday to Friday: 8:45am to 4:30pm
Phone Ext. 51000 from your room phone or 9905 1000 from any other phone.

monash.edu/health

Support for international students

If you are an international student there are a range of services and programs available to you including assistance with accommodation, immigration and visa related matters, overseas student health cover, cultural or educational adjustment, and student support programs including orientation.

monash.edu/study/student-life/services-for-students/international-students
Safer community unit

The Safer Community Unit is a central point of enquiry for information, advice and support in managing inappropriate, concerning or threatening behaviours. Safer Community staff will provide leadership and support in all stages of responding to complex and sensitive situations.

Students and staff are encouraged to ask for help if they:

• Wish to clarify issues of responsibility, confidentiality or duty of care
• Have received unwanted attention
• Feel intimidated, harassed, bullied, stalked, threatened or attacked
• Have concerns about someone else’s behaviour or well-being
• Are worried about someone harming themselves or someone else

Opening Hours: Monday to Friday: 9am to 5pm.
Phone Ext. 51599 from your room phone or 9905 1599 from any other phone.
Campus Security Ext 333 can be contacted if urgent help is needed.
Email: safercommunity@monash.edu
More information can be found on the website: monash.edu/students/safety-security/home

Careers, leadership and volunteering

Career Connect helps you prepare for the world of work with a range of career guidance services including job application and interview skills, career coaching, leadership and skills development programs, and volunteering experiences.

Assistance is provided to help you blend your academic and professional selves to enhance your employability. Even if you are just starting your course, you can get involved now.

Student Futures is a useful online platform that enables you to capture and articulate your skills to potential employers. You also have access to Leap into Leadership Online – a series of 12 online modules that help you to develop your employability and leadership skills.

Career Gateway is full of employment resources, events and opportunities for all Monash students. You can access a range of career workshops during semester and browse available jobs year-round.

Phone Ext. 53151 from your room phone or 9905 3151 from any other phone.
More information can be found on the website: monash.edu/career-connect
HELPFUL RESOURCES FOR STUDENTS

WHERE TO FIND MORE INFORMATION

Academic progress concerns
The University reviews the academic progress of all students to assist you towards the successful completion of your course. If however, your progress is considered to be unsatisfactory the University may decide to implement intervention strategies.
monash.edu/students/academic-progress/home

Disability support services
Support for students with physical and/or psychological disabilities services include academic support, accessible accommodation on-campus, alternative exam arrangements, assistive technology, equipment, hearing augmentation and resting rooms
monash.edu/disability

Enrolments
Enrolment process, important dates, study load and attendance, Government support and loans, double degrees, enrolment tools and resources.
monash.edu/enrolment

Exams and results
Dates and timetables, policy and processes, results, changes to assessments or exams, rules and venues, resources.
monash.edu/exams

Faculty contacts for students
monash.edu/students/contacts

Fees & payments
Fee payment, fee statement, discounts and refunds, penalties, sponsorships and financial aid, course fee types, other fees and charges and resources.
monash.edu/fees

General information for current students
Student administration services, course and academic information, student life and support services, jobs and careers and study resources.
monash.edu/students

Monash Connect
Administrative services such as ID cards, Public Transport concession cards, parking permits, document certification, academic transcripts, fee payments and General Course and faculty information such as course transfers, discontinuation, deferment and intermission, special consideration, fees, exams, enrolment, timetabling, scholarships, graduations and admissions.
monash.edu/connect/home

Study resources
Library, bookshop, IT and computers, study skills and programs, postgraduate and research resources.
monash.edu/students/study-resources/home

Student life and support services
Health services, support services, clubs and sport, safety and security, rights and grievances, what’s on campus, student news, study programs and self-development.
monash.edu/students/support

Special consideration
If you can’t complete an assessment task or exam due to exceptional circumstances beyond your control, you may be eligible for special consideration. If you’re granted special consideration, you may be given an extension, another assessment or a deferred exam, but your original assessment result can’t be changed.
monash.edu/exams/changes/special-consideration

Student advocacy and support
The student associates provide advocacy and support independent from the university. They are available to give free assistance in relation to academic progress concerns and early warning letters, disciplinary matters, special consideration or alternative assessment applications, exam rights and responsibilities, grievances and hearings.
monash.edu/student-complaints/support
GYM MEMBERSHIP

KEEP ACTIVE AND HEALTHY ON CAMPUS

Monash Sport MRS membership

MRS residents can purchase a substantially discounted Fitness and Aquatics membership at Monash Sport!

With great facilities on your doorstep, and a great discount for MRS residents, Monash Sport is your choice for health and fitness memberships.

A Fitness + Aquatics membership gives you unlimited access to the fitness centre, group fitness classes and aquatics facilities including pool, spa, sauna, steam room and Swim Fit classes, across all campuses.

Membership options

Monash Sport offers MRS residents the flexibility of purchasing either a 12 month membership or semester based membership.

<table>
<thead>
<tr>
<th></th>
<th>Dates valid</th>
<th>Applications open</th>
<th>Applications close</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual</td>
<td>4 January - 22 December 2021</td>
<td>Available all year</td>
<td>Available all year</td>
</tr>
<tr>
<td>Semester 1</td>
<td>22 February - 18 July 2021</td>
<td>20 February 2021</td>
<td>4 April 2021</td>
</tr>
<tr>
<td>Semester 2</td>
<td>19 July - 22 December 2021</td>
<td>17 July 2021</td>
<td>29 July 2021</td>
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Join now!

Use the QR code to purchase your MRS Monash Sport Membership now!

