

# **DUNMORE LANG**

## **COLLEGE**

### **Student Handbook**

#### **DISCLAIMER**

The information in this Handbook is provided in good faith as accurate at the time of distribution. Corrections and modifications will be advised as necessary. The College reserves the right to amend this document at any time.

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## **Section 1: Welcome from the Principal**

We are glad you have chosen to join the Dunmore Lang College community and look forward to meeting you and celebrating your successes during your time here.

We are a proudly diverse and inclusive community welcoming students from many different and intersecting backgrounds, beliefs, and expressions and we are committed to ensuring every member of the community is treated with respect and dignity.

Students are free to live in the College without the need to explain any aspects of their lives including but not limited to gender, religious beliefs, sexuality, financial status, disability or health, or political beliefs either privately or publicly. We respect individual choices and their right to privacy and ask other community members to do the same.

As a member of the Dunmore Lang College community, we look to you to play an active role in upholding these values so that our community remains genuinely respectful, inclusive, welcoming, safe, and supportive for everyone.

Please familiarise yourself with the following pages, they provide an overview of what you can expect as well as our expectations of you as a Dunmore Lang College resident. If you follow these guidelines and treat others well, then you and everyone else will have an enjoyable and safe experience.

### **Dunmore Lang College**

Established in 1972, our mission is grounded in the belief that access to university study changes lives: the lives of students, their families, and their wider communities. By undertaking university study, students open new pathways and opportunities for their futures as well as becoming role models for others to follow.

Today we remain focussed on creating opportunities for students from rural and regional areas, Indigenous, and first in family backgrounds who might not otherwise be able to complete a degree. Over the years we have established a significant outreach and scholarship programme to support students to come to Sydney and study at Macquarie University.

All monies received from our operations fund are directed to student services including leadership and work-ready skills training as well as the provision of scholarships and bursaries. The College is committed to upholding the values that support a successful residential community including respect, diversity and inclusion, personal responsibility, encouraging excellence and providing leadership opportunities for all members of the Dunmore Lang College community.

### **Our Community**

Since our beginnings in 1972, over twelve thousand students have lived at Dunmore Lang College including over six hundred Residential Advisers (RAs) and almost two hundred Association of Dunmore Lang Students' Executive (ADS) and a long list of Committee Heads, O'Week Leaders, and Student Board Members.

The College is comprised of two wings (McCredie and Mansfield) in the original buildings and two wings (Doust and Miller) in the later addition.

Within these wings, there are floor communities which will become your primary social and support group. RAs are allocated to look after the individual floor communities, organising activities, acting as mentors, and providing advice about the many issues faced by students.

The RAs are supported by the Dean of Students (Emily Itto) and Assistant Dean (Aimee Woods), Student Engagement Coordinator (Georgia McKenzie), and Senior Duty (Issy Spice), as well as the overnight Community Supervisor.

Living in a residential community offers many benefits for everyone, but it also comes with responsibilities. Despite our best intentions, given the number of people and the potential for miscommunications and misunderstandings, this can be difficult to navigate. Staff and student leaders (RAs) are available to assist you to

navigate these difficulties and find common ground if not full agreement. The best place to start is with your floor RA as they can explain the options available and assist in finding a resolution.

There is no one model for being a Dunmore Lang College student – we simply ask that in being you, you respect and support others to be themselves.

### Expectations and Responsibilities

See also [Student Resources](#) on the College website for an online version of this Handbook.

What You Can Expect	Your Responsibilities
To be treated with respect and dignity by staff, student leaders, and other students.	To treat others with respect and dignity.
	To actively seek and reaffirm the enthusiastic consent of others in all relational and other matters.
To be treated fairly and in accordance with the College Handbook.	Not to discriminate against others (staff, students, or visitors to the College) based on gender, ethnicity, age, disability, sexuality, gender expression, religious beliefs, cultural or linguistic background nor in accordance with current NSW and Federal laws.
To have your information kept private and confidential in accordance with NSW and Federal law.	To respect the privacy and confidentiality of others, avoiding all forms of gossip, innuendo, or intrusion into the private lives of others.
To have any issues or complaints dealt with fairly, confidentially, according to the process outlined in the College, and in a timely manner.	To be honest and act with integrity including when you have made a mistake.
To be listened to, heard, and supported.	To reach out for advice or assistance – for yourself and/or others – in a timely manner.
To have your choices and autonomy respected by staff and other students.	To avoid impacting negatively on the freedom and enjoyment of others.
To be safe; to be protected by policies, procedures, and practices.	To follow: <ul style="list-style-type: none"> <li>• The Student Code of Conduct</li> <li>• Dunmore Lang College Handbook</li> <li>• <a href="#">Dunmore Lang College Policies</a></li> <li>• <a href="#">Macquarie University Student Conduct and Charter</a></li> <li>• Federal and NSW legal requirements</li> </ul>

The College will deal with all complaints or concerns by upholding the key principles of procedural fairness, natural justice, and timely resolution. We will provide support for all involved parties including external mediation or assistance as appropriate.

If your behaviour and/or actions are not consistent with our expectations, the College Handbook, or policies, and/or common courtesy and decency, we will take steps to resolve the issue: Firstly, through mediation, restorative justice, and/or community service but depending on the circumstances, may also include sanctions including termination of your Accommodation Contract.

If your behaviour or actions constitutes a breach of NSW or Federal law, the matter will be referred to NSW Police and termination of your accommodation place will be effective immediately.

#### **How can I raise an issue, concern, or make a complaint?**

- Speak to your RA ([or any RA](#))
- Contact a [College staff member](#)
- Scan the 'Respect X' QR code (on your noticeboard and around the College) and submit a named or [anonymous report](#)
- Read the [Action Charts](#) at the end of the College Handbook
- Make an appointment to see the [College Psychologist](#)
- Call 9856 1000 to speak with the office or the duty person 24/7

Anonymous reports via the Respect X app will be followed up anonymously through a portal where the College is able to communicate directly with the student impacted. The College will also provide general information or educational responses to all to ensure everyone is aware of the issue, expectations, and how to respond.

Please do not hesitate to reach out for advice or assistance – we are here to help in whatever way we can.

Welcome to Dunmore Lang College and all the best for a successful and enjoyable year.



Dr Alasdair Murrie-West  
Principal

## Section 2: Introduction to Dunmore Lang College

### Dunmore Lang College Vision Statement

Enriching students' lives; creating futures

### Dunmore Lang College Mission

To create opportunities for students from a diverse range of backgrounds and experiences to access University study in a residential academic community based on respect, personal responsibility, and service.

### Values

- ❖ Personal integrity, autonomy, and community responsibilities.
- ❖ Dunmore Lang College is a residential community based on personal responsibility, integrity, and respect. Individual autonomy is supported alongside the need to remain aware of the autonomy and needs of others to uphold a respectful, inclusive, and harmonious community.
- ❖ All members of the College community are expected to take responsibility for their actions and any subsequent consequences.
- ❖ As a community, we also acknowledge our responsibility to contribute to the wider community through community service and volunteering.
- ❖ Welcoming and respecting diversity.
- ❖ We are a community of students and staff from a wide range of experiences, cultural and linguistic backgrounds, faiths, sexuality, and gender expressions. We welcome and respect the contribution of all individuals for what they bring grounded in the belief that diversity enriches everyone's experience and worldview.
- ❖ Excellence.
- ❖ We seek to encourage and support students to achieve their best across all personal, college and university endeavours.
- ❖ Affirming student leadership.
- ❖ Students are encouraged and actively supported to seek leadership in Dunmore Lang College and in the wider communities.

### Statement of Philosophy

Dunmore Lang College is an independent, not-for-profit Residential College affiliated with Macquarie University

The College:

- Acknowledges the traditional owners and custodians of the land on which the College is situated and seeks to integrate this in all aspects of College life and administration.
- Seeks to provide students with an environment which respects the integrity and autonomy of individuals within and in balance with the wellbeing and safety of the College community as a whole.
- Promotes the wellbeing of students through an integrated programme of staff and peer-led support, community standards and external support agencies
- Encourages the pursuit of excellence in all aspects of College life including academic, social and spiritual goals as well as the various activities and endeavours which constitute University and College life.
- Affirms our commitment to the principles of equity and equality which have been integral to the philosophy of the College since its foundation.

- Affirms the diversity of society and seeks to respect these differences by embracing this multiplicity in all aspects of College life.
- Endeavours to maintain the highest possible professional and ethical standards in the conduct of our operation and in the quality of our services.
- Acknowledges the privileges and benefits that accrue from living in a Residential College and encourages an ethic of community service among all students.
- Promotes student leadership and encourages involvement in the College operations and community management.

### **A Brief History**

The first students entered Dunmore Lang College in 1972, beginning the tradition of affiliated Residential Colleges on the Macquarie University campus. The idea of a Residential College was conceived in 1948 by interested members of the Presbyterian Church under the guidance of Miss Dorothy Knox, the Principal of the Presbyterian Ladies College at Pymble.

Their initial aim was to provide accommodation for women students from country areas at the University of Sydney, but this hope remained unrealised after almost twenty years of searching for a suitable site. In 1967 a site was accepted at the new Macquarie University and the buildings were completed in 1971 with three quarters of the funding coming from the Commonwealth and State governments and a quarter from private donations. At this point it was decided the College would be co-educational.

Appropriately, the College was named after the industrious and controversial Presbyterian Minister John Dunmore Lang, who through more than half of the 19th century worked to realise his dream of Australia as a free, enlightened, independent and moral community. Not only is John Dunmore Lang now considered by many to be Australia's first republican but he also championed education and campaigned strongly on behalf of workers in the new colony, Aboriginal Australians and women.

It is also important to honour the name and tireless efforts of Miss Dorothy Knox, who not only had the original vision but also played a leading role in every aspect of establishment of the College.

The College welcomes students from all walks of life. It is an autonomous institution, independent of its Church beginnings but informed by the ethos of its founders.

For over fifty years, Dunmore Lang College has fulfilled the original vision of its founders. It continues to foster high performance in education and a spirit of care and community that develops future leaders and valuable members of our local and wider communities.

### **Governance**

The governance of the College is overseen by a [Board of Directors](#) in accordance with the constitution of Dunmore Lang Colleges Limited (ACN: 000 640 120).

