



UNIVERSITY CENTRE FOR RURAL HEALTH

NORTH COAST

education research workforce

STUDENT ACCOMMODATION GUIDE

The following has been developed to ensure the comfort and safety of all our students. It is important to be mindful that your conduct may directly affect the other residents around you. Students may be from different universities, or studying different disciplines. They may also have different study and exam requirements.

Underlying this guide is a commitment to a Duty of Care by the UCRH to all students in our accommodation.

Failure to adhere to any of the conditions may result in your accommodation being cancelled.

Should you have any queries or concerns please do not hesitate to contact UCRH on 1300 652 400 select appropriate option.

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20 & 22 Dalziell Street 4 bedrooms (per house)



Shared (per house) – 2 bathrooms, laundry with washing machine, dryer and ironing equipment, living area and kitchen/dining room equipped with fridge/freezer, oven, dishwasher, every day appliances (kettle, toaster, microwave), crockery, cooking equipment (pots and pans). There is also an outside clothes line at the back of each house.

Each bedroom is air-conditioned, lockable and includes a king single bed, bedside table, study desk with lamp and chair, portable clothes drying rack.

Note: These facilities are occupied by University of Syd Long Stay Students January – September

Western Sydney University (WSU) Apartment 2 4 bedrooms



Shared - kitchen equipped with fridge/freezer, oven, dishwasher, every day appliances (kettle, toaster, microwave), crockery, cooking equipment (pots and pans, living area and 2 bathrooms. Additional Communal Area with kitchen, living area, BBQ, laundry with 2x washing machine and 2x dryers and lockers.

Each bedroom is air-conditioned, lockable and includes a king single bed (with underbed storage), bedside table, study desk with lamp and chair, portable clothes drying rack.

Coming soon June 2018

Onsite at UCRH Lismore, 61 Uralba Street 3 level complex with total of 30 bedrooms



Shared – large kitchen, dining and living area, 2 kitchenettes, 8 bathrooms, large laundry, 2 additional study spaces and outdoor terrace.

Each bedroom will be lockable and include a king single bed, bedside table, wardrobe, study desk with lamp and chair.

Not included in accommodation

- Food is not provided however each location is equipped with shared cooking facilities. Food can be purchased at local supermarkets.
- You will be required to purchase your own toilet paper, hand soap for communal sink areas, personal soap and cleaning products for the duration of your stay - you may be able to make a shared arrangement with other students in your accommodation to purchase such items together
- Linen (excluding Ballina location) - You are to bring all your own linen, or alternatively pre order a hire (\$25) or purchase (\$60) linen pack supplied by a third party. Pack consists of 2x pillows, 2x sheets, 2x cotton blankets and a towel. Please advise UCRH if you would like to hire or purchase a linen pack. All beds include a mattress protector.

Accommodation Utilities Fee

Amount/week as per your initial accommodation email from UCRH Facilities Team.

If you are staying less than 6 weeks you are required to pay for the total number of weeks you are staying in full >3 days prior to your arrival date. You are staying more than 6 weeks, you are required to pay for the first 6 weeks of your stay >3 days prior to your arrival, than in 2 week intervals from week 4 of your placement.

Payments for all long stay students (more than 16 weeks) can choose one of the following as advised in your initial accommodation notification email:

1. Pay in full upon arrival
2. Quarterly or fortnightly payments
3. Payment plan as agreed to by UCRH and student.

*Some Universities pay directly for their students and these students will not receive requests for payment.

* Ballina Accommodation Utility Fees are invoiced directly by Ballina District Hospital.

Cleaning

Periodical common area cleans will be conducted by contracted cleaners.

ALL Students are expected to:

- Maintain tidiness and cleanliness of allocated bedroom and the shared areas at all times
- Wash up your own dishes or pack the dishwasher and clean the kitchen after use. This is not the responsibility of the cleaner
- For health reasons and to prevent unwanted pests, residents should not store food other than in the fridge and on the shelves in the kitchen
- Regularly remove rubbish and place in the wheelie bins provided

Safety

For your safety and that of other residents, the following must be adhered to at all times. Breaches of this code may result in your removal from the student accommodation:

- Burning of candles and incense is prohibited
- Prior to plugging into power, ensure power cords for personal electrical items (including lap top charger, hair straightener/dryer, phone charger, etc) are not damaged and safe to use
- Electrical appliances such as irons are not permitted in the bedrooms
- Smoking is not permitted inside the accommodation or within the accommodation building site or on the hospital grounds. If you smoke, please do so outside and away from buildings.
- Changing or swapping rooms in the units is not permitted unless preapproved by UCRH Facilities Team
- No excessive alcohol
- No prohibited drugs
- Furniture is not to be moved within unit/house or complex. Moving furniture can potentially cause an injury or damage walls, floors and furniture
- External doors are to be locked before leaving each day and before going to bed at night
- Disorderly and dangerous conduct will not be tolerated

Emergencies

Any maintenance or safety issues that have the potential to or are impacting staff or student's safety or causing damage to the facilities should be actioned in the following manner:

- **For all medical emergencies, fires, intruder or burglary call 000.** When safe to do so, please also contact UCRH on 1300 652 400
- Urgent facilities issues call 1300 652 400 24 hours / 7 days and select appropriate option
- Urgent student welfare issues call 1300 652 400 24 hours / 7 days and select appropriate option
- All minor maintenance issues to be logged via email to facilities.helpdesk@ucr.edu.au

A fire extinguisher and fire blanket are located in the kitchen.

