DISCLAIMER:
The information contained in this booklet has been compiled by the Monash Residential Services (MRS) Urban Community 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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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 resource 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
URBAN COMMUNITY ADMINISTRATION OFFICE

The Administration Office is your first point of contact for general enquiries and is located on the ground floor of Turner Hall (38 College Walk, Building 87).

You can call the Administration Office by dialling extension 21500 from your room phone.

The Administration Office is open during the following times:
- **Monday - Friday**: 8:30am - 7:30pm
- **Saturday & Sunday**: 11:00am - 5:00pm
  (Closed for lunch 1:45 - 2:15pm)
- **Closed**: Selected Public Holidays
  (Christmas Day & New Year’s Day)

QUICK LINKS & EMAIL CONTACTS

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

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

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

### MRS Website
monash.edu/accommodation

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

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

### Halls Cafe Menu
facebook.com/mrshallscafe/

### 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

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.

**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.

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
COMMUNICATING WITH YOU

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.uc@monash.edu

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!

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.

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.

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

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

Please provide as much details as possible.

Eg. Turner Hall, room 341, the light on the wall beside the bed 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 log a new request for each maintenance issue.
KEYS & LOCKS
In Campbell, Holman, Logan & Turner Halls your door cannot be locked from the outside without the use of your key. This is to ensure you can’t lock your keys inside. Remember to always lock your door when you leave your room. You can lock your door from the inside of your studio to ensure your safety and security. The lock will open when you pull the door handle down.

MICROWAVE
When using your microwave, please refer to your user-guide located in the large drawer under your microwave. If you require another user-guide please speak with staff at the Administration Office. If your microwave has no power, please check the cupboard under your sink and make sure the microwave is plugged in and switched on.

HEATERS
You have a hydronic heater which will operate only when the outside temperature is below 21°C. Turn the dial on the side of the heater to control temperature when in operation.

FAN
You have a ceiling fan to circulate the air and help keep the room cooler in summer. The switch for the fan is as shown above.

POWER TO YOURUDIO
BRIGGS & JACKOMOS HALLS
For power in your studio apartment, please place your ID card into the slot provided, as shown. There are three switches as you enter your studio. These are for the cook top, lights and power.

CAMPBELL, HOLMAN, LOGAN & TURNER HALLS
For power in your studio apartment, please place your key into the master lock. You will find this lock on the inside wall as you enter your studio.

WINDOWS
This picture shows the locking mechanism of the windows in Briggs & Jackomos Halls. Pushing the latch to the up position unlocks your window so you can open it using the window winder. Pushing the latch to the down position locks your windows.

POWER PLUGS
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.

POWER BOARDS
You might like to provide your own power board so you can use multiple devices at once. For safety reasons, all power boards must have a 10 amp automatic trip.
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.
• Always carefully check that all kitchen appliances are switched off before leaving your studio apartment.
• Evacuate the building when the building emergency evacuation tones sound. This is a University OHS and legal obligation.
• For further MRS safety information regarding fire, please review the documents on the MRS website under ‘Safety and security procedures’.

SAFETY ALERT

Following fires in Studio apartment kitchens, findings indicate that the most likely cause of these fires was from residents leaving materials on the cook top whilst it was turned on.

HOW TO USE YOUR COOK TOP

BRIGGS & JACKOMOS HALLS

To use your cook top you will notice the left hand switch in the picture on the previous page is labelled ‘cook top’. Once you switch this on, your cook top has power to operate. You can then turn the knobs on your cook top to the desired heat.

If you still have no power to your cook top please check in the cupboard under your sink to make sure the cook top is plugged in and switched on.

Please take care not to spill water onto the cook top. Watch your boiling water at all times, and don’t use excessive water when cleaning appliances or this will trip the power to your studio apartment.

CAMPBELL, HOLMAN, LOGAN & TURNER HALLS

To use your cook top, turn on the power switch labelled ‘hob’ located with the power points on the left wall in your kitchen. Once you switch this on your cook top has power to operate.

To heat the elements, turn the knobs to the desired temperature level. When the green light in the middle of the knobs lights up, your cook top is on.

As the elements heat, an orange light will indicate the stove surface is hot. These orange lights turn off when the surface has reached room temperature, or when the cook top switch is turned off. This does not mean that your cook top is still on, only that it is hot.

When you leave your room, please ensure that the knobs are in the off position, and the cook top switch is off to prevent a possible fire.

Refer to the user manual for more information.
HOW TO USE THE APPLIANCES

LAUNDRY
Within your hall there is a communal laundry giving you the freedom to wash, dry and iron your clothing whenever you like.

WASHING MACHINES
The washing machines are front loading machines so you need to use soap and liquids that are for front loading machines. There are more instructions on using the washing machines in the laundry.

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.

CLOTHES LINE
CAMPBELL, HOLMAN, LOGAN & TURNER HALLS
When first using the clothes line in your room, you will need to pull the cord across to the opposite wall and connect it to the existing hook insert. If you find it gets stuck twist the silver brace and it will release the cord.

CLOTHES LINE
BRIGGS & JACKOMOS HALLS
When first using the clothes line in your room you will need to pull the cord across to the opposite wall and connect it to the existing hook. Wrap the cord to the plastic tab under the storage unit (see picture below).

If you would like two lines to hang your clothes on, simply wrap cord around opposite hook and continue back to unit connecting line to the hook placed underneath the unit.
BIN AREA

On each floor in the lift & lobby area there is a small area with large bins. Often this area is behind a door. Please be respectful of this area and place your rubbish in the correct bins.

COOK TOP

Similar to your studio, the cook top in the common area is powered by the hob switch and knobs. Once the cook top is switched on, turn the knobs to the desired temperature. When finished cooking, turn both the knobs and the hob switch to the off position. The red light between the hobs indicates the surface is hot.