## Section 3: The faces of Dunmore Lang College

### College Staff

#### Principal

Dr Alasdair Murrie-West  
BA, BCA, BD (Hons), PhD (Melb),  
FGIA  
[principal@dlc.nsw.edu.au](mailto:principal@dlc.nsw.edu.au)  
0420 688 121

#### Dean of Students

Emily Itto  
BA, MA (Indigenous Education)  
[dean@dlc.nsw.edu.au](mailto:dean@dlc.nsw.edu.au)  
0449 252 051

#### Business Manager

Sheryl Brown  
[cfo@dlc.nsw.edu.au](mailto:cfo@dlc.nsw.edu.au)

#### Student Engagement Coordinator

Georgia Mckenzie  
[student.support@dlc.nsw.edu.au](mailto:student.support@dlc.nsw.edu.au)

#### Assistant Dean

Aimee Woods  
BA (Anth)  
[assistant.dean@dlc.nsw.edu.au](mailto:assistant.dean@dlc.nsw.edu.au)  
0409 423 702

#### Admissions & Enrolments Coordinator

Amy McCarthy-Edwards  
BA, MA (Sport Sci)  
[admissions@dlc.nsw.edu.au](mailto:admissions@dlc.nsw.edu.au)

#### Senior Accountant

Angela Xu  
MA (Acctg), CPA  
[accounts@dlc.nsw.edu.au](mailto:accounts@dlc.nsw.edu.au)

#### Project Accountant

Grace Li  
B.Com(Acctg), M.Com(Acctg),  
CPA

#### Events & Facilities Coordinator

Jim Boag  
BA (Hist)  
[events@dlc.nsw.edu.au](mailto:events@dlc.nsw.edu.au)

#### Executive Assistant

Pernille Jack  
BFA  
[executive.assistant@dlc.nsw.edu.au](mailto:executive.assistant@dlc.nsw.edu.au)

#### Reception

Mallika Welagedera  
LLB  
[reception@dlc.nsw.edu.au](mailto:reception@dlc.nsw.edu.au)

#### Community Supervisor (Overnight)

Cherie McGregor  
[community.supervisor@dlc.nsw.edu.au](mailto:community.supervisor@dlc.nsw.edu.au)

The Principal and Dean of Students both live on-site and are available during the day as well as outside of office hours to provide advice or assistance to you. They both have extensive experience in the resolving the issues faced by students studying at university and living in a residential community.

### Catering Team

#### Catering Manager

Andrew Treacher

#### Chefs

Philip Chuor  
David Dong  
Ken Reid  
Jacob Lee

#### Catering Assistants

Laxmi Bista  
Rashoj Poudel  
Saraswoti Manandhar  
Tess Lee  
Viviane Lima

### Student Leadership Teams

#### Resident Advisers (RAs)

Hamish Wallace  
Charlotte Bagnall  
Cooper English  
Hudson Harmer  
Jasmine El Hanafy

Patrick Subbaraman  
Hannah Jones  
Jessica Vernon  
Lizzy Meadows  
Stephen Papworth

Scarlett Banks  
Bella Metcalfe  
Tamy Barron Enriquez  
Issy Spice (Senior RA)

### Association of Dunmore Lang Students (ADS) Executive

#### President

Nina Smedley

#### Treasurer

Charlotte Jones

#### Senior Vice President

Dan Hunter

#### Secretary

Abbey Hall

#### Social Vice President

Jett Floyer-Kell

### Harassment Contact Officers

Dr Alasdair Murrie-West (Principal)  
Emily Itto (Dean of Students)

[principal@dlc.nsw.edu.au](mailto:principal@dlc.nsw.edu.au)  
[dean@dlc.nsw.edu.au](mailto:dean@dlc.nsw.edu.au)

### Aboriginal and Torres Strait Islander Representatives

2026 appointments to be confirmed

### LGBTIQ+ Representatives

2026 appointments to be confirmed

### Privacy Officer

Dr Alasdair Murrie-West (Principal)

[principal@dlc.nsw.edu.au](mailto:principal@dlc.nsw.edu.au)

### Board of Directors

Mr Ty Birkett (Chair)  
Dr Alasdair Murrie-West  
Emeritus Professor David Barker AM  
Emeritus Professor Michael Johnson  
Dr Sonya Willis

Mr Mark Byrne  
Ms Selina Hiew  
Ms Cassie Loder  
Ms Danielle Fuller

### Dunmore Lang College Fellows

The College recognises a number of Fellows. These are individuals who have made a significant contribution to the College either in the past or currently and have been honoured by the Board of Directors for their outstanding service:

Mr John Almgren AM (dec.)  
Professor Chris Baumann  
Mrs Margot Doust AM (dec.)  
Mr Greg Eddy  
Mrs Diana Gammon  
Mrs Philippa Graham  
Professor Glenice Hancock (dec.)  
Mr Geoffrey Harrison

Ms Diane Maclean  
Emeritus Professor Bruce Mansfield (dec.)  
Mr Charles Miller (dec.)  
Rev Dr John Pender (dec.)  
Ms Rosalie Ramsay AM  
Mr John Reid AO  
Ms Freda Whitlam (dec.)

## Section 4: Living in the College Community

### Resident Advisers (RAs)

The College appoints a team of Resident Advisers (RAs) each academic year based on a ratio of 1 RA to 20 students. They are supported by staff and the Senior Residential Adviser (SRA) who acts as a mentor and first point of advice for RAs. The SRA and RAs are important and valued student leaders in the community, and they are available for advice and referral.

Their primary responsibility is the care and support of students on their floor as well as the wider community on an as-needs basis. RAs work with students to build a sense of community and a feeling of “home” on their floor through regular meetings, events, and activities.

They provide advice and assistance, may act as an advocate for you, are available to accompany you to the hospital, medical or other appointments, can provide referrals to external agencies, as well as representing your concerns and making suggestions to improve the college experience.

The SRA/RAs meet regularly with the Dean of Students and Assistant Dean.

RAs are also rostered on duty when the administration office is closed on weekday evenings and during the weekend.

### Association of Dunmore Lang College Students (ADS)

All college residents automatically become members of the ADS on payment of the compulsory ADS fee. The aims of the ADS as stated in the ADS Constitution are to:

- promote the interests and welfare of ADS members
- afford a recognised means of communication between the ADS and the Dunmore Lang College Administration as well as any other body
- represent ADS members in matters affecting their interests and promote members' participation in the consideration of such matters
- represent, or arrange for representation of, any ADS members or group of members before any authority provided that the student member agrees to be so represented and that such action does not prejudice the interests of members generally.

### ADS Executive

The ADS Executive Committee, elected each year by the student body, work with the elected Committees to organise much of the cultural, social and sporting life of the College.

The ADS Executive is also available to you during reasonable hours to provide peer advice, represent your concerns, make suggestions and act as a voice for the student community. The ADS Executive meet regularly with the Dean of Students and Assistant Dean.

### ADS Committees

The ADS Committee Heads are also elected each year and are supported by student committee members and volunteer helpers. Joining a committee is a great way to develop your skills and experience. You are encouraged to volunteer your time, skills and efforts with any of these Committees:

- Ball
- Charity
- Community
- Entertainment
- Food
- International
- Magazine
- Merchandise
- Social
- Sports
- Environment

## After-hours Support

### Duty RA, Community Supervisor and College staff

After-hours contact number: 9856 1000 or the RA phone 0437 473 935.

There is always a staff member or Duty RA after hours and you are encouraged to call for advice or assistance at any time, including for any after-hours disturbances in College.

The College expects you to accept personal responsibility for your behaviour and to always have regard for other students' needs. Unfortunately, it is sometimes necessary for Duty Staff to remind students that their behaviour is unacceptable or disturbing others. In such situations, students must comply with all requests quickly and in good grace.

If you believe any instructions are unreasonable, you should comply with the request or instructions at the time and discuss the matter later with the SRA or the Dean of Students.

	Monday - Thursday	Friday	Saturday	Sunday
9am – 5pm	Office	Office	Duty RA	Duty RA
5pm – 11pm	Duty RA	Duty RA	Duty RA	Duty RA
11pm – 9am	Community Supervisor	Community Supervisor	Community Supervisor	Community Supervisor

### College Staff after hours

In addition, staff living onsite are available after hours in emergencies as follows:

- Dr Alasdair Murrie-West, Principal - 0420 688 121
- Emily Itto, Dean of Students - 0449 252 051

### Academic Life in College

The primary purpose of the College is to provide an environment conducive to academic success.

As part of the accommodation agreement, you agree that the College accesses your enrolment status post census date and your results for each semester from Macquarie University (or similar entities) to monitor progress and, where applicable, Academic Assistance Agreements are developed to help you achieve your full potential.

In addition, you are strongly encouraged to utilise the study skills, essay writing, report writing, and time and stress management sessions provided by Macquarie University.

The Dean of Students, Assistant Dean, Community Supervisor, SRA, and RAs are also available for academic advice and support.

### Study Hall and Tutorials

Study Hall is run every week during semester for first year students. First years are expected to attend one session per week where they have access to generalised tutors who assist with the transition into tertiary study, create an environment conducive to study and provide an opportunity for students to meet other students studying similar degrees.

In addition, tutorials for all undergraduate students are available upon request. You should contact the Assistant Dean and request a meeting to discuss your units of study and specific needs for the tutorials. The Assistant Dean will endeavour to find a suitable tutor for the semester. Students engaging in tutorials are

expected to attend all sessions or notify the tutor in advance if they are unavailable. Attendance is taken at all sessions.

### Academic Underperformance

Macquarie University issues each student’s academic standing at the end of every semester guided by the Macquarie University [Academic Progression Policy](#). At the end of each semester once the College receive all student results, if your academic standing is academic caution or monitored enrolment, you will meet with either the Dean of Students or the Assistant Dean to discuss any circumstances that may have arisen throughout the semester that hindered your ability to study and to establish an action plan or academic agreement for the upcoming semester.

If your academic standing progresses to academic pause, you will no longer be eligible to be a resident at Dunmore Lang College. After an academic pause, if you return to study, you will be on probation in line with Macquarie University’s Academic Progression Policy. It is at the discretion of the Dean of Students if you will be able to rejoin the Dunmore Lang College community.

### Dining at College

#### Dining Hall

The College dining area includes the Dining Hall and courtyard located on Level 2 between East and West Wings. All meals are cafeteria style and made up of meat options, vegetarian, vegan as well as dietary requirements for individual students.

#### Meal Times (unless otherwise advised)

MEAL	DAYS	TIMES
Continental Breakfast	Mon - Fri	7:00am – 9:00am
Continental Breakfast	Sat – Sun	7:30am – 11:00am
Hot Breakfast	Mon - Fri	7.30am – 9:00am
Lunch	Mon - Fri	12:00pm – 1:30pm
Brunch (Cook your own)	Sat - Sun	9:00am – 1:30pm
Dinner	Mon - Sun	6:30pm – 7:45pm

Students are required to activate their fob on the swipe card reader at the entry into the servery for each meal. You are responsible for bringing your fob to all meals and ensuring you swipe before collecting your meal.

Second helpings of lunch and dinner are available once all students have had a chance to eat. You are welcome to ask catering staff after 12:30 pm and 7pm. You do not need to swipe a second time during the same meal.

