

Student accommodation handbook

185 St Albans Road, East Geelong 3219



Real skills. Real experience. Real outcomes.

thegordon.edu.au

the
Gordon

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Welcome to The Gordon Student Residence

The Gordon Student Residence has a zero tolerance approach to intimidation, discrimination, harassment, abuse, sexual misconduct and/or illegal drug use.

Welcome to The Gordon Student Residence and your home away from home! I am very happy to welcome you to the Residence and hope your time here will be comfortable, good fun and academically rewarding.

Please read this booklet carefully. It will provide you with important information about the residential community you're living in and how to get the most out of your time at the Residence. It also clarifies the Residence regulations that will help us all have a happy, successful year. We aim to give you as much freedom as possible, while safeguarding your rights and the rights of others.

With such a small community, it's important that you take the initiative and get to know the other residents around you. You'll be sharing bathroom, kitchen and lounge facilities with them, so it's likely you'll make some lasting friendships and meet some interesting people along the way!

I hope you enjoy your time with us here, whether it is for only a semester or a few years. Make the most of your academic, social and cultural experiences while at the Gordon and I look forward to seeing you around the Residence.

Have a great and successful year!

Best wishes,

Nic Yu

Residence Manager

Student Residence is governed by **Resident Obligations and Disciplinary Procedures** as outlined within this handbook and in conjunction with The Gordon's statutes, policies and procedures (in particular, **The Student Code of Conduct, Student Misconduct Management Procedure and Complaints and Appeals Procedures**) as well as all state and federal laws.

As a resident, you are expected to have full knowledge of and abide by all obligations. Failure to comply with the obligations outlined in this handbook or any updated variation will result in disciplinary action as outlined in clause 19.



Residential Support Team



Our residential support team are here to provide you with a safe and enjoyable experience living on campus

Residence Manager

is responsible for;

- The management of daily operations, including application, admission, re-selection & vacating processes.
- Ensuring resident obligations are followed.
- Reporting bullying, discrimination, harassment, illicit drug usage and sexual misconduct.
- Mediating student conflicts.
- Management of Res strategic direction.
- Supporting Residence Assistants.
- Organising events and social activities.
- Fees and charges.
- Guests & visitors.
- Function approvals.
- Induction & compulsory meetings.
- Misconduct disciplinary procedure.
- Student critical incident and emergency procedures.
- Health, safety and security.
- Room condition & class attendance reports, key replacement.
- Parking permits.
- Maintaining accurate resident data.

Residence Manager contact details:

Phone: 5246 6132

Mobile: 0407 863 016

Email: studentresidence@gordontafe.edu.au

Residence Manager office hours:

Mon – Fri 9.00am – 5.00pm

The Residence Manager may be contacted outside office hours only if you require assistance for an urgent matter or an emergency.

Residence Assistants (RA's)

are students living on residence with a volunteer leadership role who;

- Welcome you and build relationships within the residence community.
- Check in with residents regularly.
- Plan events, social and cultural opportunities.
- Promote our community obligations.
- Are your first contact for; noise complaints, disruptive behaviour, resident conflicts, theft, maintenance, missing or damaged equipment, trespassing.
- Are role models.
- Respond to after-hours needs such as lock- outs.
- Meet with the Residence Manager regularly to discuss issues.
- Are first aid trained.

RA contact details are posted in your wing

OUT OF HOURS CONTACT:

RA's are rostered on after-hours, please check notice in your wing for contact details.

Key Campus Contacts

Gordon East Campus security

0409 010 858

Gordon Student Counselling Service

52250963

Gordon Customer Service

5225 0567

Administration

Residence address:

185 St Albans Road,
East Geelong 3219

Mail

Standard mail is delivered to your room. Large items and parcels will be kept in the Residence Office. A note will be issued that there is an item awaiting your collection.

Normal mail

Your mail should be addressed as follows:

Your name
The Gordon – Residence
185 St Albans Road
East Geelong
Victoria 3219
AUSTRALIA

Bond (Long-term residents)

A bond of four weeks rent is payable on acceptance of an offer for a place on Residence. The bond will be refunded in full at the end of the year or after vacating during the year, upon meeting the following criteria:

- No loss or damage to equipment, fixtures or fittings from the resident's room.
- No loss or damage to equipment, fixtures or fittings from the common living area.
- All keys issued are returned.
- Rent payments are up to date.
- Your room is left in a clean and tidy state (must be vacuumed!)
- You don't have any other outstanding fees with The Gordon such as Tuition and Material fees.

Rent payments (long-term residents)

Rent is paid by Direct Debit for the duration of your stay at the residence. The Residence Manager will provide you with the appropriate forms. It is important to ensure you have enough money in your nominated account for your rent or your bank may charge a dishonour fee.

The Licence Agreement you have signed to occupy your room states that you will keep two weeks ahead in rent payments. Failure to keep to this schedule may result in your Gordon computer access being denied, results withheld or your Residence Licence Agreement being terminated – so it's important to be organised!

If you get into financial difficulty make a time to talk to the Residence Manager about the issues – you will feel better for it and it may help to ensure the situation doesn't get out of control.

Activity and mattress cleaning fee

(long-term residents)

Every resident pay an annual activity fee of \$80 and mattress cleaning fee of \$50.

The activity fee helps provide some funding for all the activities we conduct at the Residence throughout the year.

At the very start of the year we hire the services of a professional cleaning company to clean and sanitise all assets at Residence.

These are compulsory annual fees which will be included in your rental direct debit.



Admissions Process

Check-in

You will be contacted prior to check-in to arrange a suitable arrival time.

Long-term residents are required to complete an on-line Induction module prior to check-in and sign a Licence Agreement upon arrival in which you will acknowledge and agree to the Residence Community Obligations and Disciplinary Procedures. You will also be required to complete a Condition Report of your room.

Short-term residents are required to sign a key receipt form upon arrival and participate in an on-site induction.

All residents will be provided with a welcome pack containing your key, Wi-Fi information, Internet usage guidelines, maps of the local area, transport information, the student handbook, Resident Assistants contact numbers and a for long-term residents a room condition report.

Independent living

Please note that The Gordon Student Residence is not a supported accommodation service, and caters for students with independent living skills.

Students who may have additional support needs must ensure that appropriate arrangements are in place before applying for Student Residence.

Condition Report

All long-term residents are required to complete a condition report within 24 hours of arrival. The report is in place to support you to communicate any pre-existing damage so that you are not held liable upon check-out, so please ensure you complete it thoroughly.

All short-term rooms will be inspected by the Residence Manager prior to check-in. It is your responsibility to keep the facilities in good condition.

Under 18 years

The Gordon Student Residence is predominately over 18 years. All residence are free to come and go and assume responsibility for their own conduct and wellbeing. Given the limited supervision of resident activity, no person under 18 years may take up residence without the written permission of their parent/guardian.

Residents under the age of 18 are not permitted to have overnight guests unless prior approval is given by the parent/guardian and the Residence Manager or consume drugs or alcohol.

For more information on admissions process at The Gordon Student Residence, please see the Residence Admission Policy on our website.

Your Room

Access to rooms

The Residence Manager, or any staff authorised by them, shall have the right to enter any room of the Residence for inspection of Institute property.

Except in the case of an emergency or suspicion of illegal activities, notice of inspection will be given at least 24 hours prior.

Cleaning

All students are required to keep their rooms clean, hygienic and free from rubbish. Room inspections will be conducted twice a year.

You are responsible for cleaning your individual room as well as working with other residents to keep the common areas clean and tidy. Our Residence cleaner will sweep, vacuum and mop common areas. A vacuum cleaner is available in each wing and must be returned immediately after use.

At the start of every year we hire the services of a professional mattress cleaning company to clean and sanitise all mattresses at the Residence. Every long-term resident must pay an **compulsory annual mattress cleaning fee** which will be included in your rental direct debit.

Long-term Rooms

- Queen size bed
- Study desk
- Wardrobe
- Heating
- Wireless Internet access

You will need to provide your own;

- Cutlery
- Crockery
- Linen
- Other appliances (subject to approval by The Gordon)
- Mattress protector for your bed (as outlined in your License Agreement)

Decorating

Decorating your room can make it feel like your home. However, to avoid damage;

- Do not use adhesives.
- Do not use nails, pins or screws.
- Do not apply stickers to the ceiling, walls, furniture.

You must make sure that any Blu-Tack is totally removed and the wall must be completely clean prior to moving out.

If you cause damage while decoration your room you will be liable for the cost of repair including the cost of repainting the wall if necessary (refer to clause 30.1). If you have any questions about decorating please ask a Residence Assistant or Residence Manager.

Personal mini fridges

Personal Mini Fridges are allowed in rooms for personal items. Fridges can be no bigger than 150L. Please ask the Residence Manager for assistance when moving the fridge into your room.

FACILITIES

Common room

The common room is available for all students to use and you must abide by the rules at all times. If you or your guests break the rules you/they will be banned from using the room and other disciplinary actions may follow such as a warning or eviction. Please USE the room but don't ABUSE the room.

