

## The A-Z Guide to Living on Residence

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## Welcome to Bond University's Student Residences

***Our residential environment, which includes A and B blocks, Residential Towers, Bungalows 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.

Be aware that residential staff are 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, Registrar*

## 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

The management structure of the Residence Administration.

**The Registrar** is responsible for all academic issues and well being of all students.

**The General Manager** works closely with the Registrar over seeing all functions relating to Student Accommodation and Food and Beverage

**Assistant Manager Accommodation** controls 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 Officer** is responsible for the allocation of rooms; this should be the first point of contact.

### 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 Registrar and are responsible for ensuring the rules of Student Accommodations are followed, while providing community spirit amongst residents.

### Resident Fellows

Resident Fellows are senior students who have experience in living in Student Accommodations. Should any one of them give instruction, it should be followed as if it were an instruction from a Senior Fellow.

### Tutor Fellows

Tutor Fellows are currently enrolled students with high academic grades. They are there to provide academic support to all students and to assist new students in adapting to academic life.

## Rules & Regulations

The following regulations governing Accommodation Food and Beverage Administration Office 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.

**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.

## 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.

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.

### **Bed Bugs**

In Australia, bedbugs are most commonly found in accommodation where there is a turn-over of tourists, especially backpackers. They 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), ensure you do not harbour any bugs in your luggage back to residences.

Typically harbourages include:

Clothes and bed linen need to be laundered and wrapped in black plastic and placed in the hot sun for at least 2 days.

If moving furniture – take apart, treat, re-assemble, seal gaps.

If you suspect bedbugs, report it immediately to the

Student Accommodation Office, Ext 55000.

Facilities Management Office Ext 51086

Campus Nurse Ext 54154

### **Building Services & Property**

Bond University's Facilities & Project Management team, UPM, is responsible for the repairs and maintenance issues on Campus. This includes the residential accommodation, when reporting Cleaning, Repairs, Pest Control, and Damage & Vandalism to University property or Maintenance issues please contact your Res Fellow or the Staff at the Accommodation Centre Office Ext 55000 and the UPM team will follow up on the request.

Our office is located on Campus on the ground level below the Gym and we can be contacted on 51086 or email: [repairs@staff.bond.edu.au](mailto:repairs@staff.bond.edu.au) for your convenience. Help make a safe and efficient Campus by reporting all repairs and damage to property promptly.

As part of our dedication to the continuous improvement of the Campus Buildings and Grounds, we would like to advise on energy and environmental savings on Campus that all students can assist with. The Gold Coast region has just come out of drought crisis and your assistance in being Water Wise and energy efficient would be appreciated. Every little bit helps and by following the steps below **YOU** can make a difference:

- . 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 are not allowed to nail or pin anything to the walls. Only blue tac should be used and must be removed on departure.

### **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 room. Students found with cooking equipment in their room will be asked to remove it. A fine of \$150.00 will 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 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.

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 will forfeit \$100 of their Security Deposit monies, plus the cost of any repairs, maintenance or replacement costs of missing items as noted by the staff member. If satisfactory arrangements are made and the room has no missing items or damage, the Security Deposit is refunded.

## Administrative Procedures

### 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.

**Accommodation Fees; Security Deposit; Meal 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, your locks will be changed with a key replacement cost of \$150 charged.**

Please note New Students will be given Friday and Saturday prior to the Monday of Orientation free of charge (room only, cash required for food on these days) to move into your room. Meals commence Sunday prior to Orientation.

Returning students will be given Friday and Saturday prior to week one free of charge (room only cash required for food on these days) to move into their room. Meals commence the Sunday prior to week one.

Weekly rates will apply to students entering prior to these dates.

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

### Re-Admission to Residences

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 behaviour and academic results.

**The Accommodation Assistant Manager has the right to refuse a request for a room change or a place in Residences to students not acting in a mature and co-operative manner and/or not performing satisfactorily in their studies.**

To guarantee room availability for the following semester students must complete the **Intent to Stay** form and return it to the Student Accommodation Office by Friday of Week 7. If this form is not received by Friday Week 7; your current room will be released. To rebook accommodation please go to [www.myroom.bond.edu.au](http://www.myroom.bond.edu.au).

- You can pack your belongings and remove for storage, we cannot guarantee or accept any responsibility for stored items, there is no guarantee you will have the same room. Any items left in the room will be disposed of.
- If you wish to stay on campus over the May and September semester breaks current room rate will apply and purchase your own meals. If you wish to stay on a casual basis the cost is \$44.00 per day.

