Your GO-TO-GUIDE for life on-campus at MRS

HALLS OF RESIDENCE
NORMANBY HOUSE
SOUTH EAST FLATS
WELCOME TO
MONASH RESIDENTIAL SERVICES
Welcome letter from the Director

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 Go-To-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 resources we have developed to assist you is the ResStart website (monash.edu/restart-mrs). 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
RESIDENTIAL VILLAGE ADMINISTRATION OFFICE

The Administration Office is your first point of contact for general enquiries and is located in the Monash Residential Services Administration Building, 58 College Way, (Building 47).

You can call the Administration Office by dialling extension 56200 from your room phone.

Specific issues related to the individual Halls of Residence, Normanby House or South East Flats can be directed to your Residential Support Team.

The Administration Office is open during the following times:

**FULL SERVICE**
- Monday - Friday 8:30am - 5:00pm

**LIMITED SERVICE**
- Monday - Friday 8:30am - 9:00pm
- Weekends & Public Holidays 9:00am - 9:00pm
- (Closed for lunch 1:00pm - 1:30pm)

Selected Public Holidays
- Christmas Day & New Year’s Day

MRS SERVICES PERSONNEL
SECURITY

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.

PHONE CONTACTS

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.

Monash Residential Services Switchboard
You can dial extension 56266 from your room phone to the MRS Switchboard and they can transfer you to the relevant department.

QUICK LINKS & EMAIL CONTACTS

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

Admissions
mrs.admissions.rv@monash.edu
- Admissions
- Breaking your lease
- Changes to your lease
- Account fees & charges
- Rental reference

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

Absence from Residence Form
monash.edu/accommodation/current-residents/forms/notification-of-absence-from-residence

Overnight Guest Form
monash.edu/accommodation/current-residents/forms/overnight-guest-form

MRS Invoice Payments
monash.edu/payments

MRS Website
monash.edu/accommodation

MRS - Shop.Monash
shop.monash.edu/shop-by-area/monash-residential-services.html

Maintenance Requests
monash.edu/accommodation/current-residents/maintenance-it-and-cleaning

MRS Sports Memberships
shop.monash.edu/shop-by-area/monash-residential-services.html

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

Halls Cafe
monash.edu/accommodation/accommodation/on-campus-options/halls-cafe

Halls Cafe Menu
facebook.com/mrshallscafe/
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 table, or on a noticeboard.

MONTHLY E-NEWSLETTERS
A monthly MRS newsletter will be sent to your email address with information relevant to the time of the year.

PHONE CALLS
If there is something important that we need to speak to you about we will either call your residence, your room number, or your mobile number. You are also welcome to call us!

EMAIL
We will use your Monash student email account as our primary email communication platform.
You are also welcome to email the Residential Office at any time mrs.frontoffice.rv@monash.edu

FACEBOOK
The RST will send important updates to the Residents’ Facebook groups.
Please contact a member of the RST for the link to join the group.
The Administration Office does not communicate through the Facebook page.

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.

COMMUNICATING WITH OTHERS ON YOUR BEHALF
As employees of Monash University, the staff of MRS are bound to protect 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 Information Form to enable us to discuss you with others.
A copy of this release form for you to complete 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.
ARRIVAL CONDITION REPORT

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 that you need to check visually. It is an opportunity to comment on the condition of each item so that you are not accidentally charged for any damages that you aren’t responsible for.

THIS IS IMPORTANT

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

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

Spare Arrival Condition Reports can be found at the back of this booklet. Please make sure you complete the correct Arrival Condition Report relevant to your hall of residence.

The first thing you need to do!
MAINTENANCE ISSUES

Something not working?

If something isn’t working in your room or you have any maintenance issues, please report it immediately online.

Please note that maintenance is not done after-hours (overnight) or on weekends, but that 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.

You can submit a maintenance request through the MRS website: monash.edu/accommodation/current-residents/maintenance-it-and-cleaning

Please log a new request for each maintenance issue.

On the website you need to log in with your Monash details and follow the steps below:

1. Select ‘View, add or modify Remote Requests’
2. Select ‘Add a new request’
3. Complete and submit the below form

Your own details should be put into these boxes. Submitting maintenance requests for other resident rooms is not permitted.

This is where you explain the request. Please be sure to be clear in your explanation.

Please provide as much details as possible
Please include the Hall, room number, a description of the issue and information on the problem.

Eg. Howitt Hall room 341, the ceiling light does not turn on anymore.

I hereby give my consent for maintenance personnel to enter my apartment over the next 7 days, even if I am not present for the purpose of fixing this reported maintenance.

Please make sure you indicate the Building and Floor that requires attention.
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**

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**

- Single bed and mattress with mattress protector – as some 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
- VOIP telephone handset with direct access to VOIP telephone connection points and hard wired internet access [with speeds up to 1gb per second]
HEATERS
There are two types of heaters around halls that operate differently.