Smoke alarms are located throughout all accommodation so please take care when cooking and leave the laundry door open when using the dryer.

*When smoke detectors are activated, a notification is automatically sent to Summerland Security. Summerland Security will initial contact the location via land line phone. Please answer if safe to do so. Summerland Security will also notify UCRH Facilities Team.

Security / Keys / Lockouts

Ballina - If locked out of your accommodation **during business hours** (Monday to Friday, 9am – 5pm), please see Jan Forsythe at Ballina District Hospital Administration.

Lismore - If locked out of your accommodation **during business hours** (Monday to Friday, 9am – 5pm), please come to the UCRH Reception for assistance.

All locations - If you are locked out of your accommodation **out of business hours**, please phone UCRH after hours 1300 652 400 and select appropriate option. This call will be diverted to UCRH security contractor. If you call out UCRH security contractor after locking yourself out multiple times you may be charged the \$30 call out fee.

If you lose your key/access fob or it is faulty please report immediately to the Facilities Management Team on 1300 652 400.

Mail

If you have mail delivered to you whilst on placement, please have addressed to:

Ballina

(Student Name)
c/- Student Accommodation
Reception - Ballina District Hospital
Cherry Street
Ballina NSW 2478

Mail will not be delivered to the accommodation; you are to collect your mail from hospital reception between 9am and 5pm.

Lismore

Student Name)
c/- Student Accommodation
University Centre for Rural Health
61 Uralba Street
Lismore NSW 2480

Mail will not be delivered to the accommodation. If mail is received for you, UCRH will send you a notification via email or text message. Mail can be collect from UCRH reception during office hours.

Telephone Access

A telephone is located in the common area of each apartment / unit / house and is limited to incoming calls and outgoing local and emergency calls. If the telephone rings, please answer it if you are home.

Internet Access

Internet is available to all UCRH students in the 24 hour study area of the UCRH Nyumbalighu Simulation Centre, Lismore.

Ballina – You will have access to the internet via an ethernet cable in your room or wireless as per instructions in your initial accommodation email.

Each unit is given a monthly download limit (see below) which once exceeded will not be renewed until the next billing cycle.

Up to 20 Mbps download and 1Mbps Upload

100 Gig download limit per month during peak times (8:00am to 2:00am)

100 Gig download limit per month during off peak times (2:00am to 8:00am)

If any of these limits are exceeded the internet connection will be shaped to 256Kbps download and 128Kbps upload for all users on that connection.

Lismore (9 Dibbs Street, 20 and 22 Dalziell Street) - You will have access to the internet via an ethernet cable in your room or wireless as per instructions in your initial accommodation email.

Each house is given a monthly download limit (see below) which once exceeded will not be renewed until the next billing cycle.

Up to 24 Mbps download and 1Mbps Upload

250 Gig download limit per month during peak times (8:00am to 2:00am)

250 Gig download limit per month during off peak times (2:00am to 8:00am)

If any of these limits are exceeded the internet connection will be shaped to 256Kbps download and 128Kbps upload for all users on that connection.

Lismore (WSU Apt 2) – Internet is available via Eduroam. Eduroam is available for any participating entity. List for the APAC area and guides to connect is available here: <http://eduroam.edu.au/tools-and-resources.html>.

UCRH Log On Instructions

Once you are connected to the network at your accommodation or UCRH study space you will need to follow the instructions below to logon to the web security. Note you will need to complete these steps every time you logon to the internet, and when your connection times out.

1. Open your web browser
2. Type in the web address that you wish to go to (e.g. www.google.com)
3. When the web security page loads you will need to enter the following credentials into the authentication page that appears:
Username: your first name (dot) and last name (all lowercase) i.e. *jane.smith*
Password: *purple*

As you are responsible for the internet usage under your login it is recommended that you change your password the first time you login. For logon issues with this account, please email facilities.helpdesk@ucr.edu.au Please include your full name and where you are accommodated.

*UCRH log on is not required for connectivity to Eduroam.

Please note internet usage and activity can be tracked via your UCRH log on. The following must be adhered to at all times. Failure to do so could result in instant removal from the student accommodation.

