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

To assist you in having the most rewarding experience possible at Monash, we have developed a range of resources to assist you settle into your new home, immerse into your new community, and thrive at Monash. This Getting-started-guide contains the information you need during your first few days and weeks at MRS. It’s your ‘cheat sheet’ to life on-campus. You can refer back to this guide to find information relating to your new home, the services available at MRS, helpful resources provided on-campus, and additional information that we think is valuable to you.

Another great resource we have developed to assist you is the ResStart website (monash.edu/accommodation/restart). 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
Peninsula Residential Services

The friendly staff at Monash Residential Services are the first point of contact for many of your general questions.

Specific issues relating to your individual residence should be directed to your Residential Support Team.

The Peninsula Residential Office is located in Building C, Level 2.

You can call the Residential Office by dialling extension 56266 from your room phone or by calling 9905 6266 from any other phone.

Opening hours:

In person and by phone:  Monday to Friday: 8:30am - 5pm
By phone only:  Monday to Friday: 5pm - 9pm
Saturday & Sunday: 9am - 9pm

MRS Services Personnel Security Officers

There are dedicated ‘MRS’ services personnel on site each night at the Peninsula campus to assist all residents and to ensure safety and security.

The Services Personnel are available outside office hours and are contactable on 44318 from an internal telephone or 9904 4318 from an external telephone.

Phone contacts

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.

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

MRS email contacts

Peninsula Residential Office
mrs.peninsula.admin@monash.edu

• Account fees & charges
• Admissions
• Arrival condition reports
• Breaking your lease
• Cleaning charges
• Cleaning standards
• Gym memberships
• Locks & keys
• Lost & found
• Mail delivery
• Maintenance requests
• Parking permits
• Phone usage
• Room transfers
• Release of information items

WHERE TO FIND MORE INFORMATION

MRS resident portal
monash.starrezhousing.com/StarRezPortal/Login

For details and forms including:
• Parking permit information
• Arrival room condition report
• Your residential support team contact list
• Submitting a maintenance request
• Updating your details
• Release of resident information form
• Absence from halls form
• Uploading documents

Current residents web page
monash.edu/accommodation/current-residents

For information on:
• Resident resources
• Maintenance, IT and cleaning
• Safety procedures
• Forms
• Campus developments
• Postal address
• Parking information

Resident resources web page
monash.edu/accommodation/current-residents/handbook

For more information on:
• Your room
• Your hall
• MRS policies and procedures
• Fees and payments
• Safety and security
• Mail and postage
• Eating, drinking and cooking
• Cleaning
• Internet, phone and electrical
• Transport and parking
• Other services
• Sport at Monash

Forms web page
monash.edu/accommodation/current-residents/forms

Forms including:
• Overnight guest form
• Incident report form
• Absence from residence form
• Maintenance request form
• Tenant consent form

Off-Campus Accommodation Service
connect.monash.edu/askmonash

• Help with off-campus accommodation
• Tenancy legal advice
Email
We will use your Monash student email account as our primary email communication platform.
You are also welcome to email the Administration Office at any time mrs.peninsula.admin@monash.edu

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

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

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

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

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

Surveys
We will ask you to complete surveys several times during the year.
Your feedback on our services and facilities is extremely valuable, and we incorporate all feedback into our future planning.

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

Your privacy & release of resident information form
As employees of Monash University, the staff of MRS are responsible for protecting your privacy.
This means once you move into the residences we will not discuss you, or your residency, with others outside the University, without your permission. This usually works in your favour, but sometimes there is a need for others (including parents and real estate agents) to ask us about you.
To clarify your intentions, we ask that you complete a Release of Resident Information Form to enable us to discuss you and your accommodation with others. A copy of this release form is available online through the MRS Resident Portal.
In an emergency situation we will contact the emergency contact you listed on your application for residency.
Everyone at MRS has a network connection point via the voice over internet protocol (VOIP) phone in their room. This connection will provide you with the best internet connection. The private network connection point in each room gives you 24-hour access to:

- The university campus network
- Extremely fast internet services

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

To set up your LAN Internet connection &/or connect to the Eduroam WIFI you will need your Monash Computer user-name and password (Authcate Details)

Connecting to the Monash WiFi Network

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

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

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

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

Connecting to the wired Monash Network and registering devices on the 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 connect to the WiFi and read the connection guides on the Maintenance, IT and Cleaning section of the Current Resident web page: monash.edu/accommodation/current-residents

Still having trouble?

