



# ON CAMPUS STUDENT HANDBOOK



Updated March 2012

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## Welcome to Bond University's Student Residences

***Our residential environment, which includes Building 11 and 12 (A and B blocks), Residential Towers, and the Accommodation Centre, is essentially a small community within the larger University community.***

The way in which we manage this community is to adhere to the basic principle that each resident is expected to behave in a way, which is considerate of the privacy, feelings and property of other residents. By and large this works well. When it does not we apply the rules of conduct which are reproduced in this Handbook. Read them.

Bond University was conceived from the outset as an international university which provided a unique opportunity for students from Australia, Asia, Southeast Asia and the Pacific to share a special educational experience; to have the opportunity to learn of other cultures and to develop friendships which would last and which would provide an international network of contacts which would serve them well after graduation.

Not only have we achieved a rich mixture of cultural heritages but the University has attracted students from Europe, North America, Asia and other parts of the globe. Take advantage of this opportunity to establish new friendships. A University education is not limited solely to achieving high grades and graduating, at Bond there is a rich cultural experience to enjoy which will enhance your educational experience.

We have attempted to keep rules and procedures to a minimum and decisions will be made according to these rules so that everyone is treated equally.

***Note particularly that fees apply if you break your residential contract. These are seldom waived, and then in only the most extenuating circumstances.***

Other rules governing conduct and discipline within University precincts are set out in the University Handbook which is accessible via the Bond website

Be aware that residential staff is in Residence to help you. Please do not be hesitant about approaching them if you have a problem or need advice or information.

Enjoy your time with us. Graduation is just a few short semesters away.

Alan Finch  
Pro-Vice-Chancellor (Students & Academic Support)

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## Introduction by the Residence Council

Welcome! The Residence Council would like to welcome you to Student Accommodation. This booklet is designed to offer you some general information pertaining to life on Residence as well as some essential regulations. Student Accommodation is made up of many different people from a wide variety of cultural backgrounds. With the University marketing strategy designed to appeal not only to the local market but the international market as well, pressure is placed on Residence to provide more to a greater variety of people.

This also leads to a tremendous opportunity for Residents to meet students from all parts of the world. For students to obtain the greatest satisfaction from living on Residence several issues need to be addressed:

1. The rules must be clearly understood,
2. Respect and consideration must be shown toward fellow Residents,
3. Residents must be prepared to actively participate in Resident life.

The first of these issues is simple. Break or abuse the rules and disciplinary action will follow. The second issue is one of common decency.

Each student in Residence has to work with their fellow Residents to create and improve the living environment within Residence. These combine with the third issue, which is participation.

The Residence Council can only offer the Residents so much. It is up to each Resident student to help support and create new initiatives to enhance the life of Residence.

Residence must be a place of learning, not only in the form of study and academic endeavors, but also from the social interaction with fellow Residents living in a community environment.

Residence is what you make of it! Put the effort in and each Resident will be rewarded. Resident Staff, including the Resident Fellows and the Tutor Fellows are there to support you.

They are only able to do that if they are called upon. Take the time to read the following information and do not hesitate to ask any questions. Once again, welcome.

— *Residence Council*

## **Residence Administration – Management Structure**

The management structure of the Residence Administration.

**The Pro-Vice-Chancellor** is responsible for all academic issues and well being of all students.

**The General Manager** works closely with the Pro-Vice-Chancellor over seeing all functions relating to Student Accommodation and Food and Beverage

**Assistant Manager Accommodation** is responsible for the Accommodation Residence office on a daily basis and should be the first point of contact with respect to all accommodation enquires and administrative matters.

**The Accommodation Receptionist/Administration** is responsible for general duties of the Student Accommodation.

**The Residences Council** comprises all of the Senior Resident Fellows, The Senior Tutor Fellow, The Pro-Vice-Chancellor who chairs the meetings, the Head of Student Services, The General Manager of Student Accommodation and Food and Beverage and the Assistant Manager of Accommodation. Meetings are also attended by Security and Cleaning Services representatives. Every second week the Council meets in extended format with the inclusion of Resident Fellows and Tutor Fellows.

### **Senior Resident Fellows**

Senior Fellows form part of the Residence Council and are Bond University staff members and/or postgraduate students. They report directly to the Pro-Vice-Chancellor and are responsible for ensuring the rules of Student Accommodations are followed, while working to establish a sense of community spirit amongst residents.

### **Resident Fellows**

Resident Fellows are senior students who been competitively appointed after gaining experience in living in Residence. Should any one of them give instruction, it should be followed as if it were an instruction from a Senior Fellow.

### **Senior Tutor Fellow**

Senior Tutor Fellow is appointed with responsibility for oversight and supervision of the student Tutor Fellows.

### **Tutor Fellows**

Tutor Fellows are currently enrolled students with high GPA's who have been competitively appointed To provide academic support to all residential students and to assist new students in adapting to academic life.

## **Rules & Regulations**

The following regulations governing Student Residences must be followed by students residing in University accommodation. These rules are to be read in conjunction with the rules and regulations found in the Bond University Handbook. Part 3 – Bond University Discipline Regulations.

**Note:** Residents are reminded that students of the University are subject to relevant State and Federal laws (See Disciplinary Regulation of the University Handbook).

Residents undertaking illegal activities such as use and trafficking of illegal drugs, trafficking in stolen goods, or theft of property, will be reported to the appropriate authorities and expelled from Residence. Subsequent enrolment as a student of the University will also be placed into question.

Students in University accommodation who become aware that they are suffering from an illness or disease which could impose a risk to the health of other students in the same accommodation or other persons visiting that accommodation are required to notify the University as soon as they become aware that they are suffering from that illness or disease.

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### Building Services & Property

Bond University's Facilities & Project Management team is responsible for the repairs and maintenance issues on Campus. This includes the residential accommodation, when reporting cleaning concerns, repairs, the need for pest control, and damage & vandalism to University property or maintenance issues please contact the Staff at the Accommodation Centre Office Ext 55000 or you're Senior Resident Fellow and the Facilities Management team will follow up on the request.