Any food removed from the Dining Hall is at your own risk.

Crockery and cutlery must be returned to the Dining Hall. If more than one set of crockery and/or cutlery are found in your room outside of the Dining Hall fines will apply dependent on the number of items found. Disposing of crockery and cutlery in a rubbish bin will result in a fine of \$50-150 depending on the number of items and/or Community Service. Repeat offenders will face a review of their place at the College.

In the last week of each semester a notice will be given to students requesting the return of missing items and an audit of crockery and cutlery will be conducted. If there is less than 2% loss of stock (accounting for breakages and standard attrition) then the college will provide a dessert evening for everyone to enjoy as a thank you for always returning crockery and cutlery, and more importantly respecting our community.

### **Dining Etiquette**

Please dress in a manner that ensures the comfort of others and if asked to change by staff do so promptly and with good grace. Footwear must be worn at all times due to health regulations.

Do not take more food than you can consume during a meal; you can always go back for 'seconds' in the last half hour of service if you are still hungry.

### **Visitors Dining at College**

Visitors and guests are welcome to dine at the College with a meal ticket purchased for \$10 a meal from Reception or the Duty RA. You must accompany your visitor at all times, and they need to be dining with you, not coming to the dining hall on their own.

From time to time, e.g. during recess periods or formal dinners, mealtimes or food service locations may be altered, and you will be notified of any changes.

### **Meals for Students Who Are Sick**

If you are unwell, please contact your RA, the Duty RA or the Dean of Students and arrange for a meal to be brought to your room. Special meals such as soup; smoothies or soft foods are also available.

### **Special Meals**

The College provides for dietary requirements. The Catering Manager will be advised of the information you provided at enrolment. Please talk to the Catering Manager or Dean of Students if you require any assistance.

### **Late Lunches**

Please submit a request to the kitchen before 12.00pm on the day required using the white folder on the table near the coffee machine. Lunch can be collected from the kitchen from 1.30pm until dinner service.

### **Late Dinners**

Please submit a request to the kitchen prior to 6.00pm using the white folder on the table near the coffee machine. Late meals can be collected from the kitchen up to 8.00pm or from the Common Room kitchenette fridge after 8.00pm. If more than three meals are not collected over a semester this privilege will be suspended.

There are microwaves in the Dining Hall, kitchenettes, and Common Room for reheating meals.

### **Pre-packed Lunches**

If you are not at College for lunch service you can bring a takeaway container to dinner the night before and collect a dinner meal or pack food from the servery to take with you the following day. Please remember to store food responsibly and keep things refrigerated as necessary.

### **Wi-Fi (Macquarie University)**

Wi-Fi in College is accessible from all study bedrooms and common areas. The Wi-Fi connection is provided by Macquarie University, and you are bound by the relevant acceptable usage policies (AUP) including those of Macquarie University, and State and Federal legislation. The Macquarie University policy includes staff, students, and casual guests, whether using the College's computers or their own on the Macquarie University network. For the full policy please refer to [Appendix A](#).

You are to have an active and up-to-date anti-virus programme installed on any device connecting to the Macquarie University network and, where applicable, to the Dunmore Lang College network.

## **Social Media**

When using social media, the College community needs to follow the personal standards expected at College including those outlined in this Handbook and also in the Code of Conduct, and other College policies.

The College will act against any student engaging in bullying or harassment or defamatory remarks, including referring any illegal activities to NSW Police.

For more details, please refer to the College Social Media Policy in [Appendix A](#), and the [Social Media Policy Action Chart](#).

## **College Expectations and Code of Conduct**

### **Code of Conduct**

Living in Dunmore Lang College is a privilege that presumes a level of responsibility, respect, self-moderation and consideration for others.

All students should be able to live in a safe and secure environment where they can study, work and live effectively and comfortably. Living as part of a larger community requires everyone to exercise restraint and to show respect and care for our impact on others. This includes recognising that some types or levels of behaviour are unacceptable.

You must accept responsibility for your own actions and for those of your guests.

The Principal is ultimately responsible for ensuring that the College operates within the appropriate guidelines and will deal directly with those involved, if necessary. It is important to recognise that behaviour which is inconsistent with the College's and University's Code of Conduct or elsewhere in this Handbook can have consequences as set out in the [Disciplinary Procedures](#).

In addition, students and staff are required to operate under State and Federal laws and students are also governed by the by-laws of Macquarie University.

### **Macquarie University Student Code of Conduct**

Macquarie University is committed to providing a fulfilling and rewarding learning and research experience that enables students to achieve their full academic potential.

This commitment is supported by the University's [Student Code of Conduct](#) which enshrines your rights and responsibilities into the cultural and structural framework of the University. It is further supported by the University's [Student Conduct Rules](#) and by an expectation that you must accept your shared responsibility for maintaining a safe, ethical, harmonious and tolerant University environment, which includes the College as the College is situated within the grounds of the University.

As the College is an affiliated Residential College with Macquarie University, you must comply with the Macquarie University Student Code of Conduct while living in the College. Failure to comply with this Code may lead to consequences not only from the University but also from the College.

### **Community Behaviours & Expectations**

#### **Complaints and Raising a Concern**

You can register a complaint, in person, through your RA/any RA, SRA, Community Supervisor, staff or online via the [Respect X app](#). Online notifications can be named or anonymous.

#### **Discrimination and Harassment**

The College community is founded on respect for the beliefs, opinions, feelings, person and property of others. Responsibility for maintaining such an environment rests with every student of the College community. Consideration for others is expected at all times and students need to be aware that any undue pressure on, disturbance, or harassment of others is unacceptable and will be viewed very seriously.

The College works within the following definition of harassment:

"Harassment is any form of behaviour which is unwelcome, unreciprocated and usually, though not always, repeated. It can be sexual or may arise from discrimination on the basis of gender, race, disability, religion, sexual preference or some other factor".

The College takes its responsibility in this area very seriously and will address, prevent and stop any discrimination or harassment of students and staff of which it becomes aware.

Links to the College's policies on harassment and student grievance procedures appear in [Appendix A](#) and are also available on the College website.

## **Sexual Harm and Sexual Harassment**

Sexual assault means any intentional or reckless act, use of force or threat to use force involving some form of sexual activity against another person without the person's consent.

Sexual harassment includes unwelcome sexual advances, requests for sexual favours or other conduct of a sexual nature that makes a person feel offended, humiliated, or intimidated, where a reasonable person would anticipate that reaction in the circumstances. Sexual harassment can occur in person or through other forms of communication or contact.

Some actions may constitute sexual harassment even if unintended. Examples can include gestures, display of offensive pictures, comments of a sexual nature, implicit or explicit demands for sexual activities, physical contact such as patting or pinching, repeated phone calls or voice mail messages and/or entering a person's room without an invitation.

The College takes its responsibility in this area very seriously and will address, prevent, and stop any harassment of students and staff of which it becomes aware.

Links to the College's policies on sexual assault and sexual harassment and student grievance procedures appear in [Appendix A](#) and are also available on the College website.

There are both formal and informal procedures for dealing with sexual assault and sexual harassment complaints. It is also possible to have a complaint dealt with by someone outside the College.

## **Noise**

The most common complaint from students about other students is excessive noise. Every member of the College community must consider others in this respect and accept responsibly for their own behaviour.

Courtesy and consideration for others requires that noise is kept to a reasonable level at all times in the College with no noise after 11pm during the academic year and after 9pm during the exam periods. If the noise can be heard outside your room or the noise is reasonably bothering another person, including noise coming from common areas – it is too loud. You are also expected to respond courteously and promptly to requests to reduce noise.

During the exam period noise restrictions apply from 9pm. If the college receives a noise complaint from you or your room during this period, it is assumed that you have finished your exams and no longer require accommodation to complete your university study, assessments or exams. Consequently, any noise complaint about you or your room will require you to leave the College following day.

Where an RA or staff member is informed of a complaint about noise, the student (or their guest) responsible will be asked to stop and, if this is not effective, the matter will be referred to the Dean of Students or Principal for further action.

To minimise noise disturbing others, we ask you to:

- Keep the volume down and bedroom doors closed, or wear headphones
- Not gather in rooms, corridors, balconies or courtyard areas after 11pm (9pm during exam periods)
- Respect any requests to reduce your noise.

## **What to do if you are disturbed by another student's noise**

If comfortable to do so, ask the individual/ individuals responsible to be quiet or contact your RA to assist or, after hours, the Duty RA or Community Supervisor on 9856 1000. RAs and staff will do everything possible to keep the identity of a person making a noise complaint anonymous.

## **Smoking/Vaping and e-cigarettes**

Macquarie University is a smoke-free campus except for designated smoking zones across campus. As the College is situated on university grounds, it is also a smoke-free environment, and this includes vaping and e-cigarettes anywhere in the College buildings and on the grounds.

Smoking/vaping or the use of e-cigarettes anywhere on the College campus will result in an automatic fine of \$50. Additional fines and consequences will apply if a fire alarm is triggered. Please refer to [Fire safety](#).

## **Alcohol and Drugs**

Students who are under 18 must not consume alcohol in any part of the College, except at formal dinners under the supervision of staff and RAs.

The consumption of alcohol by all residents must always remain within reasonable limits. Excessive drinking is prohibited in College due to its adverse effects on the individual's health and welfare and that of the College community. Students who drink to excess or whose alcohol-affected behaviour disturbs other people will be subject to a formal warning and may jeopardise their place in College.

Alcohol is not permitted in the Dining Hall or courtyard during mealtimes, except on Friday and Saturday nights where students are welcome to bring a drink to have with their dinner and in the case of formal/special dinners when it is served by the College under licence. To comply with the licence, students must not bring their own alcohol to formal occasions.

## **Possession of illegal drugs or substances in College**

Possession of illegal drugs and substances, as well as nitrous oxide, 'nangs' or other types of dissociatives within the College is unacceptable. This includes possession, use, selling and distribution.

At the discretion of the Principal and dependent upon the circumstances and the student's attitude and willingness to participate, the Principal may allow/require the student to participate in counselling and/or drug rehabilitation and perform Community Service. Alternatively, the Principal will terminate the student's accommodation contract with immediate effect.

Also, at the discretion of the Principal, any incidents involving illegal substances will be referred to NSW Police for further action.

Any evidence of dealing illicit drugs will be referred to NSW Police without notice to any involved parties.

## **Disciplinary Procedures**

At times, student behaviour requires action to be taken to ensure the behaviour stops, damage is limited, and affected persons are accorded a sense of justice or closure.

Behaviour by a student which is in breach of provisions of this Handbook (referred to as a breach or being in breach) will be dealt with under this section of the Handbook.