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

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

More information:

Please visit the Current Resident webpage: monash.edu/accommodation/current-residents for details on:

- Fair usage policy
- How to be secure
- Viruses and updates
- The eSolutions helpdesk
ARRIVAL CONDITION REPORT
THE FIRST THING TO DO WHEN YOU ARRIVE!

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

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

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

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

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

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

MAINTENANCE ISSUES
SOMETHING NOT WORKING PROPERLY?

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

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

If your maintenance is an emergency (e.g. leak), please contact your Residential Support Team or the Security office at your campus.
**RESIDENTIAL VILLAGE**

**FURNITURE & APPLIANCES**

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**Power plugs and power boards**

You might like to get a power board to power up your devices and appliances like a laptop, etc. For safety reasons, all power boards must have a 10 amp automatic trip.

Do not use ‘non-Australian’ standard plugs or appliances. These will overload the circuit and trip the safety switch for your room’s power supply.

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**Washing machines**

Washing machines are either top or front loading. Please make sure that you only use detergent that is appropriate for the type of machine. The detergent packaging will state if it is for top or front loading washing machines.

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**Clothes dryers**

To assist our quest to reduce our energy consumption, you have been provided with a personal clothes airer in your room.

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.

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**Heaters**

In appreciation of our commitment to reduce our carbon footprint, please ensure that heaters are turned "OFF" when not required.

Every house, unit or flat has general heating located in the main living area along with individual heaters in each bedroom. There are a number of different heater types:

**ELECTRIC HEATERS**

To operate the heaters you are required to press the timer button located to the side of the heater. The timer allows the heater to run for a maximum of 2 hours before turning off. Please ensure the thermostat temperature control is set to the desired temperature.

**GAS WALL FURNACE**

To operate turn the switch to the "ON" position ensuring thermostat temperature control is set at the desired temperature.
WASTE DISPOSAL

Each Residential Village Residence has a mobile garbage bin & recycling bin.
Please make sure that general waste is put inside a suitable bag before being placed in the bin provided.
Residents are jointly responsible for putting their bins out for collection on a weekly basis. We suggest you discuss a roster with your housemates.

In the state of Victoria, general waste is collected in bins with RED lids and taken to landfill. Recycling is collected in bins with YELLOW lids, and organic matter in bins with GREEN lids. Frankston City Council also uses a green lidded bin for general waste, but this is usually distinct from the organic bin. If you are unsure, reach out to your Enviro RA for clarification.

Holmes Street
- Bins are collected early on Thursday mornings.
- Rubbish bins are collected each week.
- Recycling bins are collected every two weeks as per the calender below.
- You must leave the bins on the grass strip outside the main entrance.
- Bins should be stored at the rear of the property.

Lardner Road & Bloom Street
- Bins are collected early on Thursday mornings.
- Rubbish bins are collected each week.
- Recycling bins are collected every two weeks as per the calender below.
- You must leave the bins on the grass strip outside your house.
- Bins should be stored in the bin alcove between collections.

Samada Street
- Bins are collected early on Thursday mornings.
- Rubbish bins are collected each week.
- Recycling bins are collected every two weeks
- You must leave the bins on the grass strip outside the main entrance.
- Bins should be stored in the bin alcove between collections.

Student Village
- Rubbish collection is made early on a Friday morning each week.
- Recycling collection is made early on a Tuesday morning each week.
- You must leave bins and skip behind House 2 in the alcove provided.
- Private contractors will collect the waste from this area.

Recycling and Food and Garden Waste Calendar 2021

Your recycling bin and your food and garden waste bin will be collected on alternate weeks on the same day as your garbage bin.

Recycling Bin Fortnightly

Food and Garden Waste Bin Fortnightly

RETURN TO CONTENTS PAGE
**Keys and locks**
Your studio apartment 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.

**Windows**
This picture shows the locking mechanism of the windows in your apartment.
Turning the handle will enable you to open your window. The window will tilt vertically towards you when opened.
To close the window, you need to push the window opening section to the closed position and then turn the handle to the locked position.
The keyed lock in the handle is for maintenance use only which allows the window to be opened using the side hung hinges.