Common Room Rules

- NO Smoking
- Opening Times – 8am Daily
- Closing Times – Mon to Wed 11pm
- Closing Times – Thu to Sun midnight
- Access – Resident Assistant on duty is responsible for unlocking the room daily
- Study time 5 – 7pm weeknights (NO guests, NO music, NO activities)
- Students to provide own paper for printing
- Turn off TV and place rubbish in appropriate bins before you leave
- To host a function in this room you must have prior approval from the Residence Manager. Function forms are available from the office
- All missing or damaged equipment must be reported to the Resident Assistant (RA) on duty immediately.

Barbeque/Courtyard area (9am - 10 pm)

The barbeque in the courtyard is available to all residents. The barbeque and surrounds must be cleaned, rubbish placed in bins and the area left ready for use again when you have finished. If the barbeque is left in an unsatisfactory state you will not be permitted to use the barbeque until further notice. Please note – the Gordon Residence is a community where people need to study and sleep at reasonable times. Quiet hours need to be respected and practised. The barbeque and courtyard area must be vacated by 10.00pm.

Laundry

The laundry has four washing machines and three dryers for your use. Washers \$3.00, Dryers \$1.00, you will need to supply your own washing powder.

Please do not overload the machines. Do not wash or dry your doona as they are too heavy and will damage the machines. Remember when you put a load of washing on, to go back in approx 30 minutes to unload into a dryer or take back to a clothes airer.

Please clean the lint filter in the dryer before and after use. If you need a washing machine or dryer (and a cycle has finished) place the clothes you remove in one of the fixed baskets on the bench. Do not tamper with other residents' laundry.

Taking others' clothes is theft.

Warning – clothes that sit unclaimed either disappear or eventually get thrown out!

Money generated from the washers and dryers is spent directly on equipment and service for residents such as Foxtel, sporting equipment and functions.

Bathrooms

As your bathrooms are shared, please keep your toiletries tidy and in a hygienic condition. The Residence cleaner will wipe down bench tops and clean showers and toilets weekly. If you make a mess at other times please clean up after yourself. Please make sure the bathroom fan is turned on before showering. Please turn off the fan when you have finished.

Kitchens

Generally, you will share a kitchen with three other residents. Basic cooking equipment such as a microwave, toaster, kettle and fridge/freezer are supplied. Fans should always be used when cooking and never leave cooking food unattended. If you burn your food and the fire alarm is activated you may be charged the Fire Department call out fee. Please be careful! As with bathrooms, you should clean up after yourself and maintain an hygienic, clean kitchen.

Any dirty dishes left on the bench may be removed from your kitchen. You will then need to see the residence manager to claim any removed dishes. Any dishes not claimed after 2 weeks will be discarded.

All residents are responsible for emptying their recycling waste into the allocated bins provided. You must follow the roster on your kitchen fridge.

Sharing cooking duties and shopping together are also good ways to keep healthy and happy.

Kitchens are not to be used after 11pm, out of courtesy for residents with rooms nearby.

Cooking in your rooms is **NOT** permitted because of the fire risk.

Don't leave your dirty dishes in the sink, otherwise other residents will be unable to clean their dishes. Due to health and safety regulations any dishes left dirty will be disposed of 48 hours after. Repeat offenders may be asked to leave the residence.

Communal fridges

Residents must label their food items with their name and date before being placed in the fridge

Living spaces

Living spaces are shared with the other people in your wing, generally this will be three other people. Please ensure common courtesy and cleanliness when using living spaces

Cars and car parking

No cars are permitted on Residence grounds without approval by the Residence Manager.

A parking permit will be issued for a nominated vehicle only and cannot be used for another vehicle. A permit must be displayed on the vehicle for which it is issued at all times. Any vehicles that do not display a current parking permit may be fined.

The Gordon is not liable for any damage and/or theft to either the vehicle or property within the vehicle whilst the vehicle is parked in the designated parking areas

Functions

Planned functions require a Function Form to be submitted to the Residence Manager for approval, no later than five days prior to the function. Please ensure clean up procedures, start and finish times, and the names of people responsible for the function are all completed – incomplete forms will not be approved.



SERVICES

Internet

As a resident, you will have access to wireless Internet for your laptop at no extra cost. However, if you have a desk top computer, you will need to purchase a wireless USB adapter.

Information on this service and usage guidelines is included in your welcome pack and is available through the Residence Manager.

Please refer to The Gordon Network User Policy found on the Student Portal for further information.

Maintenance

If you have a maintenance issue in your room or common areas (e.g light not working, leaking tap, faulty equipment etc), please report the problem to the Residence Assistant (RA) during business hours. For out of hour's emergency maintenance please phone security on **0409 010 858** and they will contact the appropriate person to resolve the problem.

Please report maintenance issues as soon as possible to ensure they are resolved in a timely manner.

Damages beyond normal wear and tear and/or acts of vandalism or carelessness will be charged to the resident responsible. See clause 30.1 for fees and charges.

Official Communication

The Residence Manager or Residence Assistants will keep you informed of upcoming events or urgent matters through Messenger App and emails.

THE GORDON SUPPORT SERVICES

Disability Inclusion Support

Disability Inclusion Support is a free and confidential service that ensures that students with a disability, mental health or medical condition can access and participate in education and training on the same basis as others. This service assists you to maximise your potential during every part of your Gordon student journey from enrolment through to graduation.

Disability Inclusion service can support you with:

- Orientation to campus.
- Application and/or enrolment procedures.
- Accessibility information.
- Assistance communicating your needs to Gordon staff or external agencies.
- Developing a Personalised Success Plan that supports you to engage and participate in your learning and training whilst meeting inherent course requirements.
- Alternative assessment and examination arrangements.
- Allocation of Student Education Assistants.
- Australian Sign Language (Auslan) interpreters.
- Provision for support during practical sessions and practicum placements.
- Referral to other Gordon support services, e.g Counselling and Learning Support.
- Referral to external support services e.g TSEP employment services.
- Medical Action Plan and Emergency Evacuation Plans.

Disability Inclusion Support appointments can be made or canceled by P: [5225 0835](tel:52250835) or E: disabilitysupport@gordontafe.edu.au



Counselling

Student counselling at The Gordon is a free and confidential service offered to all students enrolled at The Gordon.

Counselling at The Gordon is a short-term and solution focused service, our aim is to make sure you are well supported in any area's that are concerning you; whether they are personal issues, mental health concerns and any matters relating to your wellbeing or study. The Gordon counsellors will refer you to external support services for any long-term or complex issues.

Common issues that people seek counselling for include:

- Grief and loss.
- Communication and relationships issues.
- Study issues.
- Stress, anxiety and depression.
- Life transitions such as the birth of a new baby, separation, divorce or the death of A family member or friend.
- Addiction.
- Abuse.
- Trauma.
- Self-esteem difficulties.
- Exploring their gender identity and/or sexuality

Connecting with Gordon Counselling service is easy. You can book an appointment

Online or,

P: [5225 0963](tel:52250963) or

E: counsel@gordontafe.edu.au





Scholarships

Do you need financial support to help achieve your dreams?

The Gordon has been enhancing educational opportunities for students for nearly two decades. Currently, twenty-two benefactors support The Gordon Scholarship Program, with scholarships ranging from \$500 - \$5,000 in value.

The Scholarship program at the Gordon is all about celebration and enabling possibility. The program comprises of three rounds along with a selection of open scholarships which are available year round.

Rounds 1 & 2: Jump Start and Empowerment:

Scholarships are for students who have just started their education journey at The Gordon and are looking for support and empowerment to help them to achieve their goals and dreams through financial support.

Round 3: Inspire Your Future Scholarships:

Provides financial assistance, encouragement and opportunity for students beginning their education journey in Semester 2 and for those students who have demonstrated their skills and leadership throughout the year so far.

Open Scholarships:

These scholarships are available all year and exist to provide financial assistance to students who experience unexpected adversity.

Contact the Scholarship Officer for more information

P: 5225 0639

E: scholarships@gordontafe.edu.au



Learning Support

The Learning Support team at The Gordon is focused on learning support across all campuses and is accessible to students living on Residence.

Specialising in language, literacy, numeracy, and digital skills, Learning Support can assist with the following:

- Online learning activities in the Learning Lounge via Gordon Online.
- Tailored drop-in sessions on campus.
- One-to-one appointments.
- Study Skill workshops delivered on Res.

If you're struggling with your studies and need support, Learning Support can help you.

Contact Learning Support for more information

E: learningsupport@gordontafe.edu.au

P: 5225 0636



Aboriginal Education

The Gordon's Aboriginal Education Team offers assistance and support to Indigenous students, helping them to achieve their full potential in education, training and employment.

Our service offers;

- A culturally safe gathering place to meet Aboriginal Education Team and other Aboriginal students at Kitjarra Wurrun-ngeen.
- Cultural events and community gatherings
- Access to laptops.
- Education advice and guidance from Aboriginal staff.
- Course information and application and enrolment assistance.
- Tutoring support.
- Internal and external referrals.
- Travel support.

Contact person:

Tiff Boots
Koorie Student Support Officer
Kitjarra Centre
The Gordon
P **+613 5225 0768**
E tboots@gordontafe.edu.au



Skills and Jobs Centre

The Gordon Skills and Jobs (SJC) Centre offers free, confidential support for job seekers in the Geelong and Wyndham communities, including students.