HYDRONIC HEATERS
As shown in the picture. 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.

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.

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.

BIN AREA & WASTE DISPOSAL
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.
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 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.

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.

**INTERNET CONNECTION**

**CONNECTING YOUR DEVICE 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.

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

**REGISTERING DEVICES ON THE MONASH NETWORK**

Any device (including smart TV’s, gaming consoles etc.) requiring an internet connection must be first registered through the add host system to obtain an IP address.

If you are familiar with this process please proceed to the add host registration page: webnet.its.monash.edu/cgi-bin/addhost/register

Otherwise please content to the WiFi and read the connection guides on the webpage: monash.edu/accommodation/current-residents/maintenance-it-and-cleaning

**BE SECURE**

All internet activity is recorded and can be traced to a particular computer or username.

You should keep your username and password secure.

If you believe that others have obtained your information and could be using your account, report it immediately to eSolutions.

Keep your personal information safe when using the internet and the VOIP phone. For more information about phishing and security online or via phone calls, please visit the Educause website.

**VIRUSES & UPDATES**

We strongly encourage you to have Anti-Virus software and the latest updates for the operating system installed before connecting to the university network. You can use the free Anti-Virus software Microsoft Security Essentials software that the esolutions team recommend.

Monash Residential Services (MRS) will not be held liable for any damage caused to your computer as a result of being connected to the University’s network.
FAIR USAGE POLICY

The internet service available at MRS is provided by Monash University eSolutions. You are responsible for using the internet in a responsible, ethical and lawful manner. If you are using a substantially large amount of data, you may find that your internet speed and usage could become restricted. Internet usage is regulated by the University.

The use of the Monash University Network is governed by the Information Technology Acceptable Use Policy for students. Any breach of this policy may result in deactivation of your room network port without warning in addition to any penalties imposed by the University.

Here are some tips to limit your internet usage while using the university network:

- Avoid downloading video and audio files
- Avoid websites with major graphical content
- Avoid listening to the radio over the internet

eSOLUTIONS HELPDESK

Phone support is available by calling 9903 2777, during semester, Monday to Friday: 8:00am - 10:00pm and Saturday: 10:00am - 3:00pm, or during non-teaching periods, Monday to Friday: 8:00am - 6:00pm.

esolutions staff are available in person at Monash Connect, 21 Chancellors Walk (Campus Centre) Ground floor. Opening hours during semester are Monday to Friday 9:00am to 5:00pm and Saturday: 10:00am to 3:00pm, and during non-teaching periods: Monday to Friday: 9:00am to 5:00pm.

STILL HAVING TROUBLE?

Don’t know who to go to?
Email the MRS IT Co-ordinators (Resident Advisors who specialise in all things IT).
mrs-ithelp@monash.edu
TELEPHONE CONNECTION

ROOM PHONES

In your room you will see that 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.

The VOIP phone must also remain connected and plugged into a power socket at all times. This is important because in an emergency Monash University staff may call your room phone.

Because your phone must remain plugged in you may want to get a power board for additional power outlets in your room.

You are responsible for the care of your phone. There is a $350.00 plus GST charge if the phone is damaged or lost so make sure to take care of it!

RECEIVING 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, then your phone number as below:
03 990 _ _ _ _ _ (5 digit extension number)

Callers from Overseas:
Dial the Australian country code as well as the state number and your phone number as below:
613 990 _ _ _ _ _ (5 digit extension number)
MAKING 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 call 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.

Your room phone allows free calls to the following Helpline numbers. Remember to dial ‘0’ and then the phone number for external calls