Underpinning the College's approach to such matters is the aim to:

- Provide a fair and, as far as possible giving due consideration to individual privacy, an open and transparent process
- Provide appropriate privacy and confidentiality to all involved persons
- Where possible, aim for a sense of Restorative Justice over fines or other disciplinary actions.

Any illegal activities will be dealt with at the highest level and are not eligible to be considered within the restorative justice framework.

All involved students will be encouraged to bring a support person to meetings and a translator/ interpreter will be provided, if required.

When an issue or complaint is raised, the following steps take place:

1. The staff member or the RA will approach the student/s involved about the breach and request they stop.
2. If the staff member or the RA in consultation with the Dean of Students considers that the breach is not serious and the student responds readily and positively, no further action is required.
3. If an RA observes a serious or repeated breach, or if the offender refuses to respond appropriately, the RA will record date, time, nature of the breach, name(s) of the student(s) involved and may refer it further at the time or the following day.
4. Where possible, and even if disciplinary action is taken against a student, the complainant's name will be kept private.

#### Role of the Principal and Dean of Students

The Principal or the Dean of Students may:

1. Subject the student to censure and give warning of harsher disciplinary action.
2. Impose fines.
3. Require a student to undertake Community Service work within the College grounds of such a nature and for such a period as the Dean of Students determines and impose an hourly fine if the community service is not completed.
4. Remove certain privileges.
5. Refer serious matters to the Principal with a recommendation of disciplinary action to be taken:
  - a) suspend a student from the College for a stated period.
  - b) inform a student that they will not be permitted to reside at the College after completion of the current semester.
  - c) from a specified date, ask the student to leave and possibly deny further access to the College.
  - d) immediately terminate the student's residency and deny further access to the College.

#### Immediate Suspension or Expulsion

Notwithstanding any provisions in this Handbook if, in the opinion of the Principal, the breach is such that the immediate suspension or expulsion of a student is required in the interests of the safety of the community or any student, the Principal may suspend or terminate the contract of that student. A separate notification may also be sent to the parents/guardians of the student.

## Section 5: Emergencies, Health and Safety

A list of emergency and other useful contact numbers is provided in every student room on a postcard pinned to your noticeboard. This information is also available from SRA/RAs, the Community Supervisor, College Staff and noticeboards around College.

### Fire, Police, Ambulance

Call 000 if you need urgent attention and notify a staff member or RA for assistance.

### First Aid

All RAs and Senior Duty Staff are trained as First Aid Officers and are equipped with a first aid kit to assist. In an emergency or if a College staff member or RA deems the situation to be serious, an ambulance will be called.

### Medical Clinics

The closest medical clinics are located at the Macquarie University Hospital and in the Macquarie Shopping Centre. Macquarie University Hospital Clinic offers concession rates for full-time students. A Medicare or Overseas Student Health Cover card is required.

### Hospitals

The nearest Emergency Department (ED) is at Ryde Hospital located on Denistone Road, Eastwood, approximately 15 minutes by car. There is a larger ED at Royal North Shore Hospital (RNS) on Reserve Road, St Leonards, approximately 20-25 minutes by car. An RA or staff member can drive you to the hospital if you need treatment. All accidents, injuries and/or infectious diseases must be reported to your floor RA, Duty RA or staff member.

### After-hours advice lines

- National Home Doctor Service 13 74 25
- Health Direct 1800 022 222

### Pharmacies

There is a pharmacy located on the Ground floor of the Macquarie University Hospital and there are three pharmacies in the Macquarie Shopping Centre.

There is an after-hours pharmacy located at 46 Blaxland Road, Top Ryde. It is open 9am-9pm, 7 days per week. An RA or staff member can drive you if you need transport.

### Infectious Diseases

If you become ill, in the interests of your health and of other students and staff of the College, you should consult a medical practitioner as soon as possible. While you are waiting for a diagnosis/test results you must isolate in accordance with the College's procedure/directions.

### In-house isolation during Infectious Period

If you are diagnosed with an infectious disease, immediately inform the Dean of Students or the Principal. At the discretion of the Principal, you may be permitted to remain in College in an isolation room. You must:

- a) Remain in the allocated study bedroom and dedicated bathroom area.
- b) Avoid common areas of the College, including the dining hall.
- c) Not attend any College activities or the University.
- d) Arrange a friend to deliver meals.

In some instances, and at the discretion of the Principal, you may be required to leave College for the period that the disease remains infectious. Return to College is dependent on you producing to the College a medical certificate stating that you are fit to return to and live in a community with minimal or no risk to fellow students.

If you fail to comply, you may be required to leave the College temporarily for the balance of the period that the disease remains infectious or, if the breach is deemed serious, you may lose your accommodation place.

## **Fire safety**

### **Fire Alarms**

The alarm system is connected directly to the local Fire Brigade who will attend every activation. If an alarm is triggered:

- You will be advised to stand-by while the cause is investigated.
- If it is a false alarm the alarm will be de-activated, and a message will be given over the PA.
- If there is a fire or smoke, immediate evacuation of the building will begin.
- When the message is to evacuate, everyone must comply immediately as there is a fire and it is important the building is urgently cleared. Failure to evacuate when instructed may result in a suspension or termination of accommodation.
- Fire Alarm evacuation maps are displayed on the back of the door in each room of the College. Familiarise yourself with the closest evacuation route and the location of the muster area.

If there is a fire where you are, evacuate immediately, shut the door (if possible) and activate the alarm.

### **Fire Detection Equipment**

Fire extinguishers, fire hoses, fire detectors and fire blankets are located around the College. The misuse of firefighting equipment is prohibited as it can lead to tragic consequences if equipment is not available and working in the event of a fire.

The fine for tampering with, covering up or in any way disabling fire or smoke detection equipment is up to \$2,200 for a first occurrence (\$5,500 for subsequent occurrences). The College will pass on fines received regarding tampering from Fire and Rescue NSW, including the call-out fee, approximately \$1800 (subject to change from Fire & Rescue NSW). In addition to the call-out fee and any fines, the student(s) responsible must pay the full cost of refilling the extinguisher plus any repairs and/or cleaning charges. If the student cannot be identified, the ADS will be responsible for all costs.

A second offence may result in suspension or termination of the accommodation agreement.

### **False Alarms**

Our fire management systems are very sensitive and respond to smoke, heat, and steam. To avoid triggering an alarm, please take note of the following:

1. In New Wing do not open bathroom doors when there is a lot of steam in the bathroom, and don't leave bathroom doors open in New Wing rooms when using the shower (allowing steam to escape)
2. Do not leave cooking unattended in the kitchenettes
3. When using kitchenettes ensure that the hotplates and oven are clean and do not have any food residue before you turn them on
4. Do not smoke / vape in any part of the College
5. Do not tamper with or cover any smoke detector or fire extinguishers
6. Do not have any open flames such as candles in rooms, corridors or common areas
7. Do not use items which produce particles such as diffusers, incense, aerosols in bedrooms

As a Residential College we have a compulsory minimum response of two fire units per call. If you cause an alarm to be activated you will be charged a minimum of \$450 and, if property is damaged, also be liable for the associated replacement or other costs.

Fire safety regulations require all corridors, stairways and exits to be kept clear at all times for safe emergency evacuation. Do not leave any belongings in these areas.

### **Power Outage**

Should a blackout occur, do not panic. Exit signs and corridor lighting automatically switch to battery backup until normal electricity supply is available. Resident staff and RAs will be on hand to assist, so please follow their instructions.

### **Electrical Overloading**

Please take care not to overload electrical power points or power boards. Double adaptors are deemed unsafe as they can be overloaded and cause a fire in your room. Power boards with a safety cut-out are provided. Power boards can also not be plugged into another power board.

International students are responsible in ensuring that their appliances are suitable for use locally. Charges may apply for electrician call out fees or damages for misuse or not ensuring compatibility.

### **Electrical Safety**

To ensure your safety and the safe operation of electricity within College, please observe the following guidelines:

1. If you notice sparking or malfunctioning power points, report this immediately so we can arrange for an electrician to inspect it.
2. All personal electrical items brought to College should be tested and tagged. When purchasing new appliances, consider quality over price to reduce the risk of faults.
3. Fridges must be plugged directly into wall power points – not into power boards.
4. Please note that kettles, hair dryers, and similar high-powered appliances can cause significant power surges that disrupt the building's switchboards and cannot be plugged into power boards.

### **Lithium Batteries**

For the safety of all residents, the storage and charging of lithium-ion batteries (including e-scooters, e-bikes, hoverboards, and similar devices) is not permitted in student rooms or anywhere within the college buildings. Lithium batteries present a significant fire risk and must not be brought into or used within the college. Students found to be storing or charging lithium batteries in the college will be required to remove the device immediately and may be subject to further action in accordance with college policies.

## Section 6: General Information about the College campus

### College Buildings

The College consists of four main buildings: three separate residential buildings and a conference and administration centre:

- The Mansfield (East) and McCredie (West) Wings colloquially known as “Old Wing” with rooms designated by a number and either East or West wing.
- The Miller and Doust Wings, colloquially known as “New Wing”; designated by a number and NW.
- The Almgren Centre which has conference facilities on ground level and staff offices upstairs.

### Common areas

- Common Room (level 4) with TV, pool table, table tennis table, board games, and kitchenette
- Dining Hall
- Kitchenettes
  - Old Wing levels 2 East and 4 East
  - New Wing level 3 Miller Wing
- Laundries
  - Old Wing levels 1 East, 3 East and 1 West
  - New Wing levels 2 and 4
- Library – level 4
- Music Room – opposite Common Room (keys available from reception)
- Senior Students’ TV Room – level 4
- Senior Students’ Common Room – level 4
- Printing and study room – opposite Common Room
- Additional TV/lounge room – opposite Common Room
- Recharge Room – a sensory space for relaxation and recharging – opposite the Common Room
- Tutorial and study rooms (Harrison Room – level 4, conference rooms in Almgren Centre)
- Warrawal Room – Aboriginal and Torres Strait Islander cultural and learning exchange space. A place to come together, share, and gain knowledge and culture. Warrawal means "with the guidance of The Ancestors". Warrawal is located on Level 3 near the entrance to 3 West.

### Room access

The College takes individual privacy seriously and seeks to respect this as a first priority. Staff will knock on doors first and, if more appropriate, offer to meet you at a different location.

Staff or contractors will enter your room to attend to maintenance requests that you raise. The College also reserves the right to enter rooms with or without your approval for urgent housekeeping, maintenance, an emergency, potential harm to you or for security purposes. In such cases, a note will be left explaining when and why access occurred.

Written permission or electronic equivalent is required from the occupant, if absent from College, to allow another person access to their room.

You will be provided with 48-hours’ notice of any non-urgent maintenance work or scheduled pest control.