Save yourself time and money with a Monash Sport MRS Membership!
POLICIES AND PROCEDURES

ALCOHOL PROCEDURE

Monash Residential Services (MRS) exists to provide a living and learning environment in which residents will always act with the best interests of fellow residents in mind. Tolerance and respect for others and their rights and freedoms should be a primary concern, as should their health and personal safety.

MRS respects the rights of residents who are over the age of 18 years to consume alcohol within an MRS accommodation complex or whilst at MRS functions or events in a responsible and legal manner, on the understanding that the consumption of alcohol will not have a detrimental effect on the individual or the residential community.

MRS endorses a procedure of:
• Information for residents;
• Proactive procedures and behavioural guidelines; and
• Structured and consistent response to alcohol abuse in residences.

Residents are expected to exercise maturity and community consciousness and accept personal responsibility for their own alcohol consumption and show care and consideration for other members of the residential community impacted by their alcohol consumption (please refer to the MRS Conditions of Residency).

SMOKING POLICY

Monash University upholds the right of an individual to work or study in a smoke free environment. Under the Tobacco Act 1987 (Vic), it is an offence for persons to smoke in an enclosed work space.

Smoking (including electronic cigarettes) is banned in all areas of Monash University, except for the designated smoking point for Monash Residential Services residents only. The designated smoking point is shown on the map. This smoking area contain bins and smoking poles and is clearly identifiable.

Items including smoking apparatus are banned (under the conditions of residency) from ALL residential areas. All such products and derivatives are banned and are not permitted to be brought onto any and all residential areas.

Note: The sale, use and possession of e-cigarette products containing nicotine is illegal in Victoria and prohibited at MRS. E-cigarettes are regulated by the Victorian Tobacco Act 1987

Adults can continue to purchase non-nicotine e-cigarettes. They can only be used in areas where smoking is not banned.

monash.edu/accommodation/accommodation/regulations-and-policies/smoking-policy

DESIGNATED SMOKING POINTS

Monash University Clayton campus

monash.edu/accommodation/accommodation/regulations-and-policies/alcohol-procedure
PRIVACY COLLECTION STATEMENT

Monash Residential Services is collecting your information for the primary purpose of assessing your application for Monash University residential accommodation and if your application is successful, to provide you with the accommodation services for which you have applied.

monash.edu/accommodation/accommodation/regulations-and-policies/privacy-collection-statement

USE OF IMAGES OF RESIDENTS

At any event organised by MRS, individual residences, or social committees, photographs and video/audio of residents may be taken. These images/audio/video will be used internally ONLY in MRS newsletters/Halls facebook pages/Hall photo and information boards. The images will NOT be used on the MRS website or for external advertising purposes. If you do not wish for your photograph to be taken and you have not consented to your photograph being taken as part of your application for accommodation, please inform the photographer at the event.

monash.edu/accommodation/accommodation/regulations-and-policies/use-of-images
Monash University is committed to providing employees, students, contractors and visitors with a healthy and safe environment for work and study.

The University strives, through a process of continuous improvement, to fully integrate health and safety into all facets of its operations and activities. The University promotes a proactive health and safety management philosophy based on effective communication and consultation, the systematic identification, assessment and control of hazards and the encouragement of innovation. As an educational and research institution Monash recognises its responsibility to provide staff and students with appropriate health and safety knowledge, instruction, supervision and role models for application during and beyond their university life.

**Emergency procedure objectives**

The objectives of these procedures are to ensure, as far as practicable, the safety and well-being of staff, students, contractors and visitors during emergencies at Monash University.

To comply with relevant Victorian and Commonwealth Government legislation and Codes of Practice, emergency procedures are prepared and distributed, Emergency Warning and Intercommunication Systems (EWIS) are provided and an Emergency Control Organisation (ECO) is organised and trained for each workplace.

**Emergency evacuation**

Emergency Procedures which show Evacuation Points are displayed behind every bedroom door. Please familiarise yourself with the emergency exits and evacuation points for your hall.

**Smoke control doors**

Smoke control doors must be kept closed. 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. Smoke controlled doors are identified with a yellow sticker.

**Reporting and OHSE risk/hazard**

Potential or non-critical OHSE hazards should be reported via an online Maintenance Request. A request can be submitted via the MRS Resident Portal.

**First aid kits**

All halls have emergency first aid kits. Please contact your Residential Support Team for assistance. If you are unable to contact your Residential Support Team, Monash University Security also have first aid kits.

**Food safety**

MRS encourages all residents to take careful note of food safety when using the cooking facilities. All residents are encouraged to do the free online food safety course available at: dofoodsafely.health.vic.gov.au/index.php. There are additional information posters in kitchens and BBQ areas and in the residential resources monash.edu/accommodation/current-residents/handbook

**Emergency Control Organisation (ECO)**

The ECO consists of building wardens (who wear high visibility vests) as well as outside agencies such as the Fire Brigade. The role of the ECO is to ensure the safety of the building’s occupants (including themselves) in any emergency. During emergencies, instructions from ECO personnel (i.e. Emergency wardens) overrule the normal management structure.

Please familiarise yourself with the various emergency signals, evacuation routes, emergency lifts, fire break glass alarms, emergency phones, assembly areas, emergency wardens, first aiders, etc. in your area.

Further details of the Monash University OHS policy and procedures can be found on the website: monash.edu/ohs

**MRS OHS policies**

Residents must be aware of MRS’ policy details which are found on the MRS website: monash.edu/accommodation/accommodation/regulations-and-policies/conditions-of-residency

**Services personnel**

The MRS Services Personnel are responsible for the security of persons and MRS property, assisting residents, staff and visitors with a variety of aspects of communal living at Clayton Residential. The Services Personnel are available outside office hours and are contactable on 27777 from an internal telephone OR 9902 7777 from an external telephone.