### Sustainability

As part of our commitment to sustainability we would like to seek your assistance by following the steps below:

- .Take shorter showers
- .Don't run the tap while brushing teeth
- .Report dripping taps
- .Turn off lights when leaving your room
- .Switch monitors off if leaving your room for more than 15 minutes
- .Use the sleep or hibernate function on your computer
- .Switch off air-conditioning when leaving your room and whilst away from the University.

### Doors, Windows and Walls

All doors in the building are fire doors; they must not be propped open.

The removal or disconnection of window winders, door closers and fly wire screens will be considered as damage to property. Students should not nail or pin anything to the walls. Only blue tac should be used and must be removed when the room is vacated.

### Vehicles

All Residents' vehicles must be registered with the University Security. Subject to availability, only one vehicle per student may be parked in the Residences car-parks. Each semester, tower residents will be issued with parking ID, available from your Senior Fellow.

(See traffic and parking regulations in the University Handbook)

### Food and Beverage

Cooking of food is **NOT** permitted in Residences except in designated apartment rooms which are equipped with the appropriate cooking facilities. Students found with cooking equipment in their room or the common room will be asked to remove it or the equipment will be disposed of unless it is designated cooking equipment supplied by Bond University. A fine of \$200.00 one penalty point may be enforced.

### Room Checks

Room checks are conducted during Week 7 and Week 15 of each semester. Notices will be placed under all student room doors giving prior warning. Senior Resident Fellows check for any cooking utensils and equipment not permitted in residences, furniture that does not belong and any damage.

If students are leaving Residences it is their responsibility to advise the Assistant Accommodation Manager of their intended departure time and date. Inventory and room inspection must then be arranged at a mutually agreed time with your Senior Resident Fellow.

If required belongings can be stored with the permission of the Senior Resident Fellow for only one semester for those students who are on exchange or deferring for one semester only.

On completion of the inspection, the room will be locked, end of semester register signed, and the key retained by the Accommodation office.

If a student does not make the necessary arrangements for an inspection to be carried out before departure, they can be fined \$100, plus the cost of any repairs, maintenance or replacement costs of missing items as noted by the staff member. At the end of the semester if the room is left in an unacceptable condition you can incur a fine of 3 penalty units charged to your student account, 1 penalty unit = \$200.00, 3 penalty units = \$600.00.

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### Accommodation Fee Payment

All students must read these regulations carefully. If you want to live in Residences you need to plan carefully. Breaking your commitment can be costly. Bond University semesters are all 15 week semesters. Payments can be made on via the Bond Website [www.bond.edu.au/pay](http://www.bond.edu.au/pay).

**Accommodation Fees; Accommodation and Dining Plan are to be paid in advance prior to moving into Residence. Access to your room will not be given without payment however if you are given access and payment is not received by Friday of week 2, If payment is not made by the end of week 2 you will incur a late fee of \$350.00, your locks will be changed with a key replacement cost of \$150 charged, dining plan will be made inactive until all monies are paid/or payment arrangements made with the cashier before arrival or no key will be issued.**

Checking-in to your accommodation will commence on the date published or Monday of Orientation Week. The Dining Plan commences upon check in.

***The accommodation and dining rates are subject to review at the discretion of Bond University.***

### Continuing to Remain on Campus

All students should note that their application for re-admission to Residences for the next semester will be considered in the light of reports regarding their behavior and their academic results.

**The Accommodation Assistant Manager has the right to refuse a request for a room change or a place in Residences to students with a history of poor behavior in Residences and/or not performing satisfactorily in their studies.**

To guarantee room availability for the following semester students must complete the **Application to Remain on Campus** form and return it to the Campus Accommodation Office at the date specified. If this form is **not received** by the specified date; your current room will be released. Owing to increasing pressure for on-campus accommodation, students applying to remain on campus for the successive semester should be aware that consideration of applications will be based on the following criteria:-

- Academic performance
- Prior behaviour / conduct as a resident student
- Cleanliness / tidiness as demonstrated during the prior period of residency
- Capacity to be involved in campus life.

Students who request accommodation on campus and then change their mind after Week 7 on the current semester will incur the following penalty:

1. Prior to end current week 7 – no charge
2. From current week 8 to end of semester – plus a maximum of 3 penalty units charged to your student account, 1 penalty unit = \$200.00, 3 penalty units = \$600.00.

If for academic purposes changes to accommodation are required after week 8, please advise the General Manager in writing, as fees in these circumstances will be waived if the request is approved.

- Pack your belongings and remove for storage, but please note that we cannot guarantee or accept any responsibility for stored items, nor is there any guarantee you will have the same room. Any items left in the room will be disposed of. Items are only stored for one semester only.
- If you wish to stay on campus over the May and September semester breaks current room rate will apply and it will be necessary to purchase your own meals. If you wish to stay on a casual basis the cost is \$44.00 per day.

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### Damage to Rooms

If your room sustains damage due to inappropriate actions on the students behalf restitution of costs will be made and an invoice sent to the relevant party for payment, this charge will be placed on your student account and could result in the withholding of transcripts/results.

### Resignation from Residences

- 1) The following regulations should be read carefully. They will be strictly observed :) If you reserve a place in Residences, and then fail to take up Residence, of 3 penalty units charged to your student account, 1 penalty unit = \$200.00, 3 penalty units = \$600.00.
- 2) Upon registering in Residences and accepting a key it is considered that you have entered into a contract to remain in Residence for the duration of the semester.  
Should you wish to resign from on campus accommodation and vacate your room at any time during the semester the following will apply;
  1. **Until the end of Week 12 you will be charged at the appropriate weekly rate for time spent in residences plus a maximum of 3 penalty units charged to your student account, 1 penalty unit = \$200.00, 3 penalty units = \$600.00.**
  2. **From week 12 onwards you will be charged the appropriate weekly rate for time spent in residences plus. Plus a maximum of 3 penalty units charged to your student account, 1 penalty unit = \$200.00, 3 penalty units = \$600.00.**

A student who is excluded from Residence, they will forfeit the semester's accommodation fee. Unused dining plan refunded once the room key is returned. Inspection of the room will be completed by the Assistant Manager of Accommodation to ensure no damage to the room and ensure no further charges apply.