### Your Room

While in residence your bedroom is your ‘home away from home’ and we invite you to personalise it in appropriate ways.

Posters and other items may be affixed to the walls using non-permanent fixings such as Blu Tack, removable adhesive products or removable hooks. At the end of your occupancy all items must be removed including all Blu Tack and adhesives from the wall surfaces.

Provided that there is no damage, furniture may be moved around within your room; personal furniture, excluding beds and mattresses, or belongings may be brought in providing they meet the College's fire safety requirements.

Your room furniture and personal belongings must be kept in your room, and not placed in corridors or other public areas. You may not remove College furniture from shared areas such as the Common Room.

Please do not swap any items between rooms as accurate records must be kept so that the replacement of worn items can occur.

### **Bedroom Facilities**

The Mansfield and McCredie Wings are provided with:

- King single bed, mattress, mattress protector, bed sheets (fresh linen available weekly) and 2 pillows
- Sink & under-sink storage
- Desk, desk light, 2-drawer storage unit and desk chair
- Under-bed storage units
- Shelving and notice board
- Power board
- Rubbish bin
- Wall Fan
- Heater

The Miller and Doust Wings are provided with:

- Double bed, mattress, mattress protector, bed sheets (fresh linen available weekly) and 2 pillows
- Private or shared ensuite bathroom
- Desk, desk light, 2-drawer storage unit and desk chair
- Tub Chair
- Refrigerator
- Wall-mounted noticeboard
- Power board
- Rubbish bin
- Wall Fan
- Heater
- Balconies (levels 3 & 4 only)

### **Room Inventory**

You are responsible for all damage to rooms or furniture that occurs while you are in residence; this includes damage by guests and friends.

You must complete a room inventory questionnaire at the beginning of each semester as well as when changing rooms by the due date. This procedure will prevent you being charged for any missing items or damage done before your arrival or during the recess periods.

You are welcome to submit photographs with your completed room inventory questionnaire.

Fans and heaters are provided by the College. For safety reasons they must be switched off when your room is unoccupied.

Having any common use furniture in your study bedroom will result in a \$50 fine per item regardless of who was responsible for moving the item.

## **A – Z – General Information**

### **Accommodation Deposit**

On leaving College, the College will send you the Notification of Intention to Leave College Form. The return of the Accommodation Deposit is contingent upon you submitting this form. The refund of the Accommodation Deposit is calculated after the following charges have been accounted for:

Refunds:

- fees paid in advance
- scholarship and bursary credits, including fee offsets

Charges:

- outstanding accommodation fees
- outstanding fines, levies and charges
- ADS activities, merchandise or tickets
- other charges

If, after due enquiry, the College cannot refund the money due to incorrect contact details or refund information and if no contact has been made by you for a period of six months after your departure, you agree the remaining Deposit will be transferred to the College's Scholarship funds without recourse.

If applicable, the Accommodation Deposit balance will be processed no later than eight weeks of the latest date of:

- the end of Semester
- submission of a Notification of Intention to Leave College Form
- return of keys and fob/wristband, and a room inspection

You will forfeit the Accommodation Deposit in the event you are asked to leave the College:

- for breaches of your Accommodation Contract; or
- for breaches of the Code of Conduct or this Handbook; or
- for other disciplinary reasons; or
- otherwise, in accordance with your Accommodation Contract.

If you break your Accommodation Contract, you must give twelve weeks' notice and forfeit the Accommodation Deposit.

If your Accommodation Contract is terminated by the College, you forfeit the Accommodation Deposit.

The College reserves the right to refer outstanding debts to a collection agent.

### **Bathrooms (Mansfield and McCredie Wings)**

Each bathroom is equipped with one hot water tank servicing up to three showers. These tanks are designed to refill and reheat continuously. However, when emptied, they can take up to two hours to fully refill.

Please keep the following in mind:

- Showers longer than five minutes may exhaust the available hot water, especially during peak usage periods:

- Morning: 6:00am – 8:00am
- Evening: 6:00pm – 8:00pm
- After social sport/events
- Due to the high number of residents per floor managing your shower time helps ensure hot water availability for others.

If you need to submit a maintenance request for a bathroom issue (toilet or shower), please include specific details. For example: *Level 2 East (near Room 201), toilet stall 1 (closest to window)*.

### **Bed Linen Change**

You are provided with two sheets and two pillowcases, and these can be exchanged every Wednesday at the Linen Store (stage end of the Dining Hall) between 8am-9am and 12.30pm-1.30pm and 7.30-8.30pm. If you do not wish to use the College linen you are responsible for returning it to housekeeping staff.

Students who do not use sheets will be charged for the replacement of the mattress protector and mattress or additional mattress cleaning.

### **Bathrooms**

Bathrooms are located next to the fire stairs on all floors of the Mansfield and McCredie Wings and are mixed gender; except for the bathroom situated on 4 East (north) which is set aside for women residents only.

Communal bathrooms are cleaned twice daily. For the comfort of all users, it is important you remove your belongings from the bathroom when you have finished and leave the bathrooms, shower recesses and toilets clear and tidy for the next person.

Gender diverse and non-binary students can contact their RA or a staff member for assistance in accessing the most comfortable space for them.

Water is a critical resource for Australia, and the College encourages you to be careful with water usage (both hot and cold). Some showers have timers, but all students are asked to keep showers short and to switch off running water when cleaning teeth, shaving etc. Please submit a maintenance request for dripping taps and showers by scanning the QR code around College or on the website.

### **Bicycles**

Bicycles must be stored in the bicycle storage area on Level 2 (ground floor) New Wing or the bike store near the tutor flat on 1 East. To comply with fire safety regulations, bicycles must not be left in stairwells, hallways, walkways, student rooms or other areas.

### **Car Parking**

Unfortunately, due to space restrictions, there is no general parking for students at the College. Restricted parking is available for RAs and the ADS Executive. Senior students can submit their parking expenses from Macquarie University for the semester times only and will receive a 50% reimbursement of the expenses incurred.

Parking is available at the University and there is an after-hours shuttle bus running from the University parking areas to the corner of the Metro Station entry.

If you have a disability or restricted mobility due to injury (medical certificate required) or have a carer for your disability, please contact the Dean of Students regarding your personal circumstances prior to parking on College grounds.

Parking on College grounds, without authority to do so will incur fines. In the first instance, you will be asked to move your car. Fines apply for subsequent offences, \$50 per offence.

## Check-out / Leaving College

The final departure date and time is 10.00 am on the day immediately after the end of the academic semester, unless a request to remain at College has been approved by the Dean of Students. Not returning your keys by 10.00am may result in an additional night's charge. If you are staying beyond check-out, you may be required to move rooms.

All bedrooms are to be left tidy and cleared of all rubbish and personal belongings. Windows and doors are to be locked, keys and security fobs returned to Reception or placed in the key return box located near the front door on the ground floor in the foyer. Fines are set out in [Appendix G](#) for cleaning charges and rubbish disposal.

Fines may be given, at the discretion of the Principal or Dean of Students if repairs and replacement costs for damaged or missing items from your bedroom are required, these are listed in [Appendix G](#). Please avoid extras charges by taking note of those costs, as well as these offences.

Please refer to [Appendix F](#) to ensure your room is left at the standard required.

- Returning students are allowed to store two items in the bag storerooms. Please refer to the signs posted on the front of the storerooms for more information.
- A room inspection will be completed after your departure. This is important to avoid charges for damage as your room may be let to a conference guest during the break.
- Return your key and fob/wristband to Reception or the return box located at the Almgren foyer building exit. Accommodation charges apply until keys are returned to Reception.

## Cleaning

Bedrooms in the Mansfield and McCredie Wings are cleaned fortnightly by the Housekeeping staff. Rooms in the Miller and Doust Wings are cleaned weekly. Please allow the cleaning staff access to your room on the required cleaning day, and ensure your room is in a reasonable state by clearing items from the floor and sink areas.

If you decline access for the cleaners to complete a room clean, you will be contacted by the Dean of Students. The regular vacuuming and general cleaning of each room ensures all the students living on the floor experience a fresh and clean environment.

Emptying bins and cleaning sinks between cleans is your responsibility. Extra bin liners are provided in each room and are also available from Housekeeping or your RA.

## Common Room

The Common Room is situated on Level 4 of the Mansfield Wing and provides a comfortable area for relaxation with a TV, pool table, table tennis table and a kitchenette. Out of consideration for other students please leave the area clean and keep noise levels to a minimum.

If furniture is moved for a special event, it must be returned to the original position upon conclusion of the event.

## Environmental Responsibility & Sustainability

The College is committed to sustainability and seeks to continually upgrade its facilities, services, and practices in sustainable ways. Rubbish collected from the College and sorted offsite to maximise recycling, paper recovery, reducing landfill to under 2%.

You can play your part by:

- Reducing energy consumption. Ensure lights, computers/monitors, air-conditioning, fans, heaters or any other electrical appliances are switched off when not in use or when you leave your room

- Reducing water use by taking shorter showers, washing full loads, turning taps off when shaving or cleaning teeth, and reporting leaks
- Returning crockery and cutlery to the kitchen
- Dispose of your paper and cardboard waste in the appropriate bin behind the kitchen

As well as raising awareness and conserving resources, sustainability can bring cost savings for the College community and reduce fees.

### **Fees and Inclusions**

For full details of fees and inclusions, please refer to the [College website](#).

Upon signing your contract, you will have the option to nominate a debtor other than yourself to pay your fees. The nominated person will receive all the correspondence about your account and fees. All fees are payable in advance, through [Edstart](#) (Domestic students only) or Debit Success. Please note set up fees and surcharges apply.

### **Food in Rooms**

Food may be kept in bedrooms, but it is important to store it in a refrigerator or sealed containers so as not to attract pests or create a problem with mould. You are solely responsible for the safe removal, storage and consumption of all food removed from the dining area.

Cooking in rooms is not permitted and cooking equipment such as rice cookers, frypans etc. will be confiscated. Costs will apply for damage, fire alarms or additional cleaning. Any cooking appliances need to be used in the three kitchenettes, common room and tutor flats.

### **Formal Dinners**

Formal Dinners provide an opportunity to gather as a community to celebrate and recognise achievement among students through prizes and scholarship announcements, as well as welcoming members of the wider community. At all times, you should observe the highest standards of decorum and behaviour. Such occasions reflect upon our life as an educational community, and it is important that we represent ourselves in the best possible way.

Invitations to College functions include a request to 'RSVP'. This is a French term meaning 'please respond' and you are expected to respond and advise **whether you can attend or not**, by the time indicated on the invitation so that catering and other arrangements can be made. Respond via the method requested on the invitation: to the College via email, to your RA or to Reception.

You are asked to refrain from leaving the Dining Hall during Formal Dinners and not leave the dinner until the guests have departed.