**Clothes line**
When first using the clothes line in your studio, 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.

**Microwave/Convection oven**
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 Residential 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.

**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.

**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 here.

**Bin area**
On each floor, there is a waste station cupboard in the communal kitchen containing the large waste bins. You will locate the cupboard adjacent to the lifts and opposite the kitchen island bench. Please be respectful of this area and place your rubbish in the correct bins.
You will find your co-mingled recycling bin the the Bike Store on Level 1. Please ensure only compliant waste is put into this bin.

**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.
LIVING IN A PASSIVE HOUSE BUILDING

SPEND SOME TIME READING THIS INFORMATION, SO YOU MAY ENHANCE YOUR EXPERIENCE LIVING IN A PASSIVE HOUSE BUILDING.

Passive what?

Passive House is a voluntary standard for energy efficient building design. By creating a highly insulated and airtight space, the internal and external environments are isolated.

This means the internal heat loads can be used to create a comfortable living space. But even more exciting is that if this building is used correctly, it will use only about 25%-30% of the energy used by an equivalent building not designed to these standards.

How does the climate control work in the building?

Passive House requires that the building maintains an average temperature between 20°C and 25°C through 90% of the year. This means that you can achieve a comfortable temperature without the need for heating or cooling. But on the odd occasion, if it does become a little bit too hot for your liking, there’s a fan in your apartment to help with reducing the temperature.

Does this mean I can’t open my window?

Operable windows are a very important part of this building. You will notice that the windows at the end of the corridors are automated. At night time, this will allow the building to release any excess heat built up during the day. Make sure you don’t leave anything in front of these windows.

You can also open the window in your apartment at any time you feel like it. But be mindful about how you use your window. If you leave for class with your window open during one of those very hot days, your apartment could be very hot when you come back or vice versa in winter.

If it is air-tight, how do I get any fresh air?

While the building is air tight, a mechanical system is used to provide fresh air through the building. This means that you will always have a consistent flow of fresh air through your studio apartment.

What can I do to improve the performance of my studio apartment?

As you get accustomed to your apartment you will find that your window and blinds can have an incredible impact on the thermal comfort. For instance on very hot days, having your window closed and the sheer blind down will cut out most direct sun light and heat, in turn leaving you with a comfortable space to enjoy.

Likewise if it feels a little too warm in the apartment but the temperature outside feels cooler, opening your window will help release some of the heat.

Comfort is a very personal thing and each occupant would want their apartment performing differently. In this vein, we encourage you to experiment with the window and blinds to find the performance that best suits you. But remember, to be on the safe side, always close the windows when you leave your apartment.

What do I do if I damage the timber?

Cross Laminate Timber (CLT) is a very robust material, and we have also applied a protective sealant to the exposed timber. So if there are any scuff marks or the like, you can simply wipe them off with a damp cloth. Any damage to the timber would generally be the result of how the space is used.

To best protect the CLT, please use the pin boards provided to stick up items on the walls and do not use nails or pins on the timber. We ask that you do not etch anything in to the walls. If you notice and dints or dents, please inform the Residential Office immediately.
COOKING

SAFETY ALERT

Following fires in 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, leaving food unattended or overheating oil which can result in a flash fire or spontaneous ignition of oil vapour.

Residents are reminded that you must:

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

For further MRS safety information regarding fire, please review the documents hosted on the MRS website. Please watch the Queensland Fire Service and Emergency Fire Services video: youtube.com/watch?v=wc5JvYi0t50

COOKING IN THE RESIDENTIAL VILLAGE

• To use your cook top, use your room key to activate the power switch located near the front door of your residence. 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.
• Do not cook directly onto the cook top. Always use a pan or cooking pot.
• When the cook top has cooled down, please clean it to remove all oil and cooking spillages.
• When you leave the kitchen area, please ensure that the knobs are in the off position, and the cook top switch is off to prevent a possible fire.
• Please remove your bedroom key from the power switch. Refer to the user manual for more information.