If this form is not received by the due date, room availability cannot be guaranteed and the student may forfeit his or her Accommodation Security Deposit. Students who request accommodation on campus and then change their mind after Week 7 will incur the following penalty:

1. Prior to end week 7 – no charge
2. From week 8 to week 12 – forfeit security deposit
3. From week 12 onwards you will forfeit security deposit plus the full semester accommodation fees if the University does not manage to fill the room.

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 on approval.

### Security Deposit

All students in residence will be required to pay a one-off Security Deposit payment. This Security Deposit will be a security on a student's room until a move out of Residence occurs. It also serves as a deposit to secure a place in Residence.

The Security Deposit is refundable, subject to an inspection of a student's room for damage and inventory items. If items are missing or the room is damaged, the cost of repairs or replacement will be deducted from the Security Deposit.

The Security Deposit is then credited to that student's University account where it will be applied against any outstanding balance owed to the University.

This procedure will be completed around week 4 of the following semester. If your student University account is in credit and you require a cheque refund, you are then required to complete the necessary 'refund application' form available from the Cashier's office.

### **Resignation from Residences**

The following regulations should be read carefully. They will be strictly observed:

- 1) If you reserve a place in Residences, pay the Security Deposit and then fail to take up Residence, your security deposit will not be refunded.
- 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 vacate your room at any time during the semester the following will apply;
  - Until the end of Week 7 you will be charged at the appropriate weekly rate for the time spent in Residences and forfeit the Security Deposit.
  - Week 8 to Week 12 - you will be charged at the appropriate weekly rate for the time spent in Residences and forfeit the Security Deposit.
  - Week 12 onwards you will forfeit security deposit plus full semester accommodation fees if the University does not manage to fill the room.

In the event a student is excluded from Residence, they will forfeit the semester's accommodation fee. Upon inspection of the room, the Security Deposit will be refunded if everything is accounted for and the room left in good condition.

Study Abroad students are not entitled to any refund if they move off campus during the semester.

### **Room Allocation**

New students are allocated rooms by the Accommodation Officer and or Accommodation Administration Assistant. Continuing students may state a room preference for the forthcoming semester, and 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 qualify.

### **Room changing during the semester**

After the first 2 weeks of semester requests to change rooms must be in only extenuating circumstance and in writing forwarded to the Accommodation Manager. If approved a charge of \$100.00 applies after week 2 to cover the extra administrative costs, updating telephone records, and extra cleaning charges.

If there is a conflict between yourself and your roommate, the offender is asked to move into another twin share room or live alone and pay for single accommodation.

Changing rooms is not permitted unless approved by the Accommodation Manager. If found swapping rooms a fine of \$200.00 will be incurred.

### **Vacation Accommodation**

Resident students are welcome to stay in Residences during the mid-year vacations if rooms are not booked for outside conferences. All residences must be vacated in the December/January vacation. In other semester breaks the University requests students to remove all their belongings from their rooms. Advance notice will be given not later than week 10 should this be necessary. If rooms are available a "room only" weekly rate will apply or a casual rate can apply. Catering facilities on campus are limited. All rules & 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.

### **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 labelled 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 Manager 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.

### **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 powerboards in their rooms. Double adapters are not acceptable and will be removed by university staff.

## **Services**

### **Cleaning / Linen Days**

Once a week (it will be the same day each week in your area) a cleaner will enter each room, 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.

Students are provided with sheets, pillow, pillowcase, one 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.

## **Meal Entitlements**

Meal entitlements are outlined in the handout provided in your Welcome Package and are on display at all times in the Pines Brasserie (subject to change without notice)

### **Changing Meal Packages**

If you wish to change your meal plan you will be charged a weekly rate for meals taken whilst on meal plans. A fee of \$100.00 will apply for any meal plan changes after week 2 and if canceling your meal plan a cancellation fee of \$200.00 will be charged.



### Meal Packages

Your meal package comprises of either ten; fourteen; nineteen meals per week (commencing on the Sunday prior to commencement of classes) at the Pines Brasserie, located near the Sails on the ground floor of the University Centre.

A maximum of two meals is allowed at one session.

If students wish to check the number of meals taken during any 28-day period they have an additional week to check with the Brasserie before the records are shredded. Any meals left after the 14-day period are forfeited. Students who are unable to collect a meal during the designated opening times of the Brasserie can give signed written permission for a friend to collect their meal. They may also dine with a friend by utilising another meal. In the event students are away representing the University they are entitled to apply for a meal rebate. This should be in writing to the Registrar.

### The Brasserie

The Pines Brasserie is open for breakfast, lunch and dinner with hours displayed at the entrance.