Our team of friendly, experienced career advisors can help you with job applications, course advice, general career information and job search strategies.

Local Jobs are also regularly listed on our free Online job board – Career Hub. Our SJC is located at the Geelong City Campus – just opposite customer service and has several computers and workstations that you are welcome to use.

To make an appointment contact

P: 5225 0700 or

E skillscentre@gordontafe.edu.au



Careers Advisor

A dedicated career advisor is available at East Geelong (Room A1.20) Mon-Thurs every week.

To make a career counselling appointment,

P: 1300 954 371

E: careerscounselling@gordontafe.edu.au



Quiet room

A Quiet Room is a space found at City and East campus that provides an oasis away from class.

Each room serves to regulate your senses, enabling you to refocus or simply unwind.

Sensory regulation can assist you to energise when feeling slow, tired, sad, lonely, unwell or bored and can help you calm when you are feeling fast, excited, nervous, distracted, frustrated or angry.

The Quiet Room may regulate the following senses;

- **Sight**- water bubble feature, artwork, Mandala's and puzzles.
- **Touch** - fidget toys, Kinetic sand, weighted blanket & a bean bag that feels like having a warm hug.
- **Smell** - scented sand.
- **Hearing** - listen to the melodic hum of the water feature, fill the room with music that you love or choose to sit in silence.
- **Taste** - chewing is a great way to energise or calm. You are free to bring a snack into the room but you must remove all rubbish before leaving.
- **Movement** - enjoy moving on a rocking chair or use the space to do some yoga.

You can find the Quiet Room at City campus Library and at East campus, A building, near the Student Services space)

The space can be accessed by more than one person at a time. Please respect the privacy and regulation needs of others using the space.

Library

Liaison Librarians are here to support you in learning and teaching. The team can help you access online resources, use a range of technology, develop digital and information literacy skills, provide copyright guidance, facilitate library tours and so much more!

City Campus Library

Building H, Level 1 (Underneath the Tech School) E: library@gordontafe.edu.au
P: **5225 0812**

East Campus Library

Building H, Boundary Rd
E: eastlibrary@gordontafe.edu.au P: (03) 5225 0609



Library website



Library online support chat

Customer Service

Find us at the following campuses:

Geelong City Campus

H Building
Opening hours: Monday – Friday 8:30am – 5:00pm

East Geelong Campus

H Building
Opening hours: Monday – Friday 8:30am – 5:00pm

Werribee Campus

24 Watton Street, Werribee
Opening hours: Monday – Friday 8:30am – 5:00pm

Werribee Learning Centre

9 Bridge Street, Werribee
Opening hours: Monday – Friday 9.00am – 5:00pm

Call **1300 974 523**

OUR COMMUNITY EXPERIENCE

To help you meet new people, enjoy everything our residence community has to offer, and to feel connected to the wider Gordon community, our Residence Assistants in collaboration with the Residence Manager, will organise and lead social, cultural, academic and wellbeing events through our Community Life Program.

Every long-term resident will pay a compulsory annual activity fee of \$80 which will be included in your rental direct debit. This activity fee provides some funding for all the activities we conduct at the Residence throughout the year.

The number of events depends on the involvement and enthusiasm of the students.
So get involved and have fun!

Community Life Program

Social & cultural activities

Activities could include:

- Festival Celebrations.
- Cultural Themed Activities.
- International Cooking Nights.
- Cultural Evening - sharing about your culture.
- Bowling Competitions.
- Great Ocean Road Trips.
- Trivia Nights.
- Bingo.
- Free Food Night.
- BBQ's.
- Pool and Table Tennis Comps.
- Interest groups.
- End of Year Break Up.

Wellbeing activities

Activities could include:

- Mindfulness & meditation nights.
- Wellbeing information sessions such as, how to cope with anxiety & isolation from your family (presented by Gordon counsellors or external presenters).
- Open 'chat' sessions hosted by a Gordon Counsellor.

Academic activities

Activities could include:

- Academic workshops, study skills (presented by Gordon Learning Support Team).
- Study groups.

Suggestions for activities?

If you have a social, cultural, academic or wellbeing activity suggestion, we would love to hear it.

Please pass these ideas on to our Residence Assistants (RA)

Health & Safety

The Gordon Student Residence aims to provide a safe, inclusive and respectful community that fosters health and wellbeing.

Long-term residents are required to attend a number of Student Residence briefings throughout the year. These meetings provide valuable health and safety information to residents and will include an understanding of The Gordon's Student Code of Conduct, Residential Disciplinary Procedure, Student Management Procedure and Complaints and Appeals Process along with regular briefings around responsible alcohol consumption, bullying, sexual assault and equity.

The Residence Manager and Residence Assistants are trained in First Aid for physical and mental health conditions.

Resident assistants

Resident Assistants (RA's are full-time students who live on Residence).

RA's will normally be a returning resident. They are here to assist you with finding your way in the first few weeks on Residence. They serve as role models, ensuring that Residence policies and obligations are followed.

RA's are available after hours so it is a good idea to place all three numbers into your phone which you will receive upon check in. RA numbers are also posted on the Student Residence office window.

RA's meet with the Residence Manager on a regular basis to discuss any issues and to help arrange a variety of residence based activities.

Thinking of becoming a Residence Assistant?

We would love to hear from you.

RA's are recruited from residents living on The Gordon student residence. Please contact the Residence Manager for more information and an application form.

Location

Living on campus makes it easier to get to your classes, you have easy access to the library and can meet with new friends on residence or around campus. Situated in an ideal location for life both on and off campus The Gordon Student Residence has everything you need close by.

There are a number of locally owned shops in the area, including grocery shops, hairdressers, doctors and coffee shops and it is only a 15 minute bus ride into the city.

Public transport

Buses leave both St Albans Rd (Route #31) and Boundary Rd (other side of the campus) on a regular basis to travel into the city. To buy the most up to date timetable, ask any bus driver. You can also go to the website www.geelonginfo.com for bus timetables.

Safe reporting environment; Feedback & Complaints

Our commitment is to provide a safe reporting environment in relation to feedback, concerns and complaints. You can expect us to;

- Maintain high standards of confidentiality.
- Welcome complaints as an opportunity to receive valuable feedback.
- Respond to complaints in a sensitive & timely fashion.
- Provide a clear reasoning for any decision.
- Provide an avenue for you to escalate your concern.
- Provide RA's and Residence Manager with training to enable them to support you and respond to complaints.

For more information on the Residence Complaints process refer to clause 15 of this document.

The Gordon's commitment to Student Safety

The Gordon is fully committed to complying with the new Victorian Child Safe Standards which include 11 new standards.

Key changes include:

Involving families and communities in our efforts to keep young students safe.

A greater focus of safety for Aboriginal children

Managing risks of on-line child abuse

Education on information sharing and the Child Information Sharing Scheme.

Clarity of governance, systems and processes to keep children and young people safe

For more information see The Gordon's Student Safety Risk Policy.

Room checks

Room checks for long-term residents are conducted twice a year. Inspections are done to ensure that health, safety and cleanliness standards are being maintained and to enable maintenance planning for renovation or refurbishment projects. Notices will be placed under all student room doors giving prior warning.

Confidentiality

The Residence Manager will endeavour to treat all residents' concerns and private details with respect and confidentiality. However, there may be occasions when it is necessary to contact or disclose information to concerned parties such as parents or counsellors.

This may occur when:

- The resident is under 18 years of age.
- There is clear or imminent danger to students or staff.
- There has been a serious breach of the rules.
- Rent is more than four weeks in arrears.

In accepting a place at The Gordon Residence, you have acknowledged that the Residence Manager may exercise this right.

Alcohol Policy

The Gordon Student Residence is located within a residential zoned area of East Geelong and is home to a diverse group of students. The consumption of alcohol should be in moderation, keeping the rights of other residents in mind.

The alcohol policy is strictly enforced and any breaches to this obligation will result in a Serious disciplinary action (clause 19). The institute reserves the right to ban alcohol on Residence if residents are not responsible in their consumption of alcohol.

Alcohol is not to be consumed by or provided to any residence under 18 years of age.

For more information The Gordon's Alcohol and Other Drugs Policy can be found on the Student Portal.

Sexual Misconduct (Assault & Harassment)

Sexual harassment and assault are never OK. We have zero tolerance for sexual harassment and assault at The Gordon. All students must treat each other respectfully which includes ensuring that any other person participating in sexual activity consents to that activity taking place.

The Gordon's Sexual Harm Prevention and Response Policy will form part of your induction.

If you feel that you have been sexually assaulted or harassed contact the Residence Manager immediately.

Reporting sexual assault or harassment

Residents are required to report a sexual assault or harassment to the Residence Manager. It is important that the Residence Manager is alerted to the situation so as they can maintain the safety and wellbeing of all residents. The Residence Manager will support you with the process of reporting the incident. Sexual assault and sexual harassment are considered a serious breach (clause 19) of the Resident Obligations A to Z and will be acted on accordingly.