### Room Allocation

New students are allocated rooms by the Assistant Manager and/or Accommodation Booking Officer. Continuing students may state a room preference for the forthcoming semester, but allocation is at the discretion of the Accommodation Assistant Manager. No guarantee can be given that a request will be met, however the wishes of students will be taken into account as far as possible. Some rooms have special facilities (longer beds and facilities for those with disabilities). If available, these rooms will be allocated to those who require those facilities.

### Room changing during the semester

During Orientation week room moves are not permitted after the first 2 weeks of semester requests to change rooms must be in only extenuating circumstance and in writing forwarded to the Accommodation Assistant Manager. If approved a charge of \$100.00 applies after week 2.

If you are in a shared room and there is a conflict between yourself and your roommate, the offender will be asked to move into another twin share room or live alone and pay for single accommodation. A student in a shared accommodation whose roommate departs.

Campus Accommodation Office will:-

- A) Relocated the student into another shared room.
- B) Or place another student in the current room.
- C) Option to pay for the use of the whole room subject to availability.

Changing rooms is not permitted unless approved by the Accommodation Assistant Manager. Students who swap rooms will be fine of \$200.00.

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### Vacation Accommodation

Current residents are welcome to stay in residences during the May and September semester vacations, if Bond University has booked these rooms for outside conferences all belongings are to be packed and placed into storage. Advance notice will be given no later than week 10 of the preceding semester should this be necessary. If rooms are available a "room only" weekly rate will apply or a casual rate for any part thereof stays.

(If you wish your room not to be used during vacations for outside conferences your weekly rate will apply whether you occupy the room or not)

All rooms must be vacated in the December/January vacation. If Bond University has booked these rooms for outside conferences all belongings are to be packed and placed into storage. Advance notice will be given no later than week 10 of the preceding semester should this be necessary.

(If you wish your room not to be used during vacations for outside conferences your weekly rate will apply)

All personal belongings left are entirely at your own risk. Bond University will not be responsible for any loss or damage. Please place belongings into the wardrobe and remove valuable items from your room.

Catering facilities on campus between semesters are limited. All rules and regulations apply during the vacation, but safety of students cannot be guaranteed, as Resident Staff are not on duty during the vacations. Further information can be obtained from the Accommodation Assistant Manager.

### Relocation

This occurs should your current accommodation be scheduled to undergo refurbishment. Removalist services, Storage boxes and labels will be supplied if this occurs to enable students to pack and label all items to be removed to another room on campus. If belongings are not packed and labeled correctly the removalists will not relocate these items and they will be disposed of. Those students who are returning back to their original accommodation are to pack their belongings again and label them for relocation. Bond University accepts NO responsibility for personal property, including any valuables or breakable possessions. Bond University's insurance does not cover students' personal property contents belongings against loss or theft and therefore advise to take out your own insurance.

### Vacation Storage

Students leaving Residence for the vacation who intend to return for the following semester may leave personal belongings entirely at their own risk. Items left in storage MUST be boxed and clearly labeled and will be recorded by Senior Resident Fellows when placed in the storeroom., maximum of three (3) large storage boxes or at the discretion of the Senior Resident Fellow. Storage space is limited. Any items left in storage by a student for more than one semester after graduating or moving off campus will be deemed as lost property and will be given to charity.

Further information can be obtained from the Accommodation Assistant Manager.

### Keys

Your key is your security – use it. **Get into the habit of locking your room and carrying your key at all times.**

There have been reports of petty theft in the Residences from unlocked rooms in the past. If you lose your key report it to the Accommodation Office staff as soon as possible.

The replacement cost is \$150. If you lose your key after hours you should see the Resident or Senior Fellow on duty or Security after 11.00 pm. All keys are to be returned at the end of each semester and deposited in the return key box at the Campus Accommodation Office.

### Maintenance Faults

When something needs repair or maintenance in any room, common room or bathroom, don't ignore it. Please report maintenance requirements to the Accommodation Office staff as soon as possible.

Accidents happen and are accepted within reason. Damage should be reported promptly. Vandalism or negligence is not within reason and offenders will be expected to meet the cost of any damage and will face disciplinary action. Do not under any circumstances attempt to fix any maintenance problems yourself.

All items of electrical equipment must be checked and maintained in a satisfactory condition. Faulty items must be reported immediately. Students may only use 240V power boards in their rooms. Double adapters are not permitted and will be removed by university staff.

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## Services

### Cleaning / Linen Days

Once a week (it will be the same day each week in your area) a cleaner will enter each room, carry out general cleaning; vacuum and change the bed linen. Rooms can only be vacuumed properly if floor space is kept clear. Cleaners will not clean rooms that have been left in an unacceptable condition. If access is denied for 3 consecutive weeks, you will be fined **\$75.00**. Notification will be given after 2 consecutive weeks.

Students are provided with sheets, pillow, pillowcase, one cotton blanket and a bedspread. These items are laundered by the University cleaners. Students are required to provide their own towels.

Housekeeping administrator will regularly access rooms to check cleaning, maintenance, furniture and any other issues pertaining to the safety and welfare of the student.

### Common Rooms

Common rooms must be left clean and tidy after use. Refuse must be placed in the bins provided.

All eating utensils must be washed up and put away immediately after use. Nothing must be left in common rooms which will obstruct the easy cleaning of them by staff or which will attract vermin. This is a communal, as well as an individual responsibility.

Students must remove their property from the common room at the end of each semester. All items of crockery, cutlery etc. left in the common room will be discarded during the semester break spring clean. This also applies in the bathrooms (shampoo, soap etc.)