Dress standards are indicated in the invitation. If you are unsure talk with your RA or College staff.

A lot of preparation goes into the planning of formal dinners including special menus. While we appreciate that plans can change, if you have accepted to attend a formal dinner, please show up out of respect for the organisers and kitchen staff or notify your RA as soon as possible so this can be relayed for catering purposes.

### **Guests of Students**

You are responsible for the behaviour of your guests and for ensuring that they comply with College Rules. You should always accompany your guests.

Visitors to College should leave by midnight, however, you may invite a guest to stay overnight. This should be seen as an occasional privilege and does not extend to stays of more than three consecutive weeknights or more than one consecutive weekend.

During the exam periods, there are no guests allowed at College, both to visit or to stay overnight.

College staff and RAs retain the right to require guests to leave College premises at any time.

## **Gym and Aquatic Centre**

Subsidised full access to the Macquarie University Gym and Aquatic Centre is available to students as an optional extra.

To access the subsidised rate, students must first register and make payment at the Dunmore Lang College reception desk. Once this has been completed, students must then register at the Macquarie University Gym reception desk.

Membership is valid for one semester only. Students wishing to continue for a second semester must complete a new registration form. No refunds will be issued once the form has been signed and payment has been made at Dunmore Lang College reception.

## **Insurance**

Your personal property is your responsibility, and we strongly recommend you obtain Contents Insurance if you bring any expensive items to College. These may be able to be included on your family's insurance policies.

## **Keys & Fob/Wristband**

Each student is issued with a fob/wristband and a bedroom key. The fob/wristband allows access to student buildings, external doors and bathrooms. They are also required to swipe in for all your meals each day. For security reasons, lock your room when you leave it and take your key/fob with you at all times.

## **Kitchenettes**

The kitchenettes on Level 3 of New Wing, 2 East, 4 East, and the Common Room are available for use by all students. Housekeeping staff clean the kitchenettes each morning, but it is important for all users to clean and tidy up after use so other students can also enjoy the use of these facilities. Please report any appliance malfunctions via a [maintenance request](#) using the QR code around College or on the website.

## **Laundries**

Coin and card operated laundries are located next to the bathrooms on 1 East, 3 East, 1 West and on levels 2 and 4 of New Wing. Irons, ironing boards and steamers are in each laundry. Please provide your own washing powder and avoid the use of fabric softeners which tend to clog the machines' tubes.

To avoid disturbing other students, washing machines and dryers are not available between 11pm and 7am. If a machine is not working, please report the fault via a [maintenance request](#) using the QR code around College or on the website.

## **Library**

The College Library is on Level 4 of the Mansfield Wing near the Senior Common Room. You are welcome to borrow books, however, please ensure they are returned so that others may use them, too.

## **Lockouts**

If you are locked out of your bedroom, a spare key can be temporarily issued by Reception during office hours. The Duty RA or Community Supervisor can be contacted after-hours to unlock your bedroom door.

## **Lost Property**

Please hand lost property to Reception and enquire at Reception if you have lost any items. The College will store unclaimed items for approximately one semester after which unclaimed items will be donated to charity.

## **Mail**

Mail arrives each weekday and is available for collection from Reception during office hours. Parcels are kept at Reception and can only be collected by the addressee who needs to sign for them, or a friend showing a text message from the addressee giving permission for the collection.

If you need to post something, post boxes are located at:

- Corner of Windsor Drive and Herring Road (diagonally opposite the College)
- Front of Macquarie Centre, entering from the pedestrian crossing on Herring Road
- Macquarie Centre Post Office on the lower level

The postal address for the College is:

Dunmore Lang College  
130 Herring Road  
Dharug Country  
Macquarie Park NSW 2113

You are responsible for organising the redirection of your mail upon final departure from College. After three months all mail received will be returned to sender. Mail received during summer recess is held for returning students only.

### **Maintenance**

All repairs and maintenance requests should be reported via the [maintenance request](#) form using the QR code around College on the website.

If you have a hazardous problem with College appliances, room equipment or fixtures, please report these to Reception immediately or, if after hours, to the Duty RA or Community Supervisor on 9856 1000.

### **Notices and Posters**

Please place notices and posters on College notice boards only. From time to time the notice boards will be cleared. The College reserves the right to remove any notice or posters it deems offensive.

### **Pets**

No animals may be kept in bedrooms or other parts of the College unless authorised by the Principal.

### **Re-admission to College**

Re-admission to College is not automatic. If you wish to return to College the following year, you must apply via the online application that will be distributed towards the end of semester two and provide any required information by the due date to be considered for re-admission.

The decision to re-admit any student lies entirely with the Principal. For more information concerning re-admission criteria please see a senior staff member.

### **Refrigerators**

If you have a refrigerator in your room, you are responsible for its cleaning and upkeep. The College reserves the right to remove, without notice, refrigerators which are malfunctioning, rusty, have offensive decoration and/or are leaking. When you leave for the mid-year or summer break, and are returning, please empty the fridge, defrost and clean it, and leave it switched **ON**.

You are welcome to bring your own small refrigerator. We recommend you place a plastic sheet under your fridge to protect the carpet to avoid damage.

Communal refrigerators are provided in the 2 East and 4 East kitchenettes, the New Wing kitchenette, Common Room and Senior Common Room. Food left in these refrigerators should be clearly labelled with your name, room number and the date the goods were placed in the fridge. These fridges are regularly cleared of unlabelled food or items more than seven days old.

### **Room Allocation / Changes**

While every effort is made to accommodate students' preferences and needs, your Accommodation Contract is for a place at College, not a particular room and the College reserves the right to allocate you to any room. It is sometimes necessary to move students from one room to another to accommodate maintenance, safety or health reasons.

If you have health, mobility or welfare needs, please contact the Dean of Students regarding which area of the College is most appropriate.

Returning students only (other than health or welfare needs) can indicate your floor preferences when you reapply before the cut-off date at the end of the year.

Room changes may be requested through the Dean of Students (after the first four weeks of the College year) by submitting a room change request form that you can request from Reception. The Dean will make every reasonable attempt to satisfy your request, however, the College reserves the right not to reallocate you or to offer a different room to that requested.

## Security

Security is very important in a College community. All buildings are locked, day and night and access (apart from during the day to the Almgren Centre) is through use of a fob/wristband.

The College's security measures include:

- RAs and senior staff in residence
- Security access systems (keys, fobs, protocols)
- Good lighting, low plantings and clear pathways
- Communication to raise awareness
- CCTV Cameras

You are asked to:

1. **Keep your room locked when you are not there and overnight.** This may sound unnecessary, but your room is like your house at home and it is important to protect your privacy and belongings.
2. **Don't open external doors to any person who doesn't have a fob.** The external doors form part of the security framework for the whole College, and it is important not to allow unauthorised people to enter the College.
3. **Don't give your fob or room key to anyone.** This is a serious breach of your Accommodation Contract and doing so will result in disciplinary measures by the College.
4. **Students are responsible for any guests they bring to College.** This means you are responsible for your own actions and those of your guests at all times within the College grounds. Your guests should always be with you, not moving around the College.

## Senior Common Room and TV Room

The Senior Common Rooms are located on Level 4 and are available for use by:

- RAs
- Senior Students (3rd-year at College, and longer)
- At the discretion of the Dean of Students

Eligible students have access through their fob. Contact Reception if access has not been activated.

## Storage

There are nine bag storerooms for storing personal goods such as suitcases during semester breaks. These are located on: 1 East, 1 West, 2 East, 3 East, 3 West, 4 East and on each level of New Wing. Bag storerooms are only available for use by students in College or who are returning to College after the relevant recess periods. You must label, with your name, any items you store.

These rooms are locked for security reasons and keys are held at Reception and with the Duty RA/ Community Supervisor after-hours.

While all care will be taken, the College is unable to take responsibility for items left in the storerooms.

The storerooms will be cleared and cleaned by the College at least once per year. Any unlabelled items or items belonging to students who have left will be disposed of without further notice and students will be charged a disposal fee.

### **Shopping**

The Macquarie Centre Shopping Mall is a five-minute walk from the College on the corner of Waterloo Road and Herring Road. It has all major retailers, banks, a post office, supermarkets, food outlets, ice skating rink, laser tag and ten-pin bowling, and a movie theatre.

Another major retail and food centre can be found in Chatswood (three stops on the Metro). It has two large shopping centres, several smaller shopping areas as well as numerous restaurants.

### **Transport - Public**

Information on services and times is available online at [www.transportnsw.info](http://www.transportnsw.info), by phone on 131 500 or by downloading the app TripView (the free 'lite' version is sufficient) or TripGo.

Public transport includes buses, trains, ferries, and taxis. The Macquarie Centre is a major transport hub for north-west Sydney with trains, buses and taxis to the city and surrounding suburbs. The main service to the city is by the Metro to Chatswood and then a train to the city.

Public transport operates on the Opal card system for payment and cards can be purchased online or at the Macquarie Centre. Eligible students are able to obtain a discounted concession card – refer to [Opal Card Tertiary Guidelines](#) for more information. Debit/credit cards can also be used to tap on/off at stations instead of an Opal card, but this method does not allow any student concessions or discounts.

### **University Holidays and Study Breaks**

Academic year Accommodation Contracts for Macquarie University degree programmes include the April and September study breaks but exclude the inter-semester break (mid-year recess) and the end-of-year break (summer recess).

Accommodation Contracts for Macquarie University College are in accordance with the student's letter of offer from the College.

### **Vending Machines**

The drink and snack vending machines are located on 2 East at the stage end of the Dining Room. The vending machines are maintained by BlackRoo, an Aboriginal owned social enterprise that works towards finding meaningful ways to [Close the Gap](#).

## **Section 7: Appendices**

- A. Links to relevant policies
- B. Dunmore Lang Colleges Ltd Rules
- C. Dunmore Lang College operating and community values
- D. Discrimination, Sexual Harm, Harassment and Social Media Action charts
- E. Discipline and consequence chart
- F. Student check-out cleaning checklist
- G. Repair, replacement and cleaning charges

## Appendix A: Links to relevant policies

By residing in Dunmore Lang College, you have signed and agreed to abide by the rules, policies and procedures of the College as outlined in the policies and Code of Conduct listed below, this Handbook and any other requirements communicated by the College in a reasonable manner.