<table>
<thead>
<tr>
<th>Nurse On Call</th>
<th>1300 606 024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexual Assault Crisis Line</td>
<td>9349 1766</td>
</tr>
<tr>
<td>(Centre Against Sexual Assault)</td>
<td>1800 806 292</td>
</tr>
<tr>
<td>(24 hours)</td>
<td></td>
</tr>
<tr>
<td>Suicide Helpline Victoria</td>
<td>1300 651 251</td>
</tr>
<tr>
<td>(Lifeline)</td>
<td></td>
</tr>
<tr>
<td>Beyond Blue</td>
<td>1300 224 636</td>
</tr>
<tr>
<td>Mensline Australia</td>
<td>1300 789 978</td>
</tr>
<tr>
<td>Poison Information Centre</td>
<td>131 126</td>
</tr>
<tr>
<td>Lifeline</td>
<td>131 114</td>
</tr>
<tr>
<td>QUIT Line</td>
<td>131 848</td>
</tr>
<tr>
<td>Kids Helpline</td>
<td>1800 551 800</td>
</tr>
<tr>
<td>Gamblers Help</td>
<td>1800 156 789</td>
</tr>
<tr>
<td>SANE Australia</td>
<td>1800 187 263</td>
</tr>
<tr>
<td>(Mental Health info and Referral)</td>
<td></td>
</tr>
<tr>
<td>Mental Health Advice Line</td>
<td>1300 280 737</td>
</tr>
<tr>
<td>Safe Steps Family Violence</td>
<td>1800 015 188</td>
</tr>
<tr>
<td>Response Centre</td>
<td></td>
</tr>
<tr>
<td>Direct Line-Drug and Alcohol Service (Healthlink)</td>
<td>1800 888 236</td>
</tr>
<tr>
<td>Centrelink</td>
<td>132 490</td>
</tr>
<tr>
<td>Emergency</td>
<td>000</td>
</tr>
<tr>
<td>After Hours Counselling</td>
<td>1300 788 336</td>
</tr>
<tr>
<td>Monash Medical Centre</td>
<td>9594 6666</td>
</tr>
<tr>
<td>(Clayton)</td>
<td>9550 2159</td>
</tr>
<tr>
<td>Clayton Police Station</td>
<td>9543 3888</td>
</tr>
<tr>
<td>Oakleigh Police Station</td>
<td>9567 8900</td>
</tr>
<tr>
<td>CATT - Middle South</td>
<td>1300 369 012</td>
</tr>
<tr>
<td>(Monash Medical Centre)</td>
<td></td>
</tr>
<tr>
<td>Home Doctor Service</td>
<td>13 7425</td>
</tr>
<tr>
<td>Department of Human Services</td>
<td>13 2717</td>
</tr>
<tr>
<td>(Centrelink Disability, Sickness and Carers Line)</td>
<td></td>
</tr>
</tbody>
</table>
ACCESSING YOUR VOICEMAIL

FOR THE FIRST TIME
To access voicemail for the first time dial 27027 and enter the default password “0000”

GENERAL ACCESS
- Press the messages button
- Dial Internally 27027
- Dial Externally 03 9902 7027

SETTING UP YOUR VOICEMAIL

If this is the first time you are accessing your voicemail (as above), you will receive a welcome message, then it will ask you to either:
- “personalise or update your settings”, OR
- “to exit, press * button”

**Step 1: Personalise or update your settings**
You will be asked to record your name. This will be used in various areas of the voicemail system such as, identifying who left a message or as part of your greeting.
- Record your first and last name, eg. Bob Smith
- Press # button to save or wait and it will ask you to record your name

You can re-record this as many times as you like. Press # to save and continue with setup.

**Step 2: Personalise your greeting**
You will then be asked to personalise your voicemail greeting.

Your standard greeting is: “Sorry, <your name> is unavailable”

To change your greeting:
- Press 1 to record your own personal greeting, OR
- Press # to save and continue

You can re-record this as many times as you like. Press the # button to save and continue with setup.

**Step 3: Set up your new password**
The final step is to set your new password. Your new password must be a minimum of four digits.
- Enter your new password followed by the # button at the prompt
- Enter your new password again, followed by the # button to confirm your new password
- You will then be taken to the main menu

If you exit or hang up prior to set up completion, voicemail will remember the changes you have made. When you next log back in, it will start at Step 1 again. To keep the changes you previously made, press the # button at each prompt until you have returned to where you left off.

You have now finished setting up your voicemail.
HOW TO CHECK MY NEW MESSAGES

• Press the messages button  
• Enter your password followed by the # button  
• It will play your recorded name and then inform you of any new messages  
• Press 1 for new messages  
• It will announce the name of the caller (if internal) or it will announce you have “x messages”  
• The message will play once, then announce the time and date of call  
• At the end of each message, you will be given the following options: Press...  
  1– To Repeat  
  2– Save Message  
  3– Delete  
  4– Reply  
  5– Forward  
  6 – Mark as New  
  7– Skip Back  
  9 – Message Properties  
  * – Cancel Playing Messages  
  0 – Help  

HOW TO CHECK MY SAVED MESSAGES

From the Main Menu  
Press 3 to “Review old messages”, then Press 1 for “Saved messages”  
Once message has stopped playing either hang up to keep the message, or follow the voice prompts provided.  

HOW TO DELETE A MESSAGE

After listening to a message, press 3 to delete it.  
If there is another message it will play.  
You can delete the message, or you can hang up if you have finished.
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.

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 this cost if a fine is issued.

To avoid false alarms please ensure that you:

1. Do not interfere with the smoke detector or sprinkler system.
2. Take note of the notice on the back of your door.
3. 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.
4. Never have any sort of flame or smoke in 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.

SPRINKLER CAGES:

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

Cooking is not permitted 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.
- Candles smoke.

**TIPS:**

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.
LOCKED OUT OR CAN’T FIND YOUR KEY?

DURING OFFICE HOURS
Monday to Friday 8:30am to 9:00pm
Saturday & Sunday 11:00am to 9:00pm
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 24 hours you will be charged.

AFTER HOURS
You can call the Services 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 for this.
Please contact the Administration Office for more information.