**If you require emergency response, call
Emergency Services on 000 or campus
security on 0409 010 858**

Discrimination and harassment

Gordon Student Residence aims to provide a welcoming, supportive and a friendly home-away-from-home. All residents are to be treated as equals and with respect.

Student Residence will not tolerate any form of bullying (including cyber bullying), harassment or discrimination against any resident of our community. This includes any activity or verbal or written communication that offends, humiliates, degrades or imposes physical or mental harm.

If you are subject to bullying or have witnessed this behaviour in our community, report the incident to the Residence Manager immediately. The Residence Manager will guide you through the reporting process. Discrimination and harassment are considered a serious breach of the Residence Obligations (clause 19) and will be acted on accordingly.

Where can you get support or more information?

Sexual Violence Support;

1800 RESPECT - 1800 737 732

Lifeline - 13 11 14

QLife - 1800 184 527

Gordon Counselling - 5225 0963

Homesickness survival tips

- Set your room up with something familiar from home.
- Make an effort to talk to someone new.
- Leave your door open sometimes when you are sitting in your room, someone might pass by.
- Join in with Cultural and Social activities offered.
- Talk to another resident, RA, manager or Gordon counsellor about how you are feeling.
- Keep a journal about how you are feeling.
- Be kind to yourself - it's OK to miss home!

Ambulance subscription

As a young adult, you should consider taking out a subscription to the Ambulance Service of Victoria. You can join by phoning **1800 648 484**. If you are in an emergency situation on Residence, the Residence Manager may call an ambulance for you regardless of whether or not you are a member. If you are not a member, the Ambulance Service can be very expensive.

Emergency transport to hospital

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person receiving medical care.

Non-emergency transport to hospital

If you require non-emergency transport to hospital, we recommend you use a taxi or Uber and have a friend travel with you. If you go by private vehicle it is always a good idea to have an additional person in the car with you other than the driver. Please note that the Residence Manager and Residence Assistants will not transport or accompany you to the hospital due to safety reasons.

Acute illness/incident

If you are acutely or severely unwell or injured, including a physical or mental health crisis notify the Residence Manager immediately. They will follow the steps in the [Student Critical Incident](#) procedure to ensure your safety and the safety of other residents. Please do not hesitate to contact the Residence Manager in case of a serious illness no matter what time of day or night.

Residence is unable to provide ongoing care for students who need intensive support due to being acutely unwell or injured.

If you develop an illness, mental health condition or disability while in residence that impacts on your ability to study we encourage you to register with Disability Inclusion Support. They can collaborate with you and your teacher to communicate recommended adjustments to support your educational success.

Feeling unwell?

If you are unwell, there are medical practitioners available to you in the local area. If you become ill and decide to return home, you must inform the Residence Manager before you go.

Informing emergency contact person

The Residence Manager will determine if there is serious concern for you health or wellbeing that requires your emergency contact person to be contacted. If possible, the Residence Manager will advise prior to this occurring.

Emergencies

In the event of a campus wide or Residence emergency, you will be informed through; an email to your Gordon email account, mass text message, the Residence Messenger App and/or directly by the Residence Manager. If you hear of an emergency from any other source, check with the Residence Manager so you know the official status. In the event of imminent danger, an evacuation may be necessary. The Emergency Evacuation Plan is posted on the inside of your bedroom door.

Fire

If the fire alarm is sounded everyone must evacuate the Residence immediately. An Emergency Evacuation Plan is posted on the inside of your bedroom door. Read it and ensure you know where your floor emergency exits and escape route are. DO NOT re-enter the building without the permission of the Fire Brigade or Residence Staff. The Residence Manager and Resident Assistants are responsible for directing students and guests when the fire alarm is sounded or during any other emergency.

In the Event of Fire/Smoke

DO NOT SHOUT 'FIRE'. DO NOT PANIC! IF IT IS SAFE TO, AND/OR YOU ARE TRAINED TO DO SO, confine the fire and smoke. Close (but do not lock) windows and doors where possible.

Extinguish or control fire by using correct extinguishing method. If you cannot extinguish the fire, evacuate the Residence immediately.

Fire alarms

Smoke detectors are placed in bedrooms, corridors and kitchens for your safety and to provide early warning in the event of a fire. The detectors are extremely sensitive to smoke, fumes from hairspray, deodorant and the like. Please take great care. When an alarm is activated, residents should evacuate via the nearest exit. Please familiarise yourself with the evacuation plans in your kitchen.

Tampering with, or falsely setting off alarms will not be tolerated. The cost of attendance by CFA may be passed on to the residents concerned. Any misuse of the fire protection equipment throughout the Residence will be treated as a serious breach of the Residence Obligations A to Z and acted on accordingly (clause 19).

Candles and incense

Candles and incense are a fire risk and are banned on Residence. You will be held fully responsible if a fire is started in your room from such items.

Security

Insurance

We advise you to insure your personal belongings and your vehicle while living on Residence. The Gordon Residence does not provide insurance cover for personal property and cannot be held responsible for its loss, damage or theft.

Keys

You have been issued with a room key and external door key. The external door key only opens the external door closest to your kitchen and also gives you access to the laundry. For security reasons, loss of any keys should be reported immediately to the Residence Manager. Replacement of keys/rebarrelling costs is approximately \$350 and will be applied to the resident.

Lockouts

If you lock yourself out of your room please contact the RA in your wing or the Residence Manager on **5246 6132**

If for any reason none of the RA's or the Resident Manager can be contacted please call Gordon Security on **0409 010 858**.

Please note a security call out fee of \$50 will apply after 10pm weekdays and on weekends.

Security Doors

It is the responsibility of all residents to keep all external doors locked. Leaving doors ajar is an open invitation for valuables to be stolen and can leave all residents in a vulnerable situation. Never leave your keys in the common areas unattended as they may go missing! Student residences are regular targets of opportunistic thieves. It is important that you take responsibility for the security of your own room and personal effects. Please lock your door whenever you are out of your room.

Security Patrol

If there are unknown people in your wing, ask for some ID or contact the Residence Manager immediately. A security guard is on duty and will perform regular checks of the Residence during the day and at night.

Security can be contacted on **0409 010 858**.

Resident Obligations (A - Z)

In addition to the terms of the Residential License Agreement, the following Resident Community Obligations operate in conjunction with The Gordon's regulations, statutes, policies and processes as well as all state and federal laws. These obligations are to be adhered by all residents for the duration of their tenancy. Any breach of the specified obligations will result in disciplinary action (including possible eviction) in line with The Gordon Student Misconduct Management Procedure and The Residence Disciplinary Process (clause 19).

1. Access to rooms

The Residence Manager, or any staff authorised by them, shall have the right to enter any room of the Residence for inspection of Institute property. Except in the case of an emergency or suspicion of illegal activities, notice of inspection will be given at least 24 hours prior.

2. Assistance Animals

The Gordon Residence recognises the importance of assistance animals to support students with accessibility needs. An assistance animal is an animal that is fully trained to help facilitate the participation of a person with accessibility needs.

In accordance with the Disability Discrimination Act 1992 assistance animals must be;

- accredited by a State or Territory, or
- accredited by an animal training organisation, or trained to;
- assist a person with a disability to alleviate the effect of the disability, and
- meet standards of hygiene and behaviour that are appropriate for an animal in a public space.

For more details refer to The Gordon's Assistance Animals Policy found on the Gordon website

2.1 Assistant Animal - Evidence

Any resident requesting to have an assistance animal living on Residence must provide the following evidence in support of the animal being an assistance animal;

- an accredited assistance ID attached to the animal or,
- a letter from an accredited assistance training organisation attesting to the animal training or, an
- Assistance Animal Pass issued by Public Transport Victoria (or other States)

2.2 Assistant Animal - conditions

Accredited Assistance Animals and Assistance Animals in training are permitted to live on Residence subject to the following conditions;

- The animal must remain under the effective control of the resident with accessibility needs, or another person on behalf of the person with accessibility needs at all times
- The animal must not endanger the health and safety of other residents, visitors or staff
- The animal must be free from infectious disease
- The person with the assistance animal must be a resident
- The resident is liable for any damage caused by the assistance animal

3. Alcohol Policy

The Gordon Student Residence is located within a residential zoned area of East Geelong and is home to a diverse group of students. The consumption of alcohol should be in moderation, keeping the rights of other residents in mind.

The alcohol guidelines listed below encourages a moderate, responsible and mature approach to drinking. These guidelines are strictly enforced and any breaches to this obligation will result in a Serious disciplinary action (clause 19). The institute reserves the right to ban alcohol on Residence if residents are not responsible in their consumption of alcohol. For more information The Gordon's Alcohol and Other Drugs Policy can be found on the Student Portal.

The alcohol guidelines include:

- No possessing or consuming alcohol under the age of 18.
- No providing alcohol to any resident under 18 years of age.
- Drunkenness while on Residence is not acceptable behaviour.
- Kegs, crates, home brewing and distilling are not permitted.
- Residents are responsible for the behaviour of their visitors and guests at all times.
- Any get-togethers in rooms will be dispersed at 'quiet hours'.
- No drinking games.
- No advertisement and promotion of alcohol related activities.
- You MUST clean up any rubbish and place drink containers in appropriate recycling bins.
- The Residence Manager or delegated Gordon representative has the right to request 'proof of age' of any resident or guest.