### Dry Cleaning Service

Dry cleaning may be left with the Post Office to be sent out. Garments are usually returned within twenty-four hours.

### Newspapers

Newspapers may be purchased from the Bookshop.

## BOND UNIVERSITY DINING PLAN

From January 2009 Bond University Food Services has initiated a new dining plan for students. Flexibility and affordability are the benchmarks for this new plan. The new plan allows you to determine you're spending. We have also made the plan more flexible by opening it up to be utilised at all Bond University operated food and beverage outlets\*. Whilst residing on campus it is compulsory to have a dining plan which expires at the end of each semester.

### "Your plan, your way"



7 Days per week

A La Carte – Buffet – Salad Bar – Coffee & Drinks



Coffee, café dining and snacks

With a wide variety of delicious mouth watering food



Located outside the Cerum Theatre in building 6

The place for a quick coffee, snack or a cold drink.

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Located inside the main library building  
Looking for that quiet study place for coffee, snack or a cold drink



don's.

Fully licensed venue with a Grill menu available for lunch and dinner from Monday to Thursday



The University Club

To tantalize the taste buds visit our A la carte restaurant on the 3<sup>rd</sup> level of building 6  
Please book on Ext 55086



For all your special function requirements please contact our Conference Sales office on Ext 54124

### ON CAMPUS DINING PLAN COSTS

#### On Campus Students

All students per semester	\$1,760.00 inc gst 15 week semester
Reload Minimum (Top Up)	\$110.00 inc gst.

#### Off Campus Students

Off campus plan from	\$110.00 inc gst.
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### TERMS AND CONDITIONS

- All enrolled students residing on campus must purchase a dining plan.
- Accounts must be paid in advance. There is no credit facility for dining packages provided by Bond University.
- On the final day of each semester any unused balance will be forfeited. Any unused balance will not be refunded under any circumstance.
- Students/staff on the Bond University Dining Plan will receive a 5% discount on purchases.
- Alcohol purchases are not permitted on the dining plan card.
- All remaining funds are forfeited at the end of each semester.
- Residents Formal Dinner held towards the end of each semester, resident students will be free of charge other guests opting to attend will be charged at \$20\*\*per person against their account prior to attending. If you decide not to attend a charge of \$50.00 will be placed on your student account. Once confirmed there is no refund if you don't attend the event (\*\*price correct at time of publishing)

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## FAQ

### How do I activate my plan?

#### **Resident Students**

When you booked your on campus accommodation you paid for your plan and it is activated immediately at the start of semester. You just need your student ID card and present it to any of the Bond operated food outlets. This is compulsory whilst residing on campus.

#### **Off campus students/Staff**

You will need to see the friendly staff at the accommodation office or cashiers office and pay one of the predetermined amounts; alternatively you can go online to the [www.myroom.bond.edu.au](http://www.myroom.bond.edu.au) and select what amount you would like to pay and process a credit card payment and the accommodation office will receive notification and will process your order within the next working day. Your student/staff ID will then be ready to go.

#### **Do I have a set period i.e. week that I have to use up a certain amount of funds?**

No, funds are available for the duration for the semester and can be topped up at any stage if you are running short.

#### **Can I roll over any unused credit to the following semester?**

It is very important to remember that no balances will be "rolled over" into a new semester. Each semester is deemed separate and thereby any unused credit will be forfeited at the end of each semester.

#### **Can I refund or balance transfer to another person if I am leaving early?**

No. These funds are forfeited

#### **If I run out of funds, what happens?**

There is no credit function available and you will need to reload your card either through the [www.myroom.bond.edu.au](http://www.myroom.bond.edu.au) website or at the accommodation or cashiers offices located at Student Court. You can top up any of the preset amounts set out on the website.

N.B: If you are a resident student you need to remember that you cannot cook in your room

#### **How do I know how I am going managing my balance?**

You are able to request a balance from any food outlet or the accommodation office, plus you will have a balance of available funds on each receipt you receive per transaction.

**I have lost my card, what do I do?** Advise the accommodation office on ext. 55000 immediately, you will be required to get a new ID card from Student administration located in the Student Court

### **Computer Laboratories, Lecture Theatres and Computer Network**

(ITS reserves the right to change lab and lecture theatre layout, software, machine numbers and specifications, and access times without notice).

### **Multimedia Learning Centre**

Located on level 2 of Building 1 above the entry foyer to H&SS, the facility is a supervised environment equipped with extensive computing facilities and is available to all students for extended hours every day.

### **Labs**

Bond has teaching labs equipped with PC's, TL 1 through 13, located beneath the main courtyard. Some of the labs are reserved for specific teaching purposes:

The computers in these labs have access to the course software required by the faculties and schools, and have Internet access

The computers in these labs are:

**Please note last point in diagram .TL 13 – 21 HP Vectra computers to  
. TL 13 – 21 Dell optiplex G x 260**

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### PC Specifications

- Dell Optiplex GX 260 – 18 – 2.4 GHz Pentium IV, 256 MB RAM, 17” screens, DVD RO, CD/RW drives
- Dell Precision 330 and 340 - 1.4 and 1.8 GHz Pentium IV, 256 MB RAM, 17” screens, DVD RO, CD/RW drives
- Dell Optiplex GX 150 - 866 MHz Pentium IV, 256 MB RAM, DVD RO, CD/RW drives

The Batlab and Batcave are general access labs equipped with computers with access to:

There are additional terminals located within the Library and also adjacent to TL 4 where students may read their email and browse the Internet, without the need for entering a password. These systems have restricted access to other campus resources.

### Access Times

TL1 to 11: 24 hours a day; TL 12 and 13: 8 am through 8 pm daily

Students must vacate the teaching labs computers when requested to by a lecturer during the hours of teaching, 8 AM till 9 PM Monday through Friday, and some weekends.

### Lecture Theatres

The University has 32 lecture and seminar rooms fitted with computers connected to large screen projection equipment for lectures and student presentations. All these facilities have Internet access.