BIKES

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 police.

PURCHASING A BIKE
If you want to buy a bike, the MSA Bikery sells refurbished bikes at reasonable prices.
Visit:
msa.monash.edu/services/the-bike-shop

MONASH FREE SHARE BIKES
A fleet of red share bikes is available on Monash’s Clayton campus.
The bikes can be booked online and are available for use by anybody for free. You can ride the bikes in and around campus for up to 3 hours a day. You need to lock the bike up at any on-campus bike hoop at the end of your ride.
CAR PARKING PERMITS

RESIDENTIAL PARKING PERMITS
If you would like to park in a residential parking area you need to have a valid Monash Residential Services Parking Permit. These permits are available from the Administration Office. Each resident is eligible for one residential parking permit.

To receive a residential parking permit, you need to complete an application form and show proof of vehicle ownership by providing the certificate of registration. The car must be registered to you or your family.

FINES & INFRINGEMENTS
Any car parked in a permit area without a valid Permit displayed may receive a Parking Infringement Notice and fine under the Road Traffic Act.

All questions about infringements and fines should be directed to: traffic_inquiries@tenixsolutions.com or by phone on 9058 6633.

RETURNING YOUR PERMIT
Residential Parking Permits need to be returned to the Administration Office when you stop living at MRS, or when the Permit expires, whichever comes first.

If you don’t return your Residential Parking Permit you will be charged the cost of a Blue Parking Permit.

VISITOR PARKING
Visitor car parking permits, are available from the Administration Office for use within the designated parking areas.

RESIDENTIAL PARKING AREAS
Designated residential parking areas are highlighted in purple on the campus map on page 4.
MAIL DELIVERY
You have been allocated a mailbox that is located in the common area on the ground floor of your building.

Your mailbox is the same number as your room number.

We encourage you to use a padlock on your mailbox for security.

If you find any mail in your mailbox that is not for you, please give it to the Administration Office at Building 87, 38 College Walk.

Mail is usually delivered to your mailbox by 3:00pm, Monday to Friday.

PARCELS & LARGE ITEMS
Large parcels or articles that require a signature will be kept at the Administration Office at Building 87.

You will receive an email to tell you if there is a parcel for you to collect.

Please make sure that you bring your Student ID card when collecting these items.

The article will be returned to sender if you do not collect it within 7 days.

24/7 PARCEL LOCKERS ON CAMPUS

Australia Post also offer Free 24/7 parcel lockers located in the Campus Centre.

You can choose to have your parcel sent to a free 24/7 parcel locker and collect it at any hour, day or night!

To sign up go to: auspost.com.au/parcellockers

YOUR ADDRESS
Given Name, Family Name
Room (Number) (Hall)
Locked Bag 1102
Mount Waverley VIC 3149
Australia

Please note that MRS will only deliver mail that is addressed to you, our resident.

Any item without a name or with the name of someone that does not live at MRS will not be delivered.

POST OFFICE - AUSTRALIA POST
There is a licensed post office located in the Campus Centre (Building 10) offering a full range of postal services including:
- Stamps
- Red post box
- Registered post
- Domestic & international post
- Express Post
- Postpak materials
- First-day-of-issue facilities
- 24/7 Parcel lockers

The post office is open 9:00am to 5:00pm Monday to Friday.

The contact number is 9544 6057

COLES, WOOLWORTHS & OTHER FOOD DELIVERY
MRS is unable to accept any Coles, Woolworths or food deliveries on your behalf due to the perishable nature of the products and our capacity to store these items appropriately.
We have equipment at the Administration Office that you can use!

- Vacuum Cleaner
- Trolley
- Shopping Trolley
- Bug Spray
- Weighing scales
- Various sporting equipment

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

Please be aware that tours of the communal spaces within the halls of residence are undertaken by MRS staff throughout the year.

Individuals and groups are escorted by MRS staff through the halls of residence in order for prospective students to inspect the accommodation.

All efforts will be taken by MRS staff to ensure that these tours have as little impact on you as possible whilst you are in residence.

Tours will be carried out during office hours and tour groups will only be taken into communal areas and vacant apartments.
INVOICES & PAYMENTS

MONASH University

TAX INVOICE  ABN No 12 377 614 012
MONASH RESIDENTIAL
MONASH UNIVERSITY
VICTORIA 3800
AUSTRALIA

Resident Name
Room Number, Hall Name
LOCKED BAG XXXX
MOUNT WAVERLEY 3149

Quantity/Description
GST Exclusive
GST
Total Amount
Nov charge for room XX XXXX for 30 night(s) @ $XX.XX
X,XXX.XX
X.XX
X.XX
XXX.XX
Credit XX description (if applicable)

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.