3.1 Alcohol- education & training

Residents may be requested to attend forums where issues and concerns can be raised, knowledge provided and discuss your undertaking regarding the choices they make in relation to alcohol. Topics may include: health effects; excessive consumption and unsafe practices (binge drinking/games); drinking and driving; planning an event; catering for non-drinkers and under-age drinkers; responsible service of alcohol; peer support and role play scenarios.

3.2 Alcohol - planning appropriate functions

Planning of social events by students on Residence must be done using the Residences Function Form. The Function Form is to be submitted (prior to any advertising for an event) and approved by the Residence Manager to proceed. A "function" is defined as a gathering of 16 or more people for a defined purpose.

Planned events must not include any activity that encourages excessive consumption of alcohol (eg. drinking games; happy hours; punch/cocktail parties or "all you can drink" functions). Posters should not over emphasise the availability of alcohol or encourage its excessive consumption.

3.3 Alcohol - liability and review

The Gordon will take no responsibility and is not liable for the actions of residents who contravene the contents of this policy.

If you have any concerns regarding the consumption of alcohol please contact the Residence Manager: **5246 6132** or Gordon Counselling: **5225 0687**

4. Appeals

Where a resident is not satisfied with the resolution of a complaint process or disciplinary decision relating to their residency she is entitled to lodge an appeal.

The Institute's appeal process provides an internal avenue for review of the complaint outcome by staff other than the original decision maker.

Appeals must be lodged within ten working days of written notification of the outcome of a complaint or disciplinary decision. In exceptional circumstances The Gordon may allow a longer period.

Your appeal must be lodged in writing with The Gordon's Risk, Safety and Wellness Office. Appeals should be on or attached to an Action Form QA FO 05.01.

For further information refer to:

- Complaints and Appeals Procedure
- Student Misconduct Management Procedure

5. Attendance

Living at the Residence you **MUST** attend all classes. If for some reason you can not attend you must contact your course co-ordinator and / or provide a medical certificate.

Failure to attend classes may result in a formal warning or eviction from the residence as outlined in the Residence Admissions Policy. Any breach to this obligation may result in serious disciplinary action (clause 19).

6. Bathrooms

As your bathrooms are shared, please keep your toiletries tidy and in an hygienic condition. The Residence Cleaner will wipe down bench tops and clean showers and toilets weekly. If you make a mess at other times please clean up after yourself. Residence found to have breached this obligation will be subject to misconduct disciplinary action (clause 19).

7. Bedroom

The room you are assigned is your new home for the year and you are responsible for keeping it clean. Long-term room inspections will be conducted several times a year. As a part of your License Agreement you are required to provide a mattress protector for your bed. All bedroom furniture provided must be taken care of and remain in your room.

Similarly, furniture and other fittings provided in common areas should not be taken into your room. Residence found to have breached this obligation will be subject to misconduct disciplinary action (clause 19).

8. Blocking walkways

No items of any kind, including shoes, bicycles, baggage and boxes etc are to be left in the corridors, in front of your room, or public areas of Residence.

This constitutes a safety hazard in the case of an evacuation and may result in misconduct disciplinary action (clause 19).

9. Bond (long-term residents)

A bond of 4 weeks rent is payable on acceptance of an offer for a place on Residence. The bond will be refunded in full at the end of the year or after vacating during the year, upon meeting the following criteria:

- No loss or damage to equipment, fixtures or fittings from the resident's room.
- No loss or damage to equipment, fixtures or fittings from the common living area.
- All keys issued are returned.
- Rent payments are up to date.
- Your room is left in a clean and tidy state (must be vacuumed!)
- You don't have any other outstanding fees with The Gordon such as Tuition and Material fees.

10. Bullying

Bullying is repeated, unreasonable treatment of a person which creates a risk to their health and safety. Bullying includes; cyberbullying, aggressive and intimidating conduct, humiliating comments, practical jokes or social exclusion. Residence found to have breached this obligation will be subject to serious disciplinary action (clause 19).

11. Carpet

Damage to carpet in a bedroom will be billed to the occupant. Management will attempt to have soiled carpet cleaned at the expense of the resident. In the event that a stain cannot be removed, the carpet will be replaced at the expense of the resident and charged against their bond.

12. Cleanliness

All students are required to keep their rooms clean, hygienic and free from rubbish. Room inspections will be conducted several times a year. Residence found to have breached this obligation will be subject to misconduct disciplinary action (clause 19).

You are responsible for cleaning your individual room as well as working with other residents to keep the common areas clean and tidy. Our Residence Cleaner will sweep, vacuum and mop common areas. A vacuum cleaner is available in each wing and must be returned immediately after use.

At the start of every year we hire the services of a professional mattress cleaning company to clean and sanitise all mattresses at the Residence. Every long-term resident must pay an compulsory annual mattress cleaning fee of **\$50**, which will be included in your rental direct debit

13. Code of Conduct

The Gordon expects all of our residents to live by the Student Code of Conduct and Resident Obligations. These expectations and related disciplinary procedures are reflected in your Licence Agreement and within this handbook.

14. Compulsory Meetings

As a resident you are required to complete a number of compulsory meetings. These include, but are not limited to;

- Induction briefing
- Residence Community meetings
- Disciplinary related meetings

Residents who fail to attend the above meetings as advised by the Residence Manager will receive a misconduct disciplinary breach.

15. Complaints

If a resident has concerns about any aspect of their residency, they are encouraged to raise this as early as possible with the Residence Assistants (RA) who will listen to the concern raised and seek to resolve it.

In the event that your concern is unable to be resolved or you would like to put in a formal complaint against another resident (including a Resident Assistant), the Residence Manager will guide you through the formal complaint process and will follow the Residence Disciplinary Procedure (clause 19) accordingly.

In the event that you would like to formally submit a complaint against the Residence Manager please complete a Complaints form which is located on the Student Portal. This form will be received by The Gordon's Risk, Safety and Wellness area and followed through according to The Gordon's Complaints and Appeals procedure and Residence Disciplinary Procedure.

In the event that you are aggrieved with any decision in the enforcement of any conditions of the License Agreement or Residential Handbook please follow The Gordon's Appeals process (clause 4)

16. Condition Report

All long-term residents are required to complete a condition report within 24 hours of arrival. The report is in place to support you to communicate any pre-existing damage so that you are not held liable upon check-out, so please ensure you complete it thoroughly.

All short-term rooms will be inspected by the Residence Manager prior to check-in. It is your responsibility to keep the facilities in good condition.

17. Damages & vandalism

Property damage and/or vandalism must be reported immediately to the Residence Assistants (RA).

Residents are responsible for any damage to fittings, fixtures, furnishings, gardens and/or items of property of The Gordon beyond normal wear and tear that occurs inside their room or that they cause within Residence. You are also liable for damage caused by any visitor or guest you have invited into the residence. Residence found to have breached this obligation will be subject to misconduct disciplinary action (clause 19).

The cost of repair work will be charged to the resident. In the event that damage has occurred in a common area that can not be attributed to an individual, all occupants in attendance when the damage occurred may be charged an equal portion of repair.

If the resident's room is completely destroyed and is unfit for occupation then the Residential Licence Agreement will end immediately.

The Gordon is not responsible for any damage or loss of any resident's personal property. It is recommended that the resident consider contents insurance for their own personal items.

18. Decorating your room

Decorating your room can make it feel like your home. However, to avoid damage;

- Do not use adhesives
- Do not use nails, pins or screws
- Do not apply stickers to the ceiling walls or furniture.

You must make sure that any Blu-Tack is totally removed and the wall must be completely clean prior to moving out.

If you cause damage while decoration your room you will be liable for the cost of repair including the cost of repainting the wall if necessary (clause 30). If you have any questions about decorating please ask a Residence Assistant or Residence Manager.

19. Disciplinary Process

Residents are expected to behave in a way that is conducive to safe, inclusive and healthy community living. All residents are expected to comply with The Gordon Student Code of Conduct and Resident Obligations. A to Z.

The Gordon reserves the right to impart interim mitigation measures whilst the Disciplinary Process is ongoing. Mitigation measures may include relocation of the resident to another room or a directive to avoid contact with another resident.

19.1 Serious Breach

Where a student resident has breached the Resident Obligations A to Z and the conduct is considered of serious concern (e.g sexual harassment) the matter will be managed under the Institutes Student Management Procedure.

The area responsible for managing misconduct will conduct an investigation into the incident. The resident will ;

- Be advised in writing of the allegation and information pertaining to the allegation in a timely manner.
- Receive notification of a disciplinary meeting where they will have an opportunity to respond to the allegation.
- Have the option to bring a non-legal support person to any disciplinary or outcome meeting.
- Be notified of the outcome of the meeting by the relevant area official. This may be conducted in person.
- Have the right to appeal the decision.