### Library

The Bond University Library provides services, information resources and programs to support the teaching, learning and research needs of the University community via **Main Library and John and Alison Kearney Law**

**Library** and via the Library website providing 24 x 7 electronic access.

The Library collection includes over 235,000 volumes and 1,800 journal titles in print, as well as hundreds of DVDs, laserdiscs, CDRoms, video and audiocassettes. Access is provided to over 22,000 full-text electronic journals, and over 100 journal databases. The Library has a large collection of classical music CDs and feature films in both video and DVD formats acquired to support the film and media courses. A Popular Reading collection is available to support students' recreational reading needs.

Both main and Law Libraries are open from 8.30am to 11pm Monday to Thursday, 8.30am to 6pm on Fridays and 10am to 6pm Saturdays and Sundays during semester. Library hours are extended during examination periods.

Links to information resources are provided via the Library's website. Students and staff of Bond University can access journal databases in both libraries, from the Residences, home or other locations. These provide direct access to thousands of newspaper, magazine and journal articles in a wide range of subject areas, along with company information, industry profiles, taxation and legal information, and Australian statistics.

Printing and photocopying and computing facilities are available in both libraries as well as wireless access from student laptops.

Each of the schools has a dedicated liaison librarian who is available to give personalized information service and research assistance in specialised areas.

The Library offers orientation tours, information skills classes and information assistance to students and staff of the university.

Please check the Library website for further information at:

<http://www.bond.edu.au/>

Or ask a Librarian at the information Desk in both libraries

### Residences

Resident students wishing to access the Bond University network with their own computers need to ensure their computers are equipped with a 10 Base-T network adapter card, configured to work with TCP/IP. In addition a Twisted Pair RG45 patch cable with a minimum CAT 5 rating is also required.

There are some configuration changes required to the computer for successful connection to the University network. These configuration changes and "Terms and Conditions of Use" are explained in a booklet available from IT Services at Bond University.

Limited support for students who are having difficulties accessing the University network can be obtained from the ITS Helpdesk. Support is available by appointment only.

Internet usage is provided to students on residence.

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### **Computer Anti – Virus Information**

Students are advised that as of 1<sup>st</sup> January 2004 it is a compulsory requirement for any computer connected to the Bond University network to have current and up to date anti-virus protection software installed on their computer. All residence students will be required to purchase Anti-Virus software from IT services.

Students are further advised that anti-virus protection is not sufficient to protect their computers from malicious attacks. Regular patching from the Microsoft Windows update website is essential.

### **Safety and Emergency Procedures**

#### **Security 51234**

Security staff is employed by the University. Their instructions must be obeyed. They are here for the safety of each Resident as well as the University.

#### **Services Include:**

- **Safety Escort Programme:**

If working or studying at night, Campus Public Safety and Security will provide an escort to your vehicle or residence in the event there is no-one else to accompany you.

- **Identification of Valuables:**

A programme to encourage students and staff to have Campus Public Safety and Security place identification on items of value by engraving and recording retrievable information in order to discourage theft.

- **Crime Prevention Literature:**

Campus Public Safety & Security provides a variety of literature on topics that include drug and alcohol awareness, driving and parking, vehicle theft, residential burglary and property theft.

- **Vehicle Parking Permits:**

Vehicle parking for students and staff is available free of charge. Consult the campus map for parking nearest your school or office. Every student and employee must complete a vehicle registration form and obtain a sticker from the Security Office prior to parking on Campus.

- **Regular Parking Permits:**

Security patrols the Bond University campus 24 hours a day.

### **IMPORTANT SECURITY TIPS**

Call Campus Public Safety and Security if you see any person acting suspiciously or if you suspect potential criminal activity.

Lock your door when leaving your room or area unattended, even for a short time. Thefts do occur in the workplace.

Notify Campus Public Safety and Security if you have problems with annoying phone calls.

Campus roads are within the jurisdiction of state police who conduct traffic patrols on campus and issue traffic notices for parking and speeding offences. Police regularly conduct random breath testing on roads surrounding the university in enforcement of the state's drink driving laws.

#### **Police/Ambulance**

**All calls for Police/Ambulance must be co-ordinated through the Security Office.** If an ambulance is required advise a Resident Staff member and/or Security.

If the patient is unable to state his/her wishes (eg. unconscious) turn onto their side, and maintain a clear airway. Seek urgent help from Security (51234) or a Senior Fellow. If hospital admission is necessary, the Gold Coast Hospital must be used.

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## Fire & Emergencies

Resident Staff will direct the orderly handling of any emergency. Stand by and wait for directions. Please do not hinder their operation by crowding around a situation or attempting to interfere.

In the event the fire alarm is set off, the only people who are authorised to attend to the Fire Alarm Board are:

- Building Warden
- Senior Fellows
- Security
- Resident Fellows
- Fire Department
- Accommodation Office Staff

If the Fire Brigade is called to respond to an alarm being activated, the cost of \$1020.30 will be charged to the account of the student responsible.

Cooking, smoking, steam from bathroom, candles, incense burning, burning items in the microwave and open flame oil burners can also cause the fire alarm to be activated.

It is normal policy to hold at least one fire drill in each semester.

## Evacuation of Residences

Residences are equipped with modern, highly sensitive fire detection systems.

- First stage of the fire alarm is the "alert" tone
- check your local area and listen for direction over the public address
- Alarm tone could change and you should then evacuate by the quickest safe exit and gather at the designated assembly areas.

Lifts should not be used during an evacuation.

Doors should not be propped open – all doors are fire doors.

## Health & Medical Services

University Public Safety and Security are to be contacted in the first instance.

First-aid kits are held in all Senior Fellows' units and are there to handle minor problems. Due to Workplace Health & Safety requirements staff are not permitted to dispense Panadol, Dymadon etc.

The Campus Nurse (54154) Monday to Friday, 9am until 4.30pm.