COOKING IN GILLIES HALL

• To use your cook top, use your apartment key to activate the power switch on the right wall as you enter your apartment. Once you switch this on, together with the switch close to your cook top, 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.
• Do not cook directly onto the cook top. Always use a pan or cooking pot.
• When you leave your apartment, please ensure that the knobs are in the off position, and the cook top switch is off to prevent a possible fire.
• When the cook top has cooled down, please clean it to remove all oil and cooking spillages.
• Refer to the user manual for more information.
SMOKE DETECTORS

INFORMATION, RULES AND TIPS FOR LIVING WITH SMOKE DETECTORS

Smoke Detectors

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

Sprinkler cages

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

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:
• Do not interfere with the smoke detector or sprinkler system.
• Take note of the notice on the back of your door.
• Do not use hair dryers, hairspray or any form of aerosol in your room - it will activate the fire alarm system.
• Always use the bathroom area when using these items.
• Never have any sort of flame or smoke in your room.

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.

INFORMATION, RULES AND TIPS FOR LIVING WITH SMOKE DETECTORS

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 en-suite door after you have a shower.

Your fire alarm can be set off by:
• Overheated cooking oil.
• Overcooked food eg. Burnt toast.
• Steam from cooking and showers.
• Hairspray and aerosols.
• Hair dryers and hair straighteners.
• Cigarette smoke and e-cigarette smoke.
• Candles and incense.

If your smoke detector activates while you are cooking in a studio apartment, keep your main door closed, open the bathroom door and turn on the light/fan, turn on the kitchen exhaust, and the ceiling fan and open the window.

REMEmBER
In your room you have been provided with a VOIP (Voice over Internet Protocol) phone. All rooms are fitted with a data port for network connection for your telephone and computer.

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

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

**Emergency calls**

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

**Making calls**

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

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

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

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

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

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

**Receiving calls**

**Internal calls**

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

**External calls**

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

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

**Voice mail**

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

**How to turn off your VOIP screen**

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

Remember to dial ‘0’ and then the phone number for external calls

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone 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</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>Kids Helpline</td>
<td>1800 551 800</td>
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<tr>
<td>Gamblers Help</td>
<td>1800 156 789</td>
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<tr>
<td>SANE Australia (Mental Health info and referral)</td>
<td>1800 187 263</td>
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<tr>
<td>Mental Health Advice Line</td>
<td>1300 280 737</td>
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<tr>
<td>Safe Steps Family Violence Response Centre</td>
<td>1800 015 188</td>
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<tr>
<td>Direct Line-Drug and Alcohol Service (Healthlink)</td>
<td>1800 888 236</td>
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<tr>
<td>Centrelink</td>
<td>132 490</td>
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<td>Emergency</td>
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<tr>
<td>After Hours Counselling</td>
<td>1300 788 336</td>
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<tr>
<td>Frankston Hospital</td>
<td>9784 7777</td>
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<tr>
<td>Monash Emergency</td>
<td>333</td>
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<tr>
<td>Frankston Police Station</td>
<td>9784 5555</td>
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<tr>
<td>CATT - Peninsula Health</td>
<td>1300 792 977</td>
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<tr>
<td>Home Doctor Service</td>
<td>13 7425</td>
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<tr>
<td>Department of Human Services (Centrelink Disability, Sickness and Carers Line)</td>
<td>13 2717</td>
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<tr>
<td>University Health Services (Clayton)</td>
<td>9905 3175</td>
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<tr>
<td>University Health Services Triage Nurse</td>
<td>9905 3175</td>
</tr>
<tr>
<td>24-hour Coronavirus Hotline</td>
<td>1800 675 398</td>
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</tbody>
</table>

RETURN TO CONTENTS PAGE
MRS is unable to accept any parcels or large items on your behalf. 24/7 parcel lockers are available on campus. If you live in the Residential Village Australia Post may leave a collection card if you aren’t home with details of where to collect your parcel.

Free 24/7 parcel lockers on campus

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

auspost.com.au/parcellockers

Post office - Australia Post

An Australia Post Licensed Post Office is located in at Heatherhill Road Frankston and provides a full range of postal service including domestic and international sending, and packing materials.

Mail delivery - Residential Village

Mail is delivered by Australia Post to the mailboxes at your residence. It is the responsibility of the residents to keep the mailbox clear of all mail and papers. Rubbish and unwanted local newspapers should be placed in the recycling bins provided. If you receive mail that is not for any of the current residents please return it to the Residential Office so that it can be forwarded on to the right person.