[Code of Conduct](#)

[Discrimination and Harassment Policy](#)

[Food Waiver](#)

[Information Security Policy](#)

[Macquarie University Acceptable Use of IT Resources](#)

[Photographic Consent](#)

[Privacy Policy](#)

[Sexual Assault and Sexual Harassment Policy](#)

[Social Media Policy](#)

[Student Grievance Procedure](#)

[Student/Residents Companion/Support/Assistance Animals Policy](#)

## Appendix B: Dunmore Lang Colleges Ltd Rules

### 1. Scope

- 1.1 The Dunmore Lang College Rules consist of:
  - 1.1.1 the rules set out below;
  - 1.1.2 all rules and operational terms and conditions as are set out and / or referred to in this Handbook;
  - 1.1.3 the College's Operating and Community Values set out in this Handbook;
  - 1.1.4 the College's Code of Conduct referred to in this Handbook;
  - 1.1.5 the Policies of the College referred to in this Handbook; and
  - 1.1.6 include any variations to these rules that are from time to time published on the College's website ("the Rules")
- 1.2 All students and other persons to whom the Rules apply agree to be bound by and at all times abide by the Rules.
- 1.3 The Rules apply to all persons within the College even if they are not a student within the meaning of rule 2.1.
- 1.4 The Rules form part of a student's Accommodation Contract.

### 2 Students and other persons visiting or residing in the College

- 2.1 The following persons may apply to become a student of the College ("**student**") if, they are:
  - 2.1.1 enrolled for a course of full-time study at Macquarie University (unless otherwise approved by the Principal) which may lead to an award of the University;
  - 2.1.2 engaged in research at Macquarie University;
  - 2.1.3 visiting from an overseas University or College of tertiary education;
  - 2.1.4 from an overseas University or College of tertiary education and are accompanying a visiting student from such an institution;
  - 2.1.5 approved by the Council of the University; or
  - 2.1.6 otherwise approved by the College.
- 2.2 To become a student, applicants must complete an online application in the form prescribed by the College and sign a contract for the prescribed period in their offer.
- 2.3 The College may reject any application for admission as a student without providing a reason.
- 2.4 All visitors, students and all other persons residing in the College accept that they are subject to, and shall at all times abide by, these Rules.

### 3 Fees

- 3.1 The College will determine the fees to be paid by visitors, all students and non-students of the College.
- 3.2 The College will publish on its website notice of any increase in fees at least six weeks prior to the increase taking effect.
- 3.3 The student will pay within the time prescribed by the College all fees and deposits determined by the College.
- 3.4 The Accommodation Deposit will be retained by the College and may be applied on termination of occupancy towards:

- 3.4.1 fees in arrears;
- 3.4.2 the cost of replacing lost or damaged keys or other items or towards the cost of making good any damage;
- 3.4.3 the forfeiture of the Accommodation Deposit in accordance with these Rules; and
- 3.4.4 other expenses and any other payments properly payable to the College.

#### 4 Your Obligations

##### 4.1 Whilst a student of the College, the student:

- 4.1.1 will occupy the room allocated by the College (which may be varied at anytime by the College in its absolute discretion);
- 4.1.2 will use the College's Premises only for purposes of study, academia, accommodation and College activities;
- 4.1.3 will not carry on any profession, trade or business on the Premises without the prior written consent of the Principal;
- 4.1.4 will provide information requested by the College which you consent to providing;
- 4.1.5 will not permit any other person to occupy the Premises;
- 4.1.6 will not do anything which would bring discredit to the College;
- 4.1.7 will not cause a nuisance to College staff, other occupants or neighbours;
- 4.1.8 will keep the Premises which you occupy in a clean and proper condition;
- 4.1.9 will take reasonable care of the Premises and its contents;
- 4.1.10 will pay the cost of repair for all damages (in an amount determined by the College) to any part of the Premises or its contents which is caused by you or your visitors;
- 4.1.11 will not interfere with any person authorised by the College in entering, inspecting, cleaning or repairing any part of the Premises;
- 4.1.12 will give immediate notice to the College of any failure in services, damage to the Premises or damage to or loss or theft of any items, whether College property or otherwise;
- 4.1.13 will not do any act which may cause a fire or affect the College's fire insurance policies;
- 4.1.14 will not store any flammable liquid or other flammable material in any part of the Premises;
- 4.1.15 will not misuse any fire extinguishers or other fire prevention equipment;
- 4.1.16 will not park any motor vehicles within the Premises unless authorised by the College;
- 4.1.17 will comply with all directions given by College or its staff.

#### 5 Academic Progress

- 5.1 Upon commencing occupation of the College, the student authorises the College to obtain your individual unit results from the University or any other relevant tertiary or academic institution.
- 5.2 If, in the opinion of the Principal, the student fails to make satisfactory academic progress in any course in which the student is enrolled, then residency may be terminated in accordance with rule 6.

#### 6 Termination of Occupancy

- 6.1 Any student who wishes to terminate their Occupancy without cause prior to the end of the student's period of contracted Occupancy must give the College twelve weeks' notice in writing of such intention to cease residing in the College. Under special circumstances the Principal has the discretion to accept a shorter period of notice.
- 6.2 If:

- (a) fees due and payable to the College remain unpaid for a period of 14 days after the date on which they became due; or
- (b) the student fails to perform or observe any of the Rules; or
- (c) in the opinion of the Principal the student fails to make satisfactory academic progress in any course in which they are enrolled; or
- (d) the student ceases to reside in the College Premises without notice to the College and the agreement of the College to the early termination of the student's occupancy in the College, then

the College may terminate the student's occupancy by written notice ("Notice of Termination"), which may be delivered to the student by hand, email, posting under the door to the student's room or posting to the student's last known address. The student's occupancy at the College shall terminate within such period as is determined by the Principal and which is stated in the Notice of Termination.

6.3 Despite rules 6.1 and 6.2, the College may at any time terminate any student's occupancy in the College Premises by written termination to the student, with or without notice.

6.4 Upon termination of a student's occupancy in the College Premises, the student:

- 6.4.1 must clean and vacate their student room, leaving it in good order and condition;
- 6.4.2 remains liable for all outstanding fees owing to the College until they are paid;
- 6.4.3 relinquish all rights and privileges of residency in the College and the associated use of the Premises and the College's facilities; and
- 6.4.4 must remove all personal possessions from the College Premises. Should the student fail to do so, the College may place these in store and if not claimed within two months then ownership of such goods will be deemed to have passed to the College. The College may dispose of these goods in such manner as it thinks fit after giving 14 days notice to the student at their last known address.

The Accommodation Deposit shall be dealt with in accordance Accommodation Deposit Rules.

## Appendix C: Dunmore Lang College Operating and Community Values

Learning and academic endeavour	Dunmore Lang College encourages and supports students to integrate their experience of living in College with their university study through the exercise of leadership and involvement in all levels of College life.
Personal integrity and responsibility	<p>All staff and students are expected to act with honour and integrity of action, taking responsibility for their actions and subsequent consequences.</p> <p>As a diverse community we believe that the highest levels of personal integrity must underpin everything we strive to achieve.</p>
Community	Dunmore Lang College is a community based on personal responsibility, integrity and respect where individual autonomy is supported alongside the need to live as a community.
Excellence	By striving to attain excellence in all aspects of the College's operations we seek to model, encourage and support students to achieve their best across all College and university endeavours.
Welcoming and respecting diversity	<p>We welcome students of different faiths, nationalities, cultural traditions, gender and sexual identity.</p> <p>We seek to create a community based on understanding and mutual respect, and grounded in the belief that diversity enriches everyone's experience and world view.</p>
Compassion and care for others	As staff and students of Dunmore Lang College we undertake to care for each other and to actively seek to assist others in needs.
Affirming student leadership	Dunmore Lang College actively facilitates the involvement of students in the College's operations, planning and governance.

## Appendix D: Action Charts

### Discrimination and Harassment Action Chart

DUNMORE LANG COLLEGE

# DISCRIMINATION AND HARASSMENT POLICY

## Action Chart

Dunmore Lang College is committed to providing a respectful and inclusive community for all residents: Discrimination and Harassment will not be tolerated in our community.

All complaints are taken seriously and dealt with as confidentially as possible and with the aim of mediating a mutually respectful resolution. We will only act with your permission and if appropriate, a complaint may be referred to an external mediator or agency for assistance and support.

If evidence of a breach has been established but no complaint is made, the College reserves the right to implement education and awareness programmes to address the issue at a whole of community level.

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## WHO CAN I TALK TO?



- A friend or family member
- Dunmore Lang College Residential Adviser (RA) or Harassment Officer
- Dunmore Lang College Principal or Dean of Students
- Macquarie University Campus Wellbeing

○ Student Advocacy and Support Service via Campus Wellbeing  
[students.mq.edu.au/support/health\\_and\\_wellbeing/student\\_advocacy\\_and\\_support/](https://students.mq.edu.au/support/health_and_wellbeing/student_advocacy_and_support/)

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## HOW CAN THEY HELP?



With your permission, the above people and services can support you with:

- ✓ Information about your options including making a formal complaint
- ✓ Support to access counselling services
- ✓ Support if you choose to talk directly to the perpetrator to try and resolve the situation
- ✓ Advice about available mediation services including organising an external mediator if required
- ✓ Information about your legal rights and where to obtain further information
- ✓ Information about the Student Advocacy and Support Service available through Campus Wellbeing

The College respects the rights of individuals to make their own decisions and we will support you in whichever course of action you choose to take. This can include choosing not to take formal action however, we strongly recommend you seek advice about your options and the services available first. There is always an opportunity to come back to the issue at a later date.

DUNMORE LANG COLLEGE  
**SEXUAL ASSAULT** *Action Chart*

Sexual assault is a crime and it is never the fault of the victim. It can happen to anyone, anywhere, and the offender is often known to the victim. The experience and impact of sexual assault is different for each individual and there is no 'right' way to feel or act. Whatever your response please be reassured it is a normal response to an extreme emotional and physical violation.

Dunmore Lang College takes seriously all reports of assault and we have resources and established relationships with external agencies to assist you. We will offer non-judgemental support, information, and assistance to access external counselling, medical and legal advice. We will act only with your permission, we will be guided by what you wish to do and do so at a pace with which you feel comfortable.

## WHO CAN I TALK TO?



- A friend or family member
- Dunmore Lang College Residential Adviser (RA) or Harassment Officer
- Dunmore Lang College Principal or Dean of Students
- Macquarie University Campus Wellbeing
- NSW Police
- Royal North Shore Hospital Sexual Assault Centre

## HOW CAN THEY HELP?



With your permission, the above people and services can support you with:

- ✓ Information and assistance to contact a specialist counsellor at RNSH Sexual Assault Centre
- ✓ Information about your options and support to make the right decision for you
- ✓ Support to access specialist medical or counselling services
- ✓ Information about your legal rights and where to obtain further information
- ✓ Organising an external mediator if you choose to resolve the issue between yourself and the other party

The College respects the rights of individuals to make their own decisions and we will support you in whichever course of action you choose to take. This can include choosing not to take formal action however, we strongly recommend you seek advice about your options and the services available first. There is always an opportunity to come back to the issue at a later date.