Public Hospital	-	Gold Coast Hospital Southport	Ph: 55 718211
		Robina Public Hospital	Ph: 56 686000
Private Hospital	-	Pindara Private Hospital	Ph: 55 889855

There are Medical Centres situated at:

Christine Avenue

Robina Town Centre and

Q Superstore

## Discrimination; Harassment;

At Bond University we are committed to providing an environment in which staff and students can feel free from verbal or physical harassment, bullying, or discrimination which is unwelcome, uninvited, and unwarranted.

Harassment on the site or in the course of an official University activity based on any of the prohibited grounds of discrimination set out in the Anti Discrimination Act 1991 for example.

(i) Sexual harassment of a person in terms of the Anti Discrimination Act 1991 (Qld)

(ii) Harassment based on the age, ethnicity, gender, disability, colour, national origin, race, religion or sexual orientation of the person harassed.

(iii) Engaging in any sexual offence, including but not limited to sexual assault, public sexual indecency or indecent exposure.

(iv) Endangering, threatening, unlawfully assaulting, or causing physical harm to any member of the University community, member of the public, or oneself, or causing reasonable apprehension of such harm, on a site or in the course of an official University activity.

(v) Engaging in any other conduct, whether within or outside the University, that is prejudicial to the good order and discipline of the University or brings the University into disrepute.

You are encouraged to contact University Public Safety and Security to complete a report.

Such matters will be treated in the strictest confidence.

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### **Violence**

The residential ethos forbids the use of violence in any form (physical, verbal). The use of violence for any reason is a seriously offence and will result in termination of residency and can result in legal action.

### **Injuries/Sickness:**

#### **DAY:**

Call the Campus Nurse Ext 54154, Security Ext 51234

#### **NIGHT:**

Call University Public Safety and Security (all hours) Resident Staff on duty (before 11pm) and they will assist in case of an emergency.

### **Other information**

#### **Absence from Residence**

Students intending to be away from the Residence for more than 3 days should notify their Resident Fellow so they may be contacted in the event of an emergency. In cases where you will be absent overnight it is wise to inform another resident student or a Resident Staff member. For information on what to do and where to go, visit Student Services or contact the Gold Coast Tourism Bureau, Ph: 55 922699.

#### **Bicycles**

Fire safety regulations specifically note that bicycles cannot be left in stairwells or hallways. Bicycles found blocking evacuation areas will be removed. Bike racks are situated in various places around the Halls of Residence and outside the North Tower.

#### **Bus Service**

A bus service to Pacific Fair, Robina Town Centre, Surfers Paradise and Chevron Island runs from the roundabout in front of the Clock Tower. A timetable is located at the bus stop. Photocopies of the timetable are available from Student Services.

#### **Desk Lamps**

Students are required to provide their own desk lamp.

#### **Laundry**

Shared laundries, with automatic washers, dryers, iron, ironing board and hand washing facilities are available at no extra charge.

This service is available free to Residents only. Do not invite friends in from off-campus accommodation to use these facilities as overuse of this kind will cause the University to reassess whether these facilities should be converted to coin operation equipment. Care should be taken that washing is not left unattended in the machines, as items have gone missing in the past.

#### **Light bulbs**

Please do not purchase your own light bulbs as these lights are only made to take certain wattage and it can be dangerous to use a higher wattage bulb. If you need a replacement bulb contact the Residence Office.

#### **Mail**

Mail and Parcels are delivered to the Accommodation Centre Reception daily. Mail and parcel collections are from 11:00am until 3:30pm Monday to Friday. Post Office boxes are also available for hire through the campus Post Office.

Your mail should be addressed as follows:

Your Name  
Student Accommodations  
C/- Mailroom, Student Court  
Bond University  
University Drive  
Robina Qld. 4226  
AUSTRALIA.

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### Owner's Risk

The University accepts no responsibility for personal property, including any valuables or breakable possessions left in rooms. The University's insurance does not cover students' personal effects against loss or theft and it is therefore advisable to take out your own personal contents insurance. **Doors should always be kept locked.**

### Functions in Residence

One of the most important things to remember when organising a social gathering is the fundamental principle "consideration for others". Functions will be allowed only after permission has been sought from a Senior Resident Staff member.

### Pest Control

Periodically throughout the year Residences are sprayed for vermin. You should be aware however that removing window screens invites spiders and other insects and that clothing and shoes left lying around rooms will harbour these insects.

### Telephones

Each room is fitted with an in-dial telephone that has access to campus, local, national and international calls 24 hours a day. Rates are available on request.

Bond University has a private automatic branch exchange (PABX) and because of this, students are not able to access advertised special call rates as advertised in the media.

At the end of each calendar month all telephone lines will be read and the student's University account will be charged accordingly.

Connection to a voice-mail facility is available free of charge; this will save the purchase of an answering machine.



## HOW TO USE YOUR TELEPHONE

### SINGLE ROOM

Dial 0 to get an outside line.

If calling overseas - dial 0, then 0011, then country code, then number.

To dial another person on campus - dial the last 5 digits of their phone number.

If you wish to have this service please dial 7

### ALL ROOMS ARE ISSUED A PIN NUMBER TO HAVE ACCESS TO DIAL OUTSIDE

To obtain your pin number please contact the Accommodation Office (your student ID number will be required).

To dial off campus using your PIN you must first dial # # then your PIN, then 0, then dial the number you require.

To dial another person on campus - dial the last 5 digits of their phone number.

### PHONE CARDS

Phone cards can be purchased at the Post Office on campus.

### ADDITIONAL INFORMATION

- Call rates for mobile phones, interstate and overseas destinations can be obtained from the switchboard operator on extension 9. Local calls (Gold Coast) are 22 cents and on campus calls are free.