An investigation of the alleged incident may result in one or more of the following;

- no formal action
- formal warning
- probation
- eviction

19.2 Misconduct Breach

Alleged breaches of the Resident Obligation A to Z which constitute misconduct (not serious) will be managed by the Residence Manager. The resident will;

- Be advised of the misconduct breach in writing in a timely manner.
- Have an opportunity to attend a meeting with the Residence Manager to respond to the misconduct breach.
- Have all communications rerecorded on their resident file within The Gordon's Central Management system.
- Have explained how the alleged incident breaches the Resident Obligations A to Z.
- Receive an official warning recorded against their residents records.
- Have the right to appeal the decision.
- Be reminded that three or more misconduct breaches may result in a serious breach disciplinary process being undertaken.

20. Disruptive behaviour

Disruptive behavior includes activities that cause a nuisance or unreasonably interfere with the peace, privacy or comfort of a person in the immediate vicinity of the premises. It includes unlawful activity, excessive noise and conduct which poses a risk to health and safety. Disruptive behavior will result in misconduct disciplinary action (clause 19). Report disruptive behaviour to the Residence Assistant (RA).

21. Drugs

Student Residence is a drug free environment. The possession, cultivation, usage, or selling of any non prescribed or illegal drugs or substances is prohibited. You are also not permitted to bring into the Residence any drug equipment, for example hash pipes or bongos.

Only an authorised health care professional may supply prescription medication, meaning you cannot give/sell your prescription medication to other residents,

Any breaches to this obligation is considered a serious matter which will result in serious disciplinary action (clause 19) and may lead to police intervention. For more information refer to The Gordon's Alcohol and Other Drugs Policy found on the Student Portal.

If you are experiencing or know someone experiencing a drug related problem, support is available through;

Drug & alcohol hotline **1800 888 312 820**
Lifeline **13 11 14**
Gordon Student Counselling **5225 0963**

22. Electrical appliances

The Residence has sufficient heating in all bedrooms and lounges. Electric blankets and heaters, including oil heaters are not permitted because of the fire risk. Toasters, electric jugs and other cooking appliances are not permitted in your rooms. Televisions, stereos, computers and other small appliances are permitted as long as they do not disturb other residents. We suggest you use headphones when listening to your stereo. Overloading of power points can cause fuses to blow, so please take care not to connect too many appliances to one point.

23. Eligibility criteria

Each application will be assessed on a case by case basis. The Gordon Student Residence may decline any application, withdraw an existing offer and/or terminate an existing Residential Licence Agreement where a resident or prospective resident:

- Discontinues their enrollment at The Gordon.
- Has previously been evicted from The Gordon Residence accommodation or another institutions accommodations service.
- Fails to complete the mandatory induction and community briefings.
- Is found, following a disciplinary process to have breached the Residence Obligations.
- Health and safety concerns cannot be satisfactorily addressed through making reasonable adjustments.

All excepted offers of residency are valid for the term of the Residency License Agreement or until the Agreement has been terminated.

Refer to the Residence Admission Policy found on the Student Portal for further information regarding eligibility and selection processes.

24. Emergencies

In the event of a campus wide or Residence emergency, you will be informed through; an email to your Gordon email account, mass text message, the Residence Messenger App and/or directly by the Residence Manager. If you hear of an emergency from any other source, check with the Residence Manager so you know the official status. In the event of imminent danger, an evacuation may be necessary. The Emergency Evacuation Plan is posted on the inside of your bedroom door.

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person receiving medical care.

If you require non-emergency transport to hospital, we recommend you use a taxi or Urber and have a friend travel with you. If you go by private vehicle it is always a good idea to have an additional person in the car with you other than the driver. Please note that the Residence Manager and Residence Assistants will not transport or accompany you to the hospital due to safety reasons.

25. Emotional support animals

The law does not consider emotional support animals, companion animals or therapy animals that provide comfort but are not trained to alleviate the effect of a disability to be assistance animals.

The No Pet requirement on residence applies to emotional support animals.

For more details refer to The Gordon's Assistance Dogs on Campus Policy found on the Gordon website

26. Equipment and furniture

Residence equipment and furniture must be treated with respect at all times. Residents are responsible for the cost of making good any loss or damage caused by themselves or their visitors to Gordon Residential equipment and furniture.

All bedroom furniture provided must be taken care of and remain in your room. Similarly, furniture and other fittings provided in common areas should not be taken into your room. Residence found to have breached this obligation will be subject to misconduct disciplinary action (clause 19).

27. Equity and diversity

The Gordon is committed to providing a community where residents feel a sense of safety, belonging, support and friendship regardless of their individual characteristics or personal attributes. We celebrate diversity of our community and ensure that we create welcoming and inclusive spaces for all residents to call home.

Residents must abide by The Gordon's Equity and Diversity policy (found on the Student Portal) that delivers a framework in which all students, including residents, treat each other with dignity, courtesy and respect and act in a way consistent with their legal obligations in respect to discrimination, bullying, victimization and harassment. Any breaches to this obligation will result in serious disciplinary action (clause 19.1)

28. Evacuation

Where the alarm is activated in a building, all residents and other individuals must evacuate the building immediately and assemble in the designated assembly area specified for each building and shown on the Emergency Evacuation Plan on the back of your bedroom door.

29. Eviction

Where a Residential License Agreement is terminated by The Gordon, the resident wherever possible and appropriate, will be given 48 hours written notice of eviction. Such notice will be sent to the resident's email address and a written copy will be delivered to their room.

Upon being evicted from Residence you are not allowed back onto the grounds at any stage. Evicted residents who return onto the Student Residence grounds will be considered trespassing. The Gordon reserves the right to report all trespassers to the police.

Evicted students will not be considered for future accommodation at The Gordon Student Residence.

30. Fees and rent

You are required to pay all residence fees and charges as set out in your Licence Agreement and table 30.1. Rent is paid by Direct Debit for the duration of your stay at the residence. The Residence Manager will provide you with the appropriate forms. It is important to ensure you have enough money in your nominated account for your rent or your bank may charge a dishonor fee.

The Licence Agreement you have signed to occupy your room states that you will keep two weeks ahead in rent payments. Failure to keep to this schedule may result in misconduct disciplinary action (clause 19).

If you get into financial difficulty and experience difficulty paying your fees, please speak to the Residence Manager before fees are due so that a payment plan can be discussed.

Where the resident leaves the residence with a debt larger than their refundable bond, the debt will be managed in line with The Gordon's Fee Collection and Debt Management Policy

30.1 Table of Fees and Charges

| | |
|---|--|
| - Rent | POA |
| - Bond | 4 weeks rent |
| - Mattress Cleaning (yearly) | \$50 |
| - Activity Fee (yearly) | \$80 |
| - Tampering with Emergency Network or other equipment | Subject to quote |
| - Wall, closet or door washing | \$15 per item |
| - Shampooing carpet | \$85 per room |
| - Shampooing furniture | \$95 each |
| - Removing furniture | \$25 each |
| - Blinds and curtains | \$30 each |
| - Cleaner (min 30 min) | \$45 per hour |
| - Bed replacement | \$400 |
| - Mirror replacement | \$120 |
| - Curtain/blind replacement | \$200 - Bedroom \$600 - Common room |
| - Couch replacement | \$900 |
| - Fly-screen | \$60 |
| - Door replacement | \$200 |
| - Painting repair | \$50 |
| - Small hole repair | \$75 |
| - Large hole repair | \$150 |
| - Tack holes and rips | \$5 each |
| - Carpenter hourly rate | \$90 |

31. Fire

Burning of candles, incense, open flames, or enclosed flames in any room or building is prohibited on the Student Residence.

If the fire alarm is sounded everyone must evacuate the Residence immediately. An Emergency Evacuation Plan is posted on the inside of your bedroom door. Read it and ensure you know where your floor emergency exits and escape route are. **DO NOT** re-enter the building without the permission of the Fire Brigade or Residence Staff. The Residence Manager and Resident Assistants are responsible for directing students and guests when the fire alarm is sounded or during any other emergency.

In the Event of Fire/Smoke

DO NOT SHOUT 'FIRE'. DO NOT PANIC! IF IT IS SAFE TO, AND/OR YOU ARE TRAINED TO DO SO, confine the fire and smoke. Close (but do not lock) windows and doors where possible. Extinguish or control fire by using correct extinguishing method. If you cannot extinguish the fire, evacuate the Residence immediately.

31.1 Fire alarms

Smoke detectors are placed in bedrooms, corridors and kitchens for your safety and to provide early warning in the event of a fire. The detectors are extremely sensitive to smoke, fumes from hairspray, deodorant and the like. Please take great care. When an alarm is activated, residents should evacuate via the nearest exit. Please familiarise yourself with the evacuation plans in your kitchen.

Tampering with, or falsely setting off alarms will not be tolerated. The cost of attendance by CFA members may be passed on to the residents concerned. Any misuse of the fire protection equipment throughout the Residence will be treated seriously and those responsible will face serious disciplinary action (clause 19) which may result in eviction.

32. Garbage

Garbage is not to be left in your room for an extended period of time as the smell can go through the whole building. Failure to remove rubbish from your room may result in misconduct disciplinary action (clause 19).

33. Glass

All glass including bottles of drink and glass containers are not permitted outside of the Residence units. Any breaches to this obligation will result in misconduct disciplinary action (clause 19).