Mail delivery - Gillies Hall

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 return it to the Residential Office. Mail is usually delivered to your mailbox by 3:00pm, Monday to Friday.

Fresh food delivery

For residents of Gillies Hall only, supermarket or food deliveries (Fresh food or long shelf life); including Coles, Woolworths, Hello Fresh or similar deliveries the MRS Residential Office can receive your items between 9am-4pm Monday to Friday (excluding University Holidays). MRS will contact you via phone and advise you of your delivery. You must be able to collect your delivery within 30 minutes of delivery due to the perishable nature (Fresh Food) of the items. MRS does not have facilities (refrigeration) to store perishable items appropriately. This delivery option may change at any time, if so residents will be advised accordingly. The above does not include Uber eats, Menulog, Doordash and other cooked food or fast food deliveries

Residential Village residents can have their fresh food deliveries made directly to their residence door, as such these deliveries will not be accepted at the MRS Residential Office for Residential Village residents.
LOCKED OUT?

CAN’T FIND YOUR KEYS?

**During office hours**
Monday to Friday 8:30am to 5pm

You can borrow a spare key and/or Fob from the Residential Office. If you don’t return the spare key and/or fob within the specified time you will be charged a fee.

**After hours**
You can call the Security Personnel who can issue you with a spare key.
Services Personnel can be contacted by phone on 9904 4318.

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

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

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**BORROWING ITEMS**

WE HAVE EQUIPMENT YOU CAN BORROW!

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

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

**BANKS**

WHERE TO ACCESS YOUR MONEY

There are a number of Bank branches offering a full suite of banking services located in the Frankston town centre and the Bayside Shopping Centre.

Banks available include: ANZ, Bank of Melbourne, Bendigo Bank, Commonwealth Bank, NAB and Westpac.
BIKES

CYCLING AROUND CAMPUS AND THE LOCAL AREA

Bike storage

There are special bike storage areas within Gillies Hall. If you have a bike you need to store it in this area, not in your apartment. You can access these areas by swiping your Student ID card on the security reader at the entrance. We recommend that you use a bike lock when your bike is in storage for extra security. If you are unsure where the bike storage area is within your Hall just ask!

Helmets

Wearing a helmet when riding a bike is a legal requirement in Australia. If you ride without a helmet you can be fined by the police.
Residential parking permits
If you would like to park in a residential parking area you need to have a current valid Monash Residential Services virtual parking permit (vPermit). These permits are issued from the University via the online vPermit Parking System.

Each resident is eligible for one residential parking permit.

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

Approved parking areas are different for each type of permit.

Visitor parking
Visitor car parking permits are available from the Residential Office for use within designated parking areas.

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

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

For more information relating to infringement notices call 9058 6633.

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

Frankston City Council parking permits
As a resident of the Frankston City Council you are also eligible for two free car parking permits:

• Residential parking permit
• Foreshore parking permit

For more information on how to apply for these parking permits please visit: franstonvic.gov.au

24/7 safety escort
If you ever feel unsafe getting around campus, security officers are available to escort you to your car, public transport, taxi pick-up points, residence or other locations on or in the near vicinity of the campus.

This free 24 hour service is available to all students and staff from anywhere on campus.

If you intend to work late at night and know you will need assistance, try to book in advance to avoid delays. If your escort is delayed for any reason, the Security Office will contact you. To arrange this service please call security on 9904 4318.
**Inter-campus shuttle bus**

Monash students and staff can use the free Inter-campus Shuttle Buses to travel between campuses.

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

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

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

**Peninsula campus to Frankston station shuttle bus**

The following PTV bus services operate between Peninsula campus and Frankston Station:
- From outside the George Jenkins theatre: route 887
- From stops on Moorooduc Highway: routes 782 and 783 (in both directions) and 775 (towards campus only)
- From stops on Hastings Road: 782, 783, 775 and 776 (in both directions), 772 and 774 (towards Frankston Station only)

We recommend downloading a journey planning app, such as Google Maps or the PTV Journey Planner, to locate your next public transport departure.