- Be considerate of other students within your accommodation and limit internet usage appropriately.
- Use of communications including telephone and internet systems must be appropriate – lawful, efficient, proper and ethical.
- It is prohibited to use the UCRH communications systems to access, store or transmit pornographic or sexually explicit material, images, text, sound recording, or other offensive material relating to violence, exploitation, or other illegal activities.
- Downloading of movies, music and other copyright material is prohibited.
- It is not acceptable to intentionally create, send or access any information/ material that may discriminate against, harass or vilify colleagues and /or members of the public on the grounds of sex, pregnancy, age, race (including colour), nationality, descent or ethnic background, religion, marital status, disability, HIV/AIDS, sexual preference, weight etc
- UCRH communications systems must not be used for gambling, private, commercial or business operations or computer hacking.

Valuables

The UCRH takes no responsibility for the loss or damage of valuables. Please ensure your room as well as your windows are locked at all times and ensure you keep your key / fob on you at all times. We recommend you do not leave any valuables in your car. Personal items including bikes, surfboards, etc. are not covered under personal UCRH insurance.

Parking

Ballina – You can park in either Fox or Cherry Street but you are not permitted to park your car out the front of the hospital grounds, or anywhere inside the hospital grounds. All student cars must be parked on the OPPOSITE side of the road, on the residential side only, at all times.

The parking areas out the front of and within the hospital grounds are for patients only, many of whom have special needs related to their mobility, and parking in these spaces limits their access to clinics. Please respect this, and do not park your car there at any time, not even overnight. Some hospital parking is also reserved for after-hours hospital staff for their own safety and convenience.

Please observe council signage when parking. 2 hour parking is enforced from the disabled car parks down to the corner of Fox & Cherry Streets (Community Health/Education Building side of the road). Council requires that all cars be reverse, angle-parked – ie, parking with front

of car facing the road, and at an angle. It is not permitted to park with the front of the car facing the footpath.

You will also need to be careful not to obstruct residents' driveways. This is a fairly regular occurrence and students have had their cars towed away as a result of this.

There is an undercover bike shelter located at the rear of the accommodation building within the enclosed compound, on the left-hand side. This is securely located behind the fenced area, and only accommodation key holders can access this area. If you wish to lock your bicycle to the bike rack it is your responsibility to bring your own lock. It is not permitted to keep bicycles inside the units, near doorways, corridors or thoroughfares at any time.

Lismore

9 Dibbs Street - This facility has three (3) car park spaces allocated within the grounds. Students have access to these spaces on a first come basis.

Dalziell Street – currently nil parking available at this location.

WSU Apartment 2 - There are limited car parks beneath the building.

As there is timed and paid on-street parking surrounding Lismore locations, parking permits are available for on-street parking. With the provision of your vehicle registration details UCRH staff can arrange this for you prior to your arrival.

Maintenance

Maintenance issues to be logged via email to facilities.helpdesk@ucr.edu.au

Any negligent damage to property, fixtures and fittings and to UCRH owned equipment and furniture supplied in your house may incur a fee.

Visits to accommodation by UCRH staff and contractors

Sometimes UCRH staff and contractors need to access the student accommodation. This would usually be required for such reasons as: delivering equipment, responding to job log via [facilities.helpdesk](mailto:facilities.helpdesk@ucr.edu.au) and/or carrying out maintenance.

We endeavour to give notice (via email and/or text message) of visits as a courtesy; however this may not always be possible, and from time to time staff and contractors will be accessing accommodation without your prior notice.

Unless you have reported a problem specifically related to your bedroom, on most occasions only the common areas of the accommodation will be accessed.

Please keep in mind that these visits are usually the result of a student reporting a problem and requesting a repair, and are for your benefit.

Periodical common area cleans will be conducted by contracted cleaners. The cleaner may also enter accommodation on a Saturday when a student has vacated a room, to ensure that the room is ready for new students arriving on a Sunday. You may not receive notifications in advance of cleaners arriving, as they are expected occurrences.

Visitors

Students are welcome to have visitors come during their stay providing it is during a reasonable time of the day and they do not disturb other residents. Visitors are not permitted to stay overnight.

Vacating Accommodation

Students will receive instructions (via email) from UCRH Facilities Team for vacating accommodation 1 week prior to departure date.

Rooms must be vacated by 10am on the Saturday you are due to depart.

The following are to be adhere to when vacating accommodation:

- If you have hired linen or linen has been provided (Ballina only), remove from the bed and leave it in your rooms
- Clean out the fridges & pantry of perishables
- Empty rubbish into outside wheelie bins
- Check the washer/dryer for clothing
- Remove all personal items
- Ensure bedroom and rest of the residence locked (doors and windows).

Accommodation keys/access fobs, UCRH access cards and/or hospital ID cards are to be returned to the mail box located at UCRH Nyumbalighu Simulation Centre entrance (to the left of front door).

If you are vacating from:

Ballina – UCRH Items to be returned by placing in the box in the foyer of the accommodation building. Hospital ID cards to be returned to clinical supervisor



You are responsible for cleaning the facility on your departure which includes your bedroom and common areas. Accommodation must be left in the same condition as when you arrived. All damages to be reported.

If any items and/or the facilities have been found damaged or removed or if your rooms have been left in an unsatisfactory state, you will receive notification of the issue and you may be asked to pay for any repairs, replacement and /or cleaning.