Please Note:

- A maximum of 2 meals will be issued to each Resident Student per meal period.
- Please carry ID at all times as it is required when acquiring meals.
- Your Student ID includes your meal package are non-transferable and are only valid for the date and meal period
- For the convenience of all patrons, cutlery and crockery are not to be removed from the Brasserie. Take away containers and disposable cutlery are always available from the counter.

• If you have any queries, feedback or suggestions, please email to [food@bond.edu.au](mailto:food@bond.edu.au) or speak to the supervisor on duty.

Formal events are held during the semester and students are required to dress accordingly.

Further information can be obtained from the Accommodation Assistant Manager.

### Other Outlets

#### The Pines Brasserie Ext 55076

Open for breakfast, lunch and dinner    Mon- Sat  
Open for brunch and dinner                Sunday

A wide variety of dishes from all around the world with specialty dishes, vegetarian and halal meals available

#### The THouse Ext 55551

Open Monday to Friday for great coffee, sandwiches, cakes and snacks. Fresh fruit juices and Healthy smoothies a specialty.

#### Lakeside Ext 55570

Open Monday to Friday for lunch. Quality snacks, coffee and refreshments.

#### The Chase Ext 55550

Operates Monday to Friday for lunch for various takeaway food, cold drinks, plus Japanese lunchboxes and sushi.

#### DonsTavern Ext 55573

Your place to relax with a cold beer, pool tables amusement machines and sunny outdoor area. Approved 18+ identification is required, applications available at registration.

*Bond University practices Responsible Service of Alcohol*

#### The University Club Ext 55086

Open Mon – Fri for lunch Tapas Friday nights  
Dress standards apply. Fantastic food, table

### Functions

If you intend having a function, the F & B Division caters for functions for as little as 10 people upwards and menus and events can be tailored to your requirements.

For more information please ring 55067.

## **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).

### **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**

### **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 18 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 10Base-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.

## 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:

- . **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.

### **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 fire alarms are negligently or deliberately activated, students will be fined. 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**

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) is available Monday to Friday, 9am until 4.30pm.

Public Hospital - Gold Coast Hospital Southport Ph: 55 718211

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.

Detailed information can be obtained from Student Services.

You are encouraged to discuss any instances with Student Services or you're Senior Fellows.

Such matters will be treated in the strictest confidence.

### **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 Resident Staff on duty (before 11pm) or University Security (all hours) 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 to Residents only. Care should be taken that washing is not left unattended in the machines, as items have gone missing in the past.

### Lightbulbs

Please do not purchase your own lightbulbs 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, and is placed in the alphabetical letter racks. Parcels, registered letters, cheques etc, will be held separately and a message form placed in the mail rack for collection from the University mailroom. Any mail of importance, please advise the Accommodation Office and we will keep that item behind reception. Post Office boxes are also available for hire through the campus Post Office.

Your mail should be addressed as follows:

Your Name

Student Accommodations

Bond University Q. 4229

AUSTRALIA.

### 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 insurance. **Doors should always be kept locked.**

### Functions

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 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.

### TWIN SHARE ROOM - USING A PIN NUMBER

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.
- Phone bills are calculated once a month, detailed copies can be obtained by emailing the voice communications office at [pabx@bond.edu.au](mailto:pabx@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.its.bond.edu.au/pabx/>

### 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.
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 are:

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+ sunscreen 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 25km 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**

Residents are expected to display common sense and consideration for other Residents at all times. Abusive or aggressive behaviour 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.
- Incidents of misuse of alcohol (i.e. drunkenness and/or non-conformity to rules regarding alcohol consumption) may result in termination of residency.
- Alcohol must be purchased in cans only.
- Drink spiking and drink driving not tolerated.

### **Ball Games**

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

### **Caring for Others**

Tolerance for other people and their differences is a fundamental necessity for successful living in a 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.**

### **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.

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

### **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.

### **Smoking**

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

### **Visitors**

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

Visitors are not permitted to stay in Residence overnight.

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

### **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.

### **Pets**

Pets are not permitted anywhere in the Residences.

## **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 Graduand.

### **Graduands**

Graduands may seek special consideration from the 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**

The Residence Office is situated on Level 2 of the Student Centre and is open Monday to Friday between 9 am and 4 pm.

Outside office hours a Resident Fellow member is rostered on duty 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. Students should try to contact the staff member on duty firstly, by telephone; if there is no response they can then be contacted on pager by telephoning Ext. 51777, pressing the relevant pager number and then your telephone extension number. The staff member will contact you as soon as possible.

Resident Fellows can be contacted on the following numbers:

Block A	Ext. 54634
Block B	Ext. 54769
South Tower	Ext. 55685
North Tower	Ext. 55476
Accommodation Centre	Ext. 55301