TOTALS $ XXX.XX
X.XX
XXX.XX

THIS AMOUNT IS NOW PAYABLE AUD $ XXX.XX

SPECIFIC ENQUIRIES REGARDING THIS INVOICE
CONTACT NAME ADMISSIONS OFFICER PHONE 99056200

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

PAYMENT OPTIONS:
REFERENCE NUMBER FOR ALL OPTIONS IS: XXXX XXXX XXXX XXX

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 7938 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.

INVOICE XXXX

MONASH RESIDENTIAL
MONASH UNIVERSITY
VICTORIA 3800
AUSTRALIA

Telephone +61 3 9905 6200
Fax +61 3 9905 6430
Account No XXXXXXX
Date DD/MM/YYYY

Your individual account number is the same as your Student ID Number.

Your name and address can only be updated by logging into WES through your Monash Portal.

An Invoice is a bill, sent by MRS to you showing the services and charges that are due to be paid.
Important information about your invoices and how to make payments

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 which is shown on your invoice, this 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.

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.

Clayton Campus Security Contacts

<table>
<thead>
<tr>
<th>Emergencies</th>
<th>General Security</th>
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<tbody>
<tr>
<td>Extension 333 or 9905 3333</td>
<td>Extension 27777 or 9902 7777</td>
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</tbody>
</table>

A speed dial button to extension 333 has been programmed on your room VOIP phone for convenience.

Please keep your bedroom door locked at all times!!

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*

BANKS & MONEY

There are two banks located in 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
HALLS CAFE

You can cook in your studio apartment, or floor lounge kitchen, or you can purchase meals at the Halls Café.

The Halls Café provides healthy, affordable meals to students living on campus and is Halal Certified.

OPENING HOURS

Lunch: 12 noon to 2:30pm (Monday to Friday only)
Dinner: 6:00pm to 8:00pm (Monday to Friday and Sunday)
Saturday: Closed

WHERE

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

MENU

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

PAY

At the Halls Café you can pay with cash or EFTPOS and there is no minimum!

ON CAMPUS

DRINKING WATER
The tap water at Monash is safe to drink!
You can fill up your water bottle from the kitchen taps in your apartment and building.
Monash University also provides free drinking water through the many water fountains installed on campus.

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

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

LOCAL AREA

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.

CITY
Bus No. 601, 630 & 900 to Huntingdale Station from Bus loop.
Travel time (10 mins walk to bus loop, roughly 20 mins bus ride to Huntingdale Station, 30 mins train ride to Flinders Street).

FAST FOOD
McDonals, KFC, Red Rooster, Pizza Hut etc.
Most fast food outlets are located near the campus or in the shopping centres.
For the nearest locations search Google
**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, COLES Supermarket, bakeries, take-away shops, local cinema, etc.

**CHADSTONE SHOPPING CENTRE**
Bus No. 742 from Normanby Road (weekdays)/Ferntree Gully Road (weekends) 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.

**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, SAFEWAY Supermarket, TARGET, DAVID JONES, Asian grocery, take-away shops, cafes, etc.

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Note: All times mentioned above are estimates and should not be used as strict travel guides.
INTER-CAMPUS SHUTTLE BUS SERVICE

The Monash Shuttle Bus is a FREE service that runs in both directions between the Clayton bus loop, Caulfield campus and Peninsula campus.

Just show your valid Monash student ID card to use the shuttle bus service.

There are limited number of seats, and passengers are admitted to the bus on a ‘first come, first served’ basis.

All shuttle bus services run from Monday to Friday during the academic year only.

For more information, including timetabling, please refer to: monash.edu/people/transport-parking/inter-campus-shuttle-bus

CLAYTON CAMPUS SECURITY BUS SERVICE

A FREE security bus service operates on Clayton campus every 30 minutes between 5:30pm and midnight, Monday to Friday.

Bus stops are clearly marked on the Clayton campus map. The circuit, shown takes approximately 30 minutes depending on demand.

The first bus leaves Sir Louis Matheson Library (40 Exhibition Walk) at 5:30pm. The final pick up is from Sir Louis Matheson Library at 12:15am.

You can also ask to be driven to your car.

For more information please refer to: monash.edu/about/safety-security/services

TAXI

There are two taxi companies:

YELLOW CAB (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: Street Address (eg: 58 College Way, Building 47), Monash University, Clayton, and your destination.

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

Security bus route and pick up/drop off points
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. You can contact them on 9782 6766 or refer to their website: airportbusdandenong.com.au

Do leave a message if you are directed to their message bank.

Pick up points are located at Farrer Hall bus stop, and on Scenic Boulevard at the bus stop in front of the basketball courts.

Please confirm your pick-up point when you make your booking.

The Skybus Super Shuttle runs between Melbourne Airport and the Melbourne central business district, 24 hours a day, 7 days a week.

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.

Buses depart from Southern Cross Coach Terminal (Spencer Street) and travel directly to the Melbourne Airport Domestic and International Terminals.

For more information, you can contact Skybus on 1300 759 281 or refer to: skybus.com.au

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

Students may be eligible for public transport concessions.