34. Guests/visitors

Long-term residents are allowed guests. Their behaviour is your responsibility. Please ensure your guests understand Residence rules. No more than three guests can be invited at any one time.

Short-term residents are not allowed guests

34.1 Visiting hours

Sun – Thurs: 9.00am till 11.00pm

Fri – Sat: 9.00am till 12.00 midnight.

Sleep Over Guests – a text message must be sent to the Resident Manager and wing RA.

You may invite a guest to stay with you overnight. Guests staying overnight will need to be approved by the Residence Manager before 5.00pm on the night of the stay. Please observe the guest policy below.

- Only one overnight guest at a time is permitted.
- You are permitted to have guests stay overnight for a maximum of 10 nights each semester but for no more than two consecutive nights without approval from the residence manager.
- Failure to sign in a sleep over guest will result in a written warning in line with the misconduct disciplinary process (clause 19) .
- Sign in your guest by sending a text message to the Residence Manager and your Wing RA with their Name
- Inform and introduce them to your room mates who you share facilities with.

35. Harassment (discrimination)

Gordon Student Residence aims to provide a welcoming, supportive and a friendly home-away- from-home. All residents are to be treated as equals and with respect.

Student Residence will not tolerate any form of bullying (including cyber bullying), harassment or discrimination against any resident of our community. This includes any activity or verbal or written communication that offends, humiliates, degrades or imposes physical or mental harm.

If you are subject to bullying or have witnessed this behaviour in our community, report the incident to the Residence Manager immediately. The Residence Manager will guide you through the reporting process. Discrimination and harassment are considered a serious breach of the Resident Obligation A to Z (clause 19) and will be acted on accordingly.

36. Heating

Each room and lounge area is equipped with heating Do not use any other form of heating as this will contravene the terms of your Residence Agreement and will result in misconduct disciplinary action (clause 19)

37. Illegal activity

You are not permitted to engage in dangerous or reckless behaviour that does, or has the potential to cause harm to yourself or others, or damage the residence. Illegal activity will result in serious disciplinary action (clause 19).

38. Independent living

The Gordon Student Residence is not a supported accommodation service, and caters for students with independent living skills.

Students who may have additional support needs must ensure that appropriate arrangements are in place before applying for Student Residence.

For more information, please see the Residence Admission Policy on our website.

39. Induction

Long-term residents are required to complete an on-line induction prior to commencing residency. Short-term residents are required to complete an on-site induction. The induction serves to make you aware of the Institutes and Residential processes and policies. The induction will also provide you with information on procedures such as disciplinary, complaints, appeals, sexual misconduct and safety procedures that you are obliged to follow for the duration of your tenancy.

Please contact the Residence Manager for further clarity about the before mentioned processes and procedures if you remain unclear.

40. Infectious & notifiable disease

If you are diagnosed with an infectious disease (for example, but not limited to COVID-19, measles, tuberculosis, meningococcal, chicken pox) you must inform the Residence Manager immediately.

It is expected that you attend a GP within a reasonable time-frame and provide evidence of attendance to the Residence Manager.

If you have a notifiable disease your doctor will report the disease in accordance with the Public Health Act 1997.

41. Illness or accident

All injuries, incidents and near misses must be reported to the Residential Manager.

If you are acutely or severely unwell or injured, including a physical or mental health crisis notify the Residence Manager immediately. They will follow the steps in the [Student Critical Incident](#) procedure to ensure your safety and the safety of other residents. Please do not hesitate to contact the Residence Manager in case of a serious illness no matter what time of day or night.

The Residence Manager and Residence Assistants are trained in first aid. Residence is unable to provide ongoing care for students who need intensive support due to being acutely unwell or injured.

If you develop an illness, mental health condition or disability while in residence that impacts on your ability to study we encourage you to register with Disability Inclusion Support. They can collaborate with you and your teacher to communicate recommended adjustments to support your educational success.

If you are unwell, there are medical practitioners available to you in the local area. If you become ill and decide to return home, you must inform the Residence Manager before you go.

The Residence Manager will determine if there is serious concern for your health or wellbeing that requires your emergency contact person to be contacted. If possible, the Residence Manager will advise prior to this occurring.

42. Internet

As a resident, you will have access to wireless Internet for your laptop at no extra cost. However, if you have a desk top computer, you will need to purchase a wireless USB adapter.

Information on this service and usage guidelines is available through the Residence Manager.

You transfer and receive data at your own risk. You must comply with our directions concerning use of the Internet service. You must not;

- Resell or resupply the Internet service.
- Break any law or to infringe other person's rights
- Expose The Gordon to liability
- Transmit, publish or communicate material which is defamatory, offensive, abusive, indecent, menacing or unwanted
- Damage, interfere or interrupt the Internet service, the network which the WiFi services are supplied or any other network

Subject to applicable laws, we may temporarily suspend or restrict your access to the Internet service. Please refer to The Gordon Network User Policy which can be found on the Student Portal.

43. Kitchens

Generally, you will share a kitchen with three other residents. Basic cooking equipment such as a microwave, toaster, kettle and fridge/freezer are supplied. Fans should always be used when cooking and never leave cooking food unattended. If you burn your food and the fire alarm is activated you may be charged the Fire Department call out fee. Please be careful! As with bathrooms, you should clean up after yourself and maintain a hygienic and clean kitchen.

All residents are responsible for emptying their recycling waste into the allocated bins provided. You must follow the roster on your kitchen fridge.

Sharing cooking duties and shopping together are also good ways to keep healthy and happy.

Kitchens are not to be used after 11pm, out of courtesy for residents with rooms nearby.

Cooking in your rooms is NOT permitted because of the fire risk.

Don't leave your dirty dishes in the sink, otherwise other residents will be unable to clean their dishes. Due to health and safety regulations any dishes left dirty will be disposed of 48 hours after. Any breaches to this obligation will result in misconduct disciplinary action (clause 19).

44. Maintenance

If you have a maintenance issue in your room or common areas (e.g light not working, leaking tap, faulty equipment etc), please report the problem to the Residence Assistant (RA) during business hours. For out of hour's emergency maintenance please phone security on 0409 010 858 and they will contact the appropriate person to resolve the problem

Please report maintenance issues as soon as possible to ensure they are resolved in a timely manner.

The Gordon reserves the right to carry out construction work or landscaping work at the residence or on the building where the residence is, or in nearby areas. If The Gordon requires access to your room for tradesmen, residents must allow them access. Residence will be given advance notice as far as practicable.

Please note by making a maintenance request the resident gives consent to have an approved maintenance contractor or Gordon employee to enter their room to review the request and/or carry out the repairs.

45. Noise

Excessive noise is one of the most irritating problems at Residence. Please be considerate and keep noise to a minimum at all times. Noisy behavior as a result of alcohol consumption may have serious consequences. Residence quiet hours begin at 10.00pm. After this time any noise such as talking or music in bedrooms should not be able to be heard in the room next door.

The Gordon Residence is a community where people need to study and sleep at reasonable times. Quiet hours need to be respected and practised. Breaches to this obligation will result in a misconduct disciplinary action (clause 19).

46. Parking

No cars are permitted on Residence grounds without approval by the Residence Manager.

A parking permit will be issued for a nominated vehicle only and cannot be used for another vehicle. A permit must be displayed on the vehicle for which it is issued at all times. Any vehicles that do not display a current parking permit may be fined.

The Gordon is not liable for any damage and/or theft to either the vehicle or property within the vehicle whilst the vehicle is parked in the designated parking areas

47. Parties

Getting together with friends and meeting new people is part of the Residence experience. However you are responsible for maintaining the peace and controlling noise, the behaviour of your guests (whether you invited them or not) and abiding by all community standards and policies. Any breaches to the Resident Obligations A to Z will result in misconduct disciplinary action against you (clause 19).

Planned parties/functions require a Function Form to be submitted to the Residence Manager for approval, no later than five days prior to the event. The Gordon reserves the right to refuse the request. Please ensure clean up procedures, start and finish times, and the names of people responsible for the event are all completed – incomplete forms will not be approved.

If you cannot get guests to leave, call the Resident Assistant who will work in collaboration with campus security to remove the person.

48 Pets

No pets may be kept or brought into residence. Please contact the Residence Manager to discuss if you have a support/assistance animal

49. Police Checks

It is a condition of application that all domestic students over the age of 18 years submit a current police check or current Working With Children Check for validation.

50. Privacy

Your confidential information is stored, used and disclosed in accordance with current Victorian legislation.

Your personal information collected and stored for the purpose of assessing your application for residential accommodation will not be shared with or discussed with any other person without your written consent.

Information gathered about you in relation to Community Obligations not being upheld will be shared with limited Gordon employees to assist in the assessment, investigation and resolution of disciplinary action.

The Residence Manager, or any staff authorised by them, shall have the right to enter any room of the Residence for inspection of Institute property. Except in the case of an emergency or suspicion of illegal activities, notice of inspection will be given at least 24 hours prior.

Please note by making a maintenance request the resident gives consent to have an approved maintenance contractor or Gordon employee to enter their room to review the request and/or carry out the repairs.

You should contact the Residence Manager if you feel uncomfortable with anyone entering your room.