**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

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

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

**Taxi**

Taxi companies include:
- YELLOW CABS (phone number: 13 22 27)
- SILVER TOP (phone number: 13 10 08).

You will need to tell the operator where to pick you up from. For example:
Unit 2/1a Bloom Street, Frankston, and your destination.
**Night network bus**

The Night Network is a bus service that provides a safe, cheap alternative for late night travel home on the weekends.

Buses travel from the city to Melbourne’s outer suburbs, departing every hour on Saturday and Sunday mornings. Commuters with a valid Myki card are able to use the Night Rider bus service.

There are 21 Night Bus routes, running every 30 to 60 minutes. Many routes run every hour to connect with trains at suburban stations. You can get on and off at Night Bus stops. You can also be dropped off at kerbside tram stops.

Buses wait for up to 30 minutes at Frankston, station.

For timetable and route information please refer to: ptv.vic.gov.au/more/travelling-on-the-network/night-network/

**More information**

For more information regarding relevant travel information please contact the Residential Office.

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**Airport shuttle bus services**

The Frankston & Peninsula Airport Shuttle Bus operates 7 days a week from the South Eastern Suburbs to Melbourne.

Bookings are essential.

For more information you can phone 9783 119 or visit: skybus.com.au/peninsula-express/

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 20 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 9335 3066 or refer to: skybus.com.au
EAT, DRINK, SHOP

SHOPPING CENTRES AND FOOD OUTLETS

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.

Heatherhill Road
A local shopping centre is located at Heatherhill Road, about 10 minutes’ walk from the Residences.

Bayside shopping centre
The large shopping centre of Frankston is located about 20 minutes walk from the Residences and may be accessed by bus or train (close to the residences) or the walking track to Frankston during the day.

Other shopping centres
Other large centres are located at the Frankston Power Centre, and Karingal Shopping Centre.
Monash Sport MRS membership

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

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

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

Membership options

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

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

Join now!

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

Save yourself time and money with a Monash Sport MRS Membership!
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.

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

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.

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

An Invoice is a bill, sent by MRS to you showing the services and charges that are due to be paid. An Invoice is a bill, sent by MRS to you showing the services and charges that are due to be paid.

This is the total amount that needs to be paid.

You must pay your invoice by this date.

Specific Enquiries: \[enquiry\]

Contact NAME: ADMISSIONS PHONE: 99056200

Payment Options:

Reference Number for all options: 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.

Do not send credit card information via fax or email as it is not secure.
Invoices

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

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

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

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

If you are unsure of what you need to pay, please contact the Admissions Office between 8.30am and 5pm Monday to Friday or via email at mrs.peninsula.admin@monash.edu

Credit card payment

If you are making payment via your credit card using the internet option available on your invoice, go to monash.edu/payments then select ‘Monash Residential Services Invoice Payments’.

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. It 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.
Peninsula 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 C, Level 1.

Other related contact details

Australian Emergency Services (Police, Fire or Ambulance) Dial 000
Frankston Police 9784 5555
Frankston Hospital 9784 7777
*Remember to press 0 before dialling an external number

Peninsula campus security contacts

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

General Security
Extension 44318 or 9904 4318

Please keep your bedroom door locked at all times!

MONASH bSafe

Monash bSafe App

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

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

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

SAFE AND RESPECTFUL COMMUNITIES CARDS

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

Living on campus should be a safe and respectful experience for everyone.
OUR COMMUNITY

MRS DIVERSITY & INCLUSION FRAMEWORK

What we do

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

Who we are

Monash University is home to 3000approx residents, with 76approx nationalities represented.

Growing and learning

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

The strength of a team

We prioritise this by:
• Gender representation in residential teams
• Providing 24/7 security support and referring residents to the Safer Community Unit when necessary
• Supporting residents to engage with the appropriate services such as Monash Connect, Career Connect, University Health Services and Disability Support Services
• Empowering our resident led committees to coordinate inclusive social events that are accessible and enjoyable for all residents
• Ensuring our communities are diverse in terms of demographics and experiences.

The way we work

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

Caring for ourselves and others

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

Diversity and inclusion at MRS means...

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

2019 Resident - Jackomos Hall

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

2019 Resident - Farrer Hall
The MRS Residents’ Committee is dedicated to providing an inclusive environment for all residents. It is made up of a group of highly determined and ambitious residents from all residential halls.