To see if you qualify refer to: monash.edu/connect/travel/travel-concessions

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

MORE INFORMATION

For more information regarding relevant travel information to and from the Clayton Campus, please contact the Administration Office (58 College Way, Building 47).
MONASH SPORT
MRS GYM MEMBERSHIP

WHAT GYM MEMBERSHIP OPTIONS ARE THERE FOR MRS RESIDENTS IN 2019

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

A Fitness and Aquatics membership gives you unlimited access to the health and fitness centre, group fitness classes and Doug Ellis swimming pool and aquatics facilities including pool, spa, sauna, steam room and swim fit classes.

HOW LONG IS A MEMBERSHIP?

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

WHAT IF I ONLY WANT A FITNESS OR AQUATIC MEMBERSHIP?

Don’t worry! An MRS membership will still save you a significant amount of money per year compared to the cheapest Monash Sport offering, making sure you get maximum value for your money.

HOW DO I JOIN?

It’s simple! Head to shop.monash, and under Residential Services select ‘Gym Memberships:
shop.monash.edu /shop-by-area/monash-residential-services/mrs-health-wellbeing

Once you have purchased your membership via shop.monash, we will then validate your residency at MRS and advise Monash Sport to process your membership application.
Save yourself time and money with a Monash Sport MRS Membership!

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

A residential 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:

<table>
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<tr>
<th></th>
<th>Dates Valid</th>
<th>Applications Open</th>
<th>Applications Close</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual</td>
<td>12 months from date of purchase</td>
<td>Available all year</td>
<td>Available all year</td>
</tr>
<tr>
<td>Semester 1</td>
<td>25 February to 21 July, 2019</td>
<td>25 February, 2019</td>
<td>7 April, 2019</td>
</tr>
<tr>
<td>Semester 2</td>
<td>22 July to 20 December, 2019</td>
<td>15 July, 2019</td>
<td>1 September, 2019</td>
</tr>
</tbody>
</table>

Use the link below to purchase your MRS Membership!

https://bit.ly/2Cj91z0
ResStart

HELPING YOU START YOUR LIVING EXPERIENCE AT MRS!

ResStart is your go-to resource for guidance on how to have a great time living at MRS and excelling in your degree.

From tips for overcoming homesickness, to decoration and study tips, former residents have collated all the information you need.

monash.edu/resstart-mrs

MOVING IN

Contains vital information to consider before you arrive at MRS – even though you’re already here it is worth having read if you haven’t already done so as it contains helpful information.

WHEN YOU ARRIVE

You’ve made it to Check In, but you may want more information. This section of the website has a checklist of things to do and information relevant for the first two weeks of your residency.

SETTLING IN

Living independently can be a challenge. This section provides tips on how to get the most out of your studies and how to look after yourself, all while having a great time at MRS.

THRIVING AT MONASH

There is more to life at Monash than just study. This section opens the door to all the opportunities at Monash University. From participating in Clubs & Societies, to becoming a Resident Advisor – there is so much to get involved in at Monash.
RESIDENTS’ COMMITTEE

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/news-and-events/calendar

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 Policy.

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.

SESSION TIMES

During Orientation you need to take part in some mandatory training sessions including a Sexpectations Workshop and Alcohol Training.

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!

SEXPECTATIONS WORKSHOPS

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!
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

**MONASH UNIVERSITY**

**RESPECT. NOW. ALWAYS SUPPORT APP**

You can download the Respect. Now. Always. Support app through the app store, or you can view it online at monash.edu/about/respect-now-always
At MRS we are very clear that we want and expect our residents to be 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!

MRS, with our large and diverse residential community, has no tolerance towards any form of sexual violence, harassment or misconduct.

We will work with support services and individuals to ensure that our communities continue to be safe and respectful.

These are our standards, and our expectations.

It takes individual courage to report personal experiences of unacceptable or inappropriate conduct. At MRS we will support you in, and through, this process.

This is our commitment.
SUPPORT SERVICES AT CLAYTON CAMPUS

There are a number of services and facilities available to you on campus.

For further information about campus facilities, please speak to Monash Connect, located in the Campus Centre (21 Chancellors Walk, Building 10)
monash.edu/connect

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

Please visit the website for more information: monash.edu/campuscommunity

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 wellbeing
- Are worried about someone harming themselves or someone else

Opening Hours: Monday to Friday: 9:00am to 5:00pm.

Phone Ext. 51599 from your room phone or 9905 1599 from any other phone.

Email: safercommunity@monash.edu

Campus Security Ext 333 can be contacted if urgent help is needed.

More information can be found on the website: monash.edu/safer-community
CAREERS, LEADERSHIP & 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

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.

study.monash/student-life/services-for-students/international-students

MEDICAL & 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.

Opening Hours: Monday to Friday: 9:00am to 4:30pm.