More information about The Gordon's Privacy Policy can be found on the website.

51. Prohibited activities

You must not engage in criminal acts while on residence which includes but is not limited to, vandalism, possessing stolen goods, possessing or using illegal drugs, using or possessing weapons or participating in suspicious behaviours that imply the likelihood of criminal activity.

You are not permitted to engage in dangerous or reckless behaviour that does or has the potential to cause you or another person harm or damage the Residence buildings.

Breaches to this obligation will result in serious disciplinary action (clause 19).

52. Prohibited Items

Residents are not permitted to have any of the following prohibited items in their rooms or bring them on to the residence,

- Naked flames of any kind including, candles, incense, sparklers.
- Controlled or harmful chemicals
- Pets or animals other than approved support/ assistance animals
- Sound equipment that generates excessive noise such as sub-woofers, amplified instruments
- Firearms (including replica's), prohibited or controlled weapons, ammunition, explosive or combustible materials, fireworks, spear guns, or other dangerous items such as knives, crossbows.

If a resident is found to have any of the above items in their possession they will be subject to serious disciplinary action (clause 19) which might result in eviction.

53. Recycling

Recycling bins are located in every kitchen and lounge area. It is your responsibility to empty the recycle bins. A roster system will be devised and displayed.

Please place cans and glass bottles in recycling bins, and when close to full they need to be emptied in the large yellow wheelie bins next to the Common Room. Recycling greatly reduces our waste, so remember to wash out containers and help keep Australia beautiful!

Paper and cardboard should be placed in the cardboard boxes provided in kitchens.

54. Re-selection for the following year

Re-selection to remain at Residence for the following year is not an automatic procedure.

There are a number of criteria used to re-select residents including: rent record; behaviour; class attendance and participation in community life. You must be a current, Gordon TAFE student to apply for re-selection on Residence.

Preference will be given to students studying full-time. Re-selection application forms need to be submitted to the Residence Manager by the middle of November.

55. Reporting Sexual Misconduct (Assault & Harassment)

Residents are required to report a sexual assault or harassment to the Residence Manager. It is important that the Residence Manager is alerted to the situation so as they can maintain the safety and wellbeing of all residents. The Residence Manager will support you with the process of reporting the incident. Sexual assault and sexual harassment are considered a serious breach (clause 19) of the Resident Obligations A to Z and will be acted on accordingly.

Reading and agreeing to The Gordon's Sexual Harm Prevention and Response Policy will form part of your induction.

If you require emergency response, call Emergency Services on 000 or campus security on 0409 010 858

56. Room change requests

Room changes are subject to availability and will be at the discretion of the Residence Manager. You cannot move rooms without the permission of the Residence Manager.

Occasionally, a resident may be required to move rooms by the Resident Manager for well-being or safety issues. If you are required to move rooms, the Residence will assist you in the process where practical and will provide reasonable time for completion of the move.

57. Sexual harm

Sexual harassment and assault are never OK. We have zero tolerance for sexual harassment and assault at The Gordon. All students must treat each other respectfully which includes ensuring that any other person participating in sexual activity consents to that activity taking place.

Sexual assault is unwanted behaviour that can take many forms such as touching, kissing, exposure, sexual images being taken without consent. Consent involves a person providing free agreement to a sexual activity.

Sexual harassment includes any unwelcome sexual advance, request for sexual favours or conduct of a sexual nature that offends, humiliates or intimidates such as unwelcome touching, leering, comments, jokes, requests for sex and sexually explicit emails or SMS messages.

58. Smoking or vaping

Smoking or vaping is strictly not permitted inside any building or around the perimeter of Student Residence. Breaches to this obligation will result in a misconduct disciplinary action (clause 19).

59. Sub-letting

Residents must not sub-let any part of their accommodation. Any person other than the resident found to be residing in the accommodation will be asked to vacate immediately.

60. Tampering with equipment

Tampering with emergency, network or other Gordon equipment is not allowed. Breaches to this obligation will result in a misconduct disciplinary action (clause 19) and will be liable for any associated costs.

61. Theft

Residents must not dishonestly take something that belongs to someone else or The Gordon, including food from fridges, clothing or other personal items. Breaches to this obligation will result in a misconduct disciplinary action (clause 19).

62. Trespassing

The Gordon Student Residence grounds are private property. Unauthorised persons including non-residents, uninvited visitors or any other persons deemed to be unauthorised by The Gordon may be requested to leave by residents, Residence Manager, Residence Assistants and Gordon on-site Security, or if necessary the Police.

Residents who have been asked to leave but have not left after having their Residential Licence Agreement terminated will be trespassing. The Gordon reserves the right to report all trespassers to the police.

63. Under 18 years

The Gordon **may** permit students under the age of 18 to reside at Student Residence. Each application will be considered on a case-by-case basis.

Residents under 18 years must comply with the following to be considered for entry and to remain in Student Accommodation;

- Have an interview with the Residence Manager either face-to-face or via an online video service.
- Complete an Application Agreement Form prior to arrival, also signed by their parent/guardian.
- Attend an Under\age Information Session held as part of the Resident Induction.
- Attend all Resident Community briefing meetings.
- Adhere to a zero alcohol policy. (including at any on-site events, in their room or on any part of the residence grounds).
- Abide by the regulation to not have any overnight guests unless prior approval is given by parent/guardian and Resident Manager.
- Comply with the Residential Licence Agreement, the Residential Obligations stated in this handbook, The Gordon's regulations, statutes, policies, processes as well as all state and federal laws.
- Any breach of the specified obligations will result in disciplinary action (including possible eviction) in line with The Gordon Student Misconduct Management Procedure and The Residence Disciplinary Process (clause 19).
Whilst a student is under the age of 18 on residence, a parent or guardian will be contacted in the instance of ill health, breach of agreement, disciplinary actions, or any other concerns regarding the student.

64. Weapons or replicas

Any type of firearm (including pallet guns, BB guns, airsoft guns and paintball guns), ammunition, hunting knives, bows and arrows, or any other weapons are not allowed anywhere in Residence

Residence found to have breached this obligation in the Student Residence will be subject to serious disciplinary action (clause 19).

65. Vacating

If you intend to leave the Residence at any stage whether your course is finishing, you withdraw from your course or you move into a house with friends, you must give four weeks notice in writing (ask the Residence Manager for a Vacating Form).

You should leave your room clean and tidy with all posters and blue tac removed from walls. Keys should be returned to the Residence Manager. You should change your mailing address with The Gordon's Student Records, your bank and any other frequently used service.

Your bond refund will be returned after an inspection of your room has been conducted. Any required cleaning charges, outstanding rent or fees, course charges or damage to residence property will be deducted from your bond.

For international students, your length of stay is negotiated prior to your arrival.

66. Visitors/guests

Guests are welcome to visit long-term residents but their behaviour is your responsibility. Please ensure your guests understand Residence rules. No more than three guests can be invited at any one time.

No under 18 year old guests are permitted to visit or stay overnight at Student Residence without prior approval from the Residence Manager. Any unapproved under aged guests will be asked to leave immediately.

67. Visiting hours

Sun – Thurs: 9.00am till 11.00pm

Fri – Sat: 9.00am till 12.00 midnight.

Sleep Over Guests – a text message must be sent to the Resident Manager and wing RA.

You may invite a guest to stay with you overnight. Guests staying overnight will need to be approved by the Residence Manager before 5.00pm on the night of the stay. Please observe the guest policy below.

- Only one overnight guest at a time is permitted.
- No guests under 18 years are permitted to stay overnight.
- You are permitted to have guests stay overnight for a maximum of 10 nights each semester but for no more than two consecutive nights without approval from the residence manager
- Failure to sign in a sleep over guest will result in misconduct disciplinary action (clause 19).
- Sign in your guest by sending a text message to the Residence Manager and your Wing RA with their Name
- Inform and introduce them to your room mates who you share facilities with.

HOUSING SERVICES

Salvo Connect Barwon South West Region

Type: Crisis & Supported Accommodation

Website: www.salvoconnect.com.au

Ph: **(03) 5223 5400**

Address: 35 Myers Street, Geelong Vic 3220

Salvos Adult Entry Point

Type: Access to crisis, transitional and long term housing

Website: www.salvationarmy.org.au

Ph: **(03) 5223 5461**

Haven Home, Safe

Type: Affordable rental housing & homelessness services provider

Website: www.havenhomesafe.org.au

Ph: **1300 428 364** After Hours: **1800 825 955**

CEHL

Type: Co-op housing for long-term tenancies

Website: www.cehl.com.au

Ph: **1800 353 669**

Bethany Community Support

Type: Housing services, assisting to engage with housing agencies and private rental market

Website: www.bethany.org.au

Ph: **(03) 5247 2111**

BYCF

Type: Youth homelessness

Website: www.bcyf.org.au

Ph: **(03) 5226 8900**

Barwon South West Homelessness Network

Type: Network of agencies to support housing needs

Website: www.bswhn.org.au

Ph: **1800 825 955**

Student Residence The Gordon

185 St Albans Road, East Geelong 3219

P 5246 6132

M 0407 863 016

E studentresidence@gordontafe.edu.au

W thegordon.edu.au/studentres

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