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

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

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

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

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

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

Information is grouped into the following categories:

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

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

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

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

**Alcohol training**

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

If you have any questions, or would like more information, tips and tricks about making positive choices with regards to alcohol consumption.

**Sexpectations workshops**

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

If you have any questions about consent, your rights and responsibilities, or would like to clear up any confusion you may have please speak to a member of the Residential Support Team or ask a Resident Advisor!
ENVIRONMENT AND SUSTAINABILITY

We encourage residents to actively participate in sustainability initiatives, education programs and events to become aware of how their day-to-day actions may impact our natural environment.

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

Central environment committee

Our Central Environment Committee are a passionate bunch of environmentally conscious residential leaders, who are here to help guide and support you through your journey towards a more sustainable lifestyle MRS.

Be sure to engage with the Environmental Representative within your hall, and participate in any events or initiatives which may interest you.

Sustainability initiatives

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

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

Waste management

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

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

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

- Gillies Hall bike room
- Residential Village entrances
- Carboard cage on campus

Acceptable recycling items (yellow bin)

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

Recycling tips

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

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

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

Medical and dental services

Access to medical services will change depending on whether it is business hours or after hours. Please familiarize yourself with the opening hours of the services on your campus.

Monash University Health Services, Peninsula Campus is located at Level 1, Building U, and can be contacted on extension 44615 from an internal telephone or 9904 4615 from an external telephone. [monash.edu/health](http://monash.edu/health)

After hours:

Although MRS cannot endorse these services, we are aware that after hours several home visit services are available. Google search: After hours doctor Melbourne, an example includes: [homedoctor.com.au/melbourne](http://homedoctor.com.au/melbourne)

Support for international students

If you are an international student there are a range of services and programs available to you including assistance with accommodation, immigration and visa related matters, overseas student health cover, cultural or educational adjustment, and student support programs including orientation. [monash.edu/study/student-life/services-for-students/international-students](http://monash.edu/study/student-life/services-for-students/international-students)
Safer Community Unit

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

Students and staff are encouraged to ask for help if they:
- Wish to clarify issues of responsibility, confidentiality or duty of care
- Have received unwanted attention
- Feel intimidated, harassed, bullied, stalked, threatened or attacked
- Have concerns about someone else’s behaviour or well-being
- Are worried about someone harming themselves or someone else

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

Careers, leadership and volunteering

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

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

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

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

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

WHERE TO FIND MORE INFORMATION

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

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

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

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

Faculty contacts for students
monash.edu/students/contacts

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

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

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

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

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

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

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

**Alcohol Procedure**

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

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

MRS endorses a procedure of:
- information for residents;
- proactive procedures and behavioural guidelines; and
- structured and consistent response to alcohol abuse in residences.

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

**Smoking Policy**

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

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

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

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

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

**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 Peninsula campus**

Monash.edu/accommodation/accommodation/regulations-and-policies/smoking-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 evacuation**

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

**Smoke control doors**

Smoke control doors must be kept closed. The smoke control doors have been installed to prevent smoke travelling throughout the building. It is for your own safety that the doors are left in a closed position. Smoke controlled doors are identified with a yellow sticker.

**Reporting and OHSE risk/hazard**

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

**First aid kits**

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

**Food safety**

MRS encourages all residents to take careful note of food safety when using the cooking facilities. All residents are encouraged to do the free online food safety course available at: dofoodsafely.health.vic.gov.au/index.php

There are additional information posters in kitchens and BBQ areas and in the resident resources monash.edu/accommodation/current-residents/handbook

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**Emergency Control Organisation (ECO)**

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

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

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

**MRS OHS policies**

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

**Services personnel**

The MRS Services Personnel are responsible for the security of persons and MRS property, assisting residents, staff and visitors with a variety of aspects of communal living at Peninsula Residential. The Services Personnel are available outside office hours and are contactable on 44318 from an internal telephone OR 9904 4318 from an external telephone.
PRIVACY COLLECTION STATEMENT

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

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

USE OF IMAGES OF RESIDENTS

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

monash.edu/accommodation/accommodation/regulations-and-policies/use-of-images