Phone Ext. 53175 from your room phone or 9905 3175 from any other phone.
HELPFUL RESOURCES FOR STUDENTS

STUDENT ADVOCACY & 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/students/support/grievances/student-rights

SAFER COMMUNITY UNIT
Expert advice, support, intervention and investigation to reduce the risk to staff and students of inappropriate concerning and threatening behaviour such as stalking, harassment, threats of harm and violence.
monash.edu/safer-community

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/support/unsatisfactory-academic-progress

STUDY RESOURCES
Library, bookshop, IT and computers, study skills and programs, postgraduate and research resources.
monash.edu/students/resources

EXAMS & RESULTS
Dates and timetables, policy and processes, results, changes to assessments or exams, rules and venues, resources.
monash.edu/students/exams

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

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

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

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

FACULTY CONTACTS FOR STUDENTS
monash.edu/students/contacts
UNIVERSITY HEALTH SERVICES

The UHS provides a range of services including general medical health, mental health and counselling, immunisations, men’s and women’s health, pregnancy advice, minor surgery, sexual health, skin checks, travel advice and vaccinations, sports medicine, drug and alcohol related advice and referrals to specialists and pathology. The service is staffed by doctors, psychiatrists, psychologists, nurses, dentists, pathology services, dieticians and sports physiology.

monash.edu/health

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 extensions, another assessment or a deferred exam, but your original assessment result can’t be changed.

monash.edu/exams/changes/special-consideration

ENROLMENTS

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

monash.edu/students/enrolment

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
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 freedom 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 policy of:
- information for residents;
- proactive policy 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.

The MRS Alcohol Policy has been formulated to cover:
- The consumption of alcohol purchased and/or supplied by residents and/or their guests at approved Functions held within MRS accommodation complexes;
- The consumption of alcohol at off site events approved by MRS (for example, events organised by Hall societies and/or social committees);
- The consumption of alcohol by residents outside any formal or endorsed residential programs whilst in MRS accommodation.
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 designated smoking points for Monash Residential Services residents only.

Designated smoking points are displayed on the map below. These smoking areas contain bins and smoking poles and are clearly identifiable.

Items including but not limited to the three examples shown here are examples of smoking apparatus that 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.

DESIGNATED SMOKING POINTS

Monash University is moving towards a smoke free environment. The areas highlighted have been designated as areas specifically set aside for smokers.

Monash University Clayton campus
PRIVACY COLLECTION STATEMENT

The information collected by Monash Residential Services or on our behalf, in your application for accommodation and, if you are successful, throughout your residency with Monash Residential Services is collected for the primary purpose of providing you with the accommodation services for which you have applied.

The information collected may be disclosed to various organisations.

If you choose not to provide the information requested, it may not be possible for Monash Residential Services to process your request. You have a right to access personal information that Monash University holds about you, subject to any exceptions in relevant legislation. If you wish to seek access to your personal information or inquire about the handling of your personal information, please contact the University Privacy Officer by email on privacyofficer@monash.edu for further information relating to how your personal information is handled refer to the Monash Privacy Procedure.

For detailed information on this policy please read the MRS Privacy Collection Statement monash.edu/accommodation/current-residents/regulations-and-policies/privacy-collection-statement
MRS is committed to the safety and protection of all children and young persons involved in MRS activities.

It is important that children feel and are safe, and their voices are heard on decisions that affect them.

All individuals representing MRS have a responsibility to understand the role they play to ensure the safety, protection and empowerment of children.

This includes our commitment to protect children from abuse, including physical violence, sexual abuse, serious emotional or psychological abuse and serious neglect.

For further information, refer to Monash University’s Child Safe Standards Framework.
MONASH UNIVERSITY POLICY

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 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/current-residents/regulations-and-policies/conditions-of-residency
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.

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.

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 as sticker as shown:

REPORTING AN OHSE RISK/HAZARD
Potential or non-critical OHSE hazards should be reported via an online Maintenance Request. A request can be submitted on the MRS website by following the link: monash.edu/accommodation/current-residents/maintenance-it-and-cleaning

INCIDENT REPORTING
It is of the utmost importance to report an incident within 24 (twenty-four) hours of it occurring. The Incident Report Form can be found on the MRS website: monash.edu/accommodation/current-residents/forms/report-an-incident

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 handbook: monash.edu/accommodation/current-residents/regulations-and-policies/handbooks
To avoid later disagreement, all residents **MUST** fill in the ARRIVAL CONDITION REPORT provided at check in, or you can complete the spare copy provided on the following pages and return it to the Administration Office within **3 days** of taking up residency.

Please ensure to complete the Arrival Condition Report relevant to the residence you live in.

If you do not have enough space to list all items you want covered in this report, attach a separate sheet. All attachments should be signed and dated by both the Administration Office and the resident to show that both parties have read and agree to any attachments.