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- Phone bills are calculated once a month, detailed copies can be obtained by emailing the voice communications office at [helpdesk@bond.edu.au](mailto:helpdesk@bond.edu.au) or by completing a form at the Reception desk at Student Accommodation.
- You will be notified if your phone bill exceeds **\$300.00** during the month; your phone access will be local only calls until payment is made on your phone account.
- Switchboard hours are 8.30am – 5.00pm Monday to Friday. Should you have any other queries, please contact our office on extension 9.
- Additional Telephone information can be obtained at <http://www.helpdesk.bond.edu.au>

## **VOICE MAIL QUICK START**

### **To set up a new voice mailbox**

1. Enter the voice mail internal number – 51240
2. Enter the security code. The first time you access your mailbox your security code is 0000. To change the default security code, simply follow the instructions.
3. Enter your name – this is not your greeting – here you just say your name.
4. Now you will be asked to create your greeting.
5. You have set up your voice mail you may now hang up.

To have voice mail answer your phone after four rings simply pick up the receiver and divert your phone - **press \*2 51240**.

### **To change your greeting**

1. Dial 51240 – enter your security code
2. Press 3 for phone manager
3. Press 1 for personal options menu
4. Press 3 for personal greeting and follow the prompts

### **To change your security code**

1. Dial 51240 – enter your security code
2. Press 3 phone manager
3. Press 1 personal options menu
4. Press 4 to change security code

### **To retrieve your messages**

1. Dial 51240
2. Enter your security code and follow the instructions to listen and delete your messages.

### **To retrieve your messages from another extension**

1. Dial 51240
2. Press \* # enter your mailbox number – this is your extension number.
3. Enter your security code and follow the instructions to listen and delete your messages.

### **To retrieve your messages while off campus**

1. Dial 5595 1240
2. Press \*#
3. Enter your mailbox number – this is your extension number.

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4. Enter your security code and follow the instructions to listen and delete your messages.

Switchboard hours are 8.30am-5.00pm Monday to Friday. Should you have any further enquires regarding the voice mail system please contact our switchboard on 9 or our office on extension 51214.

### Water Fountains

There is permanent chilled water fountains placed on campus for the convenience of students and staff, the locations is:

1. Bus Stop at top entrance roundabout.
2. Walkway between Administration Building and Recreation Building.
3. Swimming Pool and Gym.
4. Law School entrance.
5. Business School entrance.
6. Sports Hall.
7. Administration Building (Humanities side) Level 1 undercroft area.
8. Administration Building (IT side) Level 1 undercroft area.
9. Foyer Theatres 1 & 4.

It is important to drink plenty of water in hot weather.

### Sun Protection

Slip Slop Slap – slip on a shirt, slop on some 30+ sunscreens and slap on a hat. Try to avoid staying outdoors for long periods during the heat of the day.

### Surf Safety

The Gold Coast City Council employs full time lifeguards to patrol major beaches daily all year round – phone (07) 55816740 to find out which beaches are patrolled all year round. Always swim between the yellow and red flags. Volunteer Surf Life Saving Club members also patrol some beaches during the school holiday and weekends during summer months.

### Speed Limit

In the complex there is a 20km limit around campus. A 50-60 km/h speed limit applies to most residential and commercial areas or other speed limits where otherwise indicated. A 100km/h limit on the open highways.

### Community Responsibility

For the comfort of all residents, 11PM quiet curfew is mandatory.

Residents in a unit/apartment/sector are held responsible for the facilities in their area. This includes common room furniture and fittings, bathroom fittings, corridor paintwork and carpets and other communal items. If these items are damaged, trashed or lost, the cost of repair or replacement will be the joint responsibility of everyone and would also be subject to disciplinary action leading to possible exclusion from Residence.

Students are not to remove any furniture supplied by the University from their room (including beds). Students are not permitted to move furniture from common rooms into their room or to place extra beds/mattresses in their room. When you vacate your room all furniture must be returned to its original position. Failure to do so will result in a fine. Residents are expected to display common sense and consideration for other Residents at all times. Abusive or aggressive behavior towards fellow Resident Students or any member of University staff (including Resident Staff or Security) will lead to disciplinary action and possible exclusion from Residences. Please note that safety equipment is installed for your protection. **It is an offence to abuse or tamper with any safety equipment.**

### Alcohol

It is assumed that all residents of the University are intelligent, aware, mature individuals. Consequently students wishing to consume alcoholic beverages may do so but only in a moderate and sensible manner. The abuse of alcohol in Residences will not be tolerated. The following guidelines must be observed at all times:

- Residents of legal age may consume alcohol in the privacy of Residences. In such circumstances the partaking of alcohol must be carried out with care, consideration and moderation.
- Except in special circumstances, alcoholic beverages are not permitted in public areas within Residences without the specific approval of the relevant Fellow.

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– Incidents of misuse of alcohol (i.e. drunkenness and/or non-conformity to rules regarding alcohol consumption) may result in termination of residency.

\_ Beer and ready to drink spirits must be purchased in cans only. **NO GLASS BOTTLES ARE PERMITTED**

\_ Drink spiking and drink driving is not tolerated.

### Ball Games

Ball games are not permitted inside the buildings or court yard area.

### Bed Bugs

In Australia, bedbugs are most commonly found in accommodation where there is a turn-over of tourists, especially backpackers. Bedbugs are transported with the people's luggage and clothing but not on the person. The most common symptoms of bedbugs are bites and blood on the bed sheets. Bedbugs are around 5-7 mm in size, are an oval flat shape and reddish brown in colour.

When residing in accommodation off campus (holiday or weekend stays), please ensure that you do not cause an infestation in Residences by bringing bedbugs back to campus in your luggage or clothing.

The usual treatment for an infestation is to launder clothes and bed linen by washing in hot water temperature and hot heat in the clothes dryer. Clothes are wrapped in black plastic bags while a heating process takes place and then inspected by a Pest Control person this process can take up to 5 days depending on the degree of infestation.

If you suspect an infestation please report it immediately to either the:

Student Accommodation Office, Ext 55000.