Please take care not to spill water onto the cook—top. Watch your boiling water at all times and don’t use excessive water when cleaning appliances or this will trip the power source leaving no power to the kitchen.

RANGE HOOD

In common areas, the range hoods are located in the same location as in your room: above the stove. To turn the range hood on, the exhaust power switch must be switched to the power position. The switch is located under or on the side of the bench-top generally to the left. Please utilise the range hood when cooking, as it eliminates odours.
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.

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.

**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.

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**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.

**INTERNET CONNECTION**

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 Authcante 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.

**CONNECTING YOUR DEVICE TO THE MONASH WiFi 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

**REGISTERING DEVICES ON THE MONASH NETWORK**

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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.
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

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.

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.

---

**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.

---

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>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse On Call</td>
<td>1300 606 024</td>
</tr>
<tr>
<td>Sexual Assault Crisis Line (Centre Against Sexual Assault)</td>
<td>9349 1766 (24 hours)</td>
</tr>
<tr>
<td>Suicide Helpline Victoria (Lifeline)</td>
<td>1300 651 251</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 (Mental Health info and Referral)</td>
<td>1800 187 263</td>
</tr>
<tr>
<td>Mental Health Advice Line</td>
<td>1300 280 737</td>
</tr>
<tr>
<td>Safe Steps Family Violence Response Centre</td>
<td>1800 015 188</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 (Clayton)</td>
<td>9594 6666</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 (Monash Medical Centre)</td>
<td>1300 369 012</td>
</tr>
<tr>
<td>Home Doctor Service</td>
<td>13 7425</td>
</tr>
<tr>
<td>Department of Human Services (Centrelink Disability, Sickness and Carers Line)</td>
<td>13 2717</td>
</tr>
</tbody>
</table>
VOICEMAIL GUIDE

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 apartment.
REMEMBER:

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 and incense.

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 apartment.
• Remember to shut the ensuite door after you have a shower.
LOCKED OUT OR CAN’T FIND YOUR KEY?

DURING OFFICE HOURS
Monday to Friday 8:30am to 7:30pm
Saturday & Sunday 11:00am to 5:00pm
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!

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.

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.
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
The Urban Community Administration Office does not have Visitor Car Parking Permits, but you can get one from the Residential Village Administration Office (Building 47) 58 College Way, for use within the designated parking areas around the Residential Village Halls.

RECOMMENDED PEDESTRIAN ROUTE
The recommended pedestrian route between the N1 Car Park and the Urban Community halls of residence are highlighted in yellow on the map above.

If you ever feel unsafe getting around campus, security officers are available to escort you to your car, hall 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 and can be arranged by calling 9902 7777.
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 1073
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!

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

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

BORROWING ITEMS

TOURS WITHIN THE HALLS

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 bedrooms.
INVOICES & PAYMENTS

TAX INVOICE
ABN No 12 377 614 012

MONASH RESIDENTIAL
MONASH UNIVERSITY
VICTORIA 3800
AUSTRALIA

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

Room Name
Room Number, Hall Name
LOCKED BAG XXXX
MOUNT Waverley 3149

<table>
<thead>
<tr>
<th>Quantity/Description</th>
<th>GST Exclusive</th>
<th>GST</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov charge for room XX XXXX for 30 night(s) @ $XX.XX</td>
<td>XX.XX.XX</td>
<td>XX.XX</td>
<td>XX.XX.XX.XX</td>
</tr>
<tr>
<td>Credit XX description (if applicable)</td>
<td>XX.XX.XX-</td>
<td>XX.XX</td>
<td>XX.XX.XX-</td>
</tr>
</tbody>
</table>

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 $ XXXXX

THIS AMOUNT IS NOW PAYABLE AUD $ XXXXX

SPECIFIC ENQUIRIES REGARDING THIS INVOICE
CONTACT NAME ADMISSIONS OFFICER PHONE 99056200

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

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 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’.

This is where you enter your card number.

Record the 3 numbers on back of your card.

Enter the amount (in Australian Dollars) that you are paying.

This is your invoice reference number. If changes every month. Do not copy and paste this from your invoice or add any spaces - it will not work and you will be advised it is invalid.
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>
</tr>
</thead>
<tbody>
<tr>
<td>Extension 333 or 9905 3333</td>
<td>Extension 27777 or 9902 7777</td>
</tr>
</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.

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

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

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

GET THERE
In the evening you don’t even have to walk there! You can take the Clayton Campus Security Bus Service to the Halls Café from the Urban Community! The timetable for the Security Bus is found at: monash.edu/about/safety-security/services

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.

Note: All times mentioned above are estimates and should not be used as strict travel guides.
TRANSPORT

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 below 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

If you live at the Urban Community you can also use the security shuttle bus to travel up to the Halls Café for dinner, or to travel between the N1 car park and your Hall.

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: 38 College Walk, Building 87), Monash University, Clayton, and your destination.

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

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

MORE INFORMATION

For more information regarding relevant travel information to and from the Clayton Campus, please contact the Administration Office (38 College Walk, Building 87).
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.html

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>
<thead>
<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.

TRAINING SESSIONS

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

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!
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!

**SAFE & RESPECTFUL COMMUNITIES CARDS**

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.**
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

SAFER COMMUNITY UNIT

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

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

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- 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. 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 extension, 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
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
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
CHILD SAFE FRAMEWORK

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 RESIDENTIAL SERVICES

CLAYTON CAMPUS
RESIDENTIAL VILLAGE
Administration Office,
58 College Way, Building 47, Clayton
Monash University
VIC 3800
Australia

URBAN COMMUNITY
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“More than just a room...”