If you do not complete and return your ARRIVAL CONDITION REPORT it is assumed 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 room in good condition during their stay. Some of the items that residents will be charged for are:

- Any damage that exceeds reasonable wear and tear, including torn fly screens, damaged curtains.
- Excess cleaning of room upon departure if left in an excessively dirty condition and/or rubbish is left in the room/flat;
- Carpet stains requiring carpet cleaning.
- Items listed in the room condition report check list that are missing.
- Upon departure residents are to make sure that they remove all personal belongings from all communal areas (kitchen cupboards/fridges, bathroom, laundry areas, bike sheds and hallway cupboards) and under staircases (where applicable/for ground floor).
  - All these areas are to be left in a clean state.
  - Items left behind will be disposed of.

Residents are allowed to use BLU TAC to fix items to the walls and doors but it is the responsibility of the residents to remove it prior to departure.

If residents vacate their unit/house and do not remove all traces of BLU TAC and STICKY TAPE they will be charged to have it removed from the walls and doors or in bad cases, or where damage to paintwork is evident, to have the room repainted.

**IMPORTANT:** Should any maintenance work be required in your room please fill out an online maintenance request via: monash.edu./accommodation/current-residents/maintenance-if-and-cleaning following the instruction shown on page 13.
# APPENDIX 1

## HALLS OF RESIDENCE & NORMANBY HOUSE

### ARRIVAL CONDITION REPORT

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**Monash University, Clayton Campus 3168**

### RESIDENT SECTION

- Please make a comment in this section if you would like to record the status of an item. You should also note here anything which seems unsafe or may be an injury risk.

### RESIDENT COMMENTS

---

### ROOM AND ITEM

#### MAIN ROOM
- entrance door
- door closure & stopper
- emergency notices
- walls
- ceiling
- windows / flyscreens
- blinds/curtains
- light fittings/ switches
- floor coverings
- power / internet points
- VOIP handset + 2 cables
- heating
- smoke detector
- wardrobe /drawers
- mirror
- bed frame / mattress
- mattress protector
- desk / desk chair
- noticeboard
- towel rail
- rubbish bin
- shelves
- arm chair *
- clothes airer/drying rack
- Basin *

#### EN SUITE **
- doors
- walls
- floor coverings
- shower curtain/door
- Mirror / vanity unit
- hand basin
- toilet
- toilet roll holder / towel rail
- exhaust fan
- ceiling
- light fitting / switch
- power point

---

**Operations Office signature:**

**Resident signature:**

---

**Date signed:**

**Date signed:**

---

*Arm chair * - if you would like an arm chair and one isn’t provided please lodge a maintenance request

*Basin * - only application to Normanby House rooms

*En suite ** - Only fill this section out if your room includes an en suite
# SOUTH EAST FLATS
## ARRIVAL CONDITION REPORT

**SOUTH EAST FLATS - ARRIVAL CONDITION REPORT** - to be completed upon arrival

<table>
<thead>
<tr>
<th>Name of Resident:</th>
<th>Flat &amp; Room number:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ROOM AND ITEM</th>
<th>RESIDENT SECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean</td>
<td>Undamaged</td>
</tr>
</tbody>
</table>

Please make a comment in this section if you would like to record the status of an item. You should also note here anything which seems unsafe or may be an injury risk.

### RESIDENT COMMENTS

#### BEDROOM
- entrance door/walls
- ceiling/light fittings/coverings
- emergency notices
- window/screens/blinds
- floor/floor covering
- power/internet points
- smoke detector
- VOIP handset + 2 cables
- Mattress protector
- heating
- wardrobe/mirror
- bed/frame/mattress
- desk/chair
- rubbish bin
- bookcase
- noticeboard / towel rail
- clothes airer / drying rack

#### BATHROOM 1
- entrance door/walls
- ceiling/light fittings/coverings
- window/screens
- floor/floor covering
- power points / exhaust fan
- shower/curtain/glass
- shower 2 (if applicable)
- hand basin/vanity unit/mirror
- towel rail
- toilet pan

#### BATHROOM 2
- entrance door/walls
- ceiling/light fittings/coverings
- window/screens
- floor/floor covering
- power points / exhaust fan
- shower/curtain/glass
- shower 2 (if applicable)
- hand basin/vanity unit/mirror
- towel rail
- toilet pan

#### LOUNGE ROOM
- entrance door/walls
- window/screens
- floor/floor covering
- heating
- arm chairs / coffee table

#### KITCHEN
- entrance door/walls
- window/screens
- floor/floor covering
- cupboards/drawers
- bench tops/tiling / bar stools
- sink/taps
- stovetop/range hood
- oven/griller
- microwave / refrigerator
- dining table/chairs
- Kettle/Toaster

Operations Office signature: 
Resident signature: 

Date signed: 
Date signed:

---

**APPENDIX 2**

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**SOUTH EAST FLATS**

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**ARRIVAL CONDITION REPORT**