Facilities Management Office Ext 51086

Campus Nurse Ext 54154

### Caring for Others

Tolerance of and consideration for others is a fundamental necessity for successful living in our residential community. We value the differences between us and expect that all residents will help to integrate other residents with different cultures, beliefs and disabilities. The Residences cannot condone physical or verbal violence or harassment of any kind.

### Clubs and Societies

The University has a wide range of clubs and societies and if you are interested in joining a club or society or developing a new club please contact the your Student Council or Sports Association executive.

### Drugs

Bond University takes a very firm stance on the possession and use of drugs on campus. **Any student who is suspected of regularly using prohibited substances in Residences, whether in the privacy of their own room or not, runs the risk of having their room and themselves searched by either the State or Federal Police.** The AFP will be called in if the prohibited substances are narcotic and the State Police deal with cases involving cannabis or cannabis derivatives.

In either case a student found in possession will be formally charged by the police and then be dealt with by the courts.

In addition such students will be charged with misconduct and will be required to appear before the University's Disciplinary Committee.

The minimum penalty is normally immediate expulsion from Residences with no fee refund. Students found guilty of supplying illegal substances to other students will be suspended from the University.

**Do not bring drugs onto campus**

### Dry Corridors

Residing in a dry corridor requires that there is no alcohol permitted in rooms or common areas at any time. Failure to comply may result in fines and /or possible expulsion from residence. If you are under the age of 18 years your Parent/Guardian will be notified.

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### **Electrical equipment**

Please switch off the lights and other electrical appliances in your room whenever they are not required. Thoughtful conservation of electricity will result in enormous savings every year. 240/250 Volts AC 50HZ Universal outlets for 110 volts (showers only) are standard in most accommodation rooms.

### **Firearms, Weapons and Fireworks**

Firearms and weapons are not permitted in the Residences. These include novelty weapons such as samurai swords.

Fireworks, any kinds of explosive or highly combustible materials are also strictly prohibited.

### **Furniture**

Students are not to remove any furniture (including beds) supplied by the University from their room. Nor are students are not permitted to move furniture from common rooms into their room or to place extra beds/mattresses in their room. Under no circumstance is University furniture allowed to be moved by students and any damaged or stolen property will incur an A\$150.00 fee and possibly replacement costs.

When you vacate your room all furniture which was in the room when it was first occupied by the current resident student must be in the room

### **Littering**

We are proud of the grounds and physical structure of our University. In order to maintain this environment we expect that no littering will occur (not even disposing of cigarette butts on the ground). Please use rubbish bins provided for disposing of any rubbish – your co-operation in this regard is expected and appreciated.

### **Pets**

Pets are not permitted anywhere in the Residences, this includes, Fish, Pet Mice any known animal species

### **Posters**

Should only be placed on walls with a non-damaging adhesive (such as blue tac), and all traces of the adhesive should be removed when the posters are taken down or you are vacating the room.

The removal of any University property from a student's room without prior approval from the Accommodation Assistant Manager will be considered as theft this will result in a fine and/or disciplinary action.

### **Smoking**

The University is a smoke-free campus, and smoking is NOT PERMITTED in bedrooms or common room areas of Student Accommodations.

### **University Property**

All property should be treated with respect. The cost of replacing worn, damaged or stolen property must ultimately be borne by the student body since these costs directly affect the residential fee structure. Any damage to Residential property should be immediately reported to the Residence Office.

### **Visitors**

Residents will be held responsible for the conduct of their visitors.

Visitors are **NOT** permitted to stay in Residence overnight.

Opposite gender students are not permitted to stay overnight in shared facilities

University Staff reserve the right to evict visitors at any time.

### **Rooms cannot be sub leased by students.**

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## Miscellaneous

### Appeals

From time to time residents may wish to appeal a disciplinary or financial matter. Disciplinary appeals are to be directed to your Senior Fellow.

### Non-Student

Non-Students are not permitted to reside in student accommodation.

A Non-Student is defined as:

- Any student who subsequently makes the decision to defer during any one semester. This student can no longer be considered as a student once deferment has been officiated.
- Any student who satisfactorily completes all requirements for the degree for which they were enrolled (as determined by the faculty) ceases to be regarded as a student and subsequently carries the designation of Graduated.
- Bond Students are only permitted to reside on campus when they have enrolled in a Bond subject.

### Graduateds

Graduateds may seek special consideration from the Assistant Accommodation Manager to stay in Residence until they graduate. This request is required in writing and is subject to room availability.

Non Residents (including Non-students as defined above) are not permitted to attend functions which have been specifically organised by the Residence Council for Residents only.

### Privacy

Bond University ("the University") complies with Australian Privacy Laws. Information supplied by you will be used for the administrative and educational purposes of the University. The University will not rent, lease, sell or distribute for profit to any third party any personal information that is supplied by you without your consent or unless required or permitted by law. You will always have access to the information supplied by you and may correct that information if it is not accurate, complete or up-to-date.

### Contacting Resident Staff

On Campus Accommodation and Dining Services Office is situated on Ground Level of Student Court and is open Monday to Friday between 9 am and 5 pm.

Outside office hours a Resident Fellow member is rostered on duty from 5:00pm until 11pm each evening and all weekend. After 11pm students should contact the Security Office which is open 24 hours on Ext. 51234. Each student is supplied with a Resident Staff roster during Week 1 with the Duty Mobile number. Students should try to contact the staff member on duty firstly, by duty mobile telephone; if there is no response they can then try the Senior Resident Fellow. For any emergencies always contact Security in the first instance.

### Resident Fellows can be contacted on the following numbers:

Building 11 (A Block)	Ext. 54634	Duty Mobile	0410 098 257
Building 12 (B Block)	Ext. 54769	Duty Mobile	0410 048 849
Building 7 (South Tower)	Ext. 55685	Duty Mobile	0410 096 841
Building 8 (North Tower)	Ext. 55476	Duty Mobile	0410 095 813
Building 9 Accommodation Centre	Ext. 55688	Duty Mobile	0410 097 641

### Tutor Fellows

Res\_tutor@bond.edu.au

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