DUNMORE LANG COLLEGE

# SEXUAL HARASSMENT POLICY

Action Chart

Sexual harassment is a type of sex discrimination and the Sex Discrimination Act 1984 (Cth) makes sexual harassment unlawful in some circumstances.

It includes any unwanted or unwelcome sexual behaviour that makes a person feel offended, humiliated or intimidated. Sexual harassment is not mutual or consensual interactions, flirtation or friendships.

Sexual harassment can take many different forms - it can be obvious or indirect, physical, online or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite gender.

Dunmore Lang College is committed to providing a respectful and inclusive community for all residents: We take all complaints seriously and act only with your permission with the aim of mediating a mutually respectful resolution. With permission and where appropriate, a complaint may be referred to an external mediator or agency for assistance and support.

If evidence of a breach has been established but no complaint is made the College reserves the right to implement education and awareness programmes to address the issue at a whole of community level.

## WHO CAN I TALK TO?



- A friend or family member
- Dunmore Lang College Residential Adviser (RA) or Harassment Officer
- Dunmore Lang College Principal or Dean of Students
- Macquarie University Campus Wellbeing
- Student Advocacy and Support Service via Campus Wellbeing [students.mq.edu.au/support/health\\_and\\_wellbeing/student\\_advocacy\\_and\\_support/](https://students.mq.edu.au/support/health_and_wellbeing/student_advocacy_and_support/)

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- ✓ Support if you choose to talk directly to the perpetrator to try and resolve the situation
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- ✓ Information about your legal rights and where to obtain further information
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DUNMORE LANG COLLEGE

# SOCIAL MEDIA POLICY

*Action Chart*

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permission and if appropriate, a complaint may be referred to an external mediator or agency for assistance and support.

If evidence of a breach has been established but no complaint is made, the College reserves the right to implement education and awareness programmes to address the issue at a whole of community level.

## WHO CAN I TALK TO?



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- Student Advocacy and Support Service via Campus Wellbeing  
[students.mq.edu.au/support/health\\_and\\_wellbeing/student\\_advocacy\\_and\\_support/](https://students.mq.edu.au/support/health_and_wellbeing/student_advocacy_and_support/)

## HOW CAN THEY HELP?



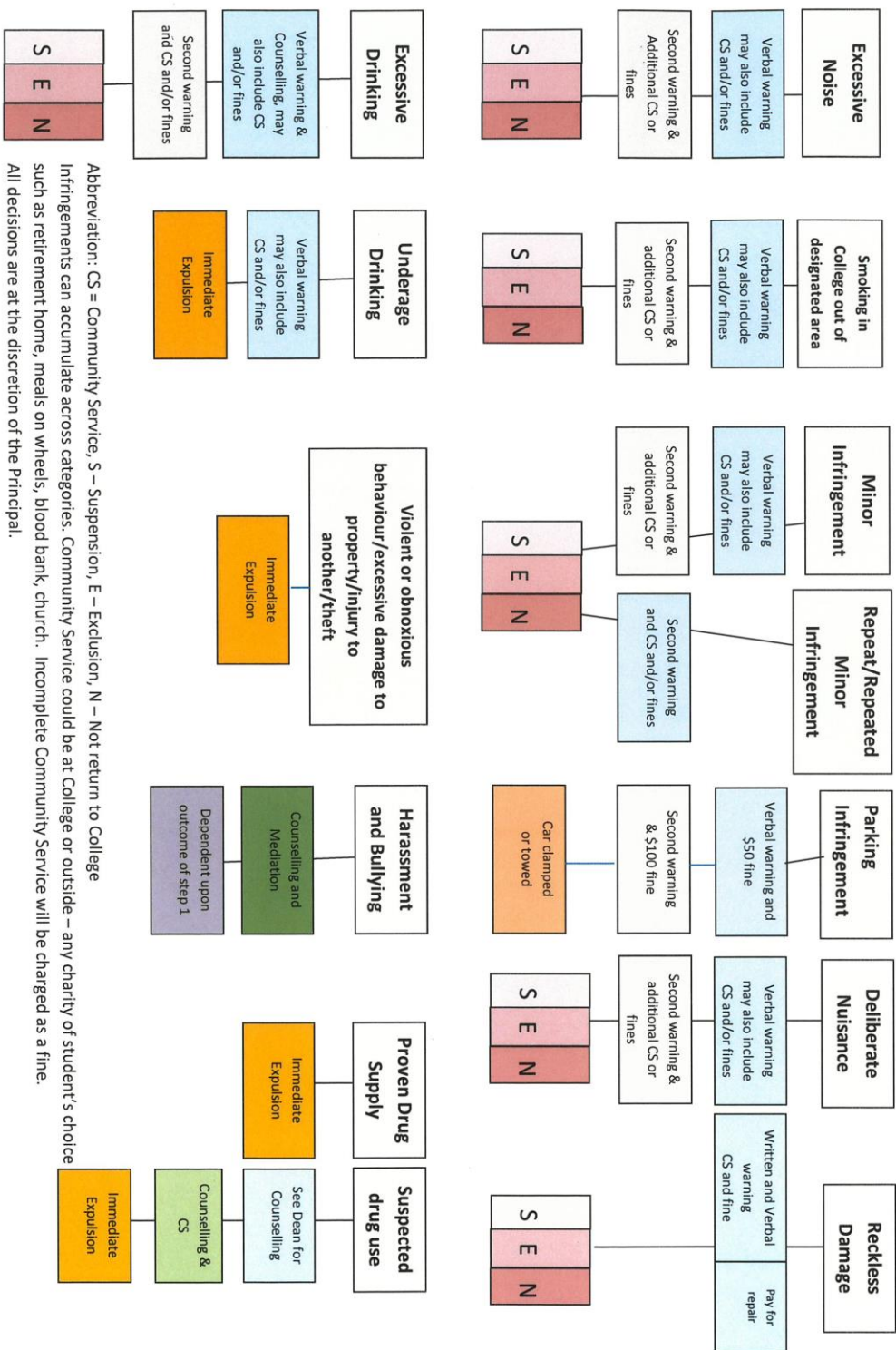
With your permission, the above people and services can support you with:

- ✓ Information about your options including making a formal complaint
- ✓ Support to access counselling services
- ✓ Information about your legal rights and where to obtain further information
- ✓ Advice about available mediation services including organising an external mediator if required
- ✓ Information about the Student Advocacy and Support Service available through Campus Wellbeing

The College respects the rights of individuals to make their own decisions and we will support you in whichever course of action you choose to take. This can include choosing not to take formal action however, we strongly recommend you seek advice about your options and the services available first. There is always an opportunity to come back to the issue at a later date.

# Appendix E: Discipline and Consequence Chart

Annexure 'E' Dunmore Lang College Discipline/Consequence Chart



Abbreviation: CS = Community Service, S – Suspension, E – Exclusion, N – Not return to College  
 Infringements can accumulate across categories. Community Service could be at College or outside – any charity of student’s choice  
 such as retirement home, meals on wheels, blood bank, church. Incomplete Community Service will be charged as a fine.  
 All decisions are at the discretion of the Principal.

## Appendix F: Check-out Cleaning Checklist

### STUDENT CHECK-OUT CLEANING SCHEDULE

Please ensure the following areas have been completed as part of your room check-out.

Cleaning equipment (buckets, cloths, glass cleaner, surface spray) are available from:

- Your floor RA
- Kitchenettes
- College Office during business hours

Once you have finished using the above cleaning equipment, please return for other students to use and advise the office or your RA if any items need replenishing.

**Please note:** any outstanding / additional cleaning will be completed on your behalf and charged to your account. This may affect both the final amount you receive from your Accommodation Deposit as well as the timeliness of the refund.

Please use the following check list to ensure your room is left at the standard required:

#### Window area

- Check blind is working & undamaged
- Wet wipe window ledge and clean interior window glass

#### Desk Area

- Wet wipe down desktop
- Clear area under desk
- Wet wipe desk lamp
- Empty drawer set and wet wipe exterior and inside of drawers (leave key in top drawer)
- Clean inside of rubbish bin, firstly removing the bin liner

#### Bed

- Clear under-bed area
- Empty under-bed storage units and wet wipe inside and front of drawers
- Leave linen including mattress protector and pillows on bed

#### Shelving units

- Wet wipe shelves and top of units
- Remove all items from pin board (pins may be left)

#### Walls

- Remove all posters, photos etc
- Remove all Blu Tack, hooks or other fixings

#### Wardrobe area

- Wet wipe top shelf
- Wet wipe hanging rail

Wet wipe shelf / drawer unit

Wet wipe inside drawers

#### Sink area

Clean benchtop and wipe sink/taps

Clean mirror

Wet wipe under-bench cupboards

Wet wipe ledges & cupboard doors

#### Door/ Mirror

Clean mirror

Remove all decorative items

#### Heater and fan

Wet wipe all external surfaces including fan blades

#### General

Remove all personal items

Remove all rubbish (bags provided) & dispose in skip bin located in loading dock behind kitchen

Report any faults or maintenance issues to the office

#### Items to be left in room

At least one power board

One heater

One fan (and remote control, if provided)

One desk lamp

Evacuation information and cleaning register

College drawer set (desk unit)

#### Items which can be left

Extra power boards (in top drawer of desk unit)

Power cords (in top drawer of desk unit)

Hangers (in wardrobe)

Pins for noticeboard

Extra lamp (on desk)

## Appendix G: Repairs, Replacement & Cleaning Costs 2026

ITEMS	REPAIR	REPAINT/CLEAN	REPLACE
<b>Room Entry</b>			
Door	\$200	\$250	\$1500
Door Frame	\$250	\$100	\$500
Door Handle			\$100
Chain			\$50
Lock			\$150
<b>Bed</b>			
Bed Base – King single			\$250
Bed Base – Double			\$280
Mattress – King single			\$300
Mattress – Double			\$300
Mattress Protector			\$30
Pillow			\$20
<b>Room</b>			
Smoke Detector covered			\$150
Fire Evacuation Plan			\$20
Window Glass & Sill		\$100	Quoted repair
Fly screen	\$50		\$100
Ceiling		Quoted repair	
Light Shade			\$75
Graffiti & Stickers		\$50 Per Hour	
<b>Blinds</b>			
Broken			\$175
Missing Blinds			Quoted repair
<b>Carpet</b>			
Stains/Marks/Holes			Quoted repair
Whole Room			Quoted repair
<b>Furniture &amp; Appliances</b>			
Bin			\$15
Chair			\$200
Desk			\$550
Desk Lamp			\$50
Electric Wall Fan			\$60
Electric Column Heater			\$100
Fridge			Market value
<b>Other</b>			
Bike Store Keys			\$45
Room key			\$60
Room key (after 3 replacements)			\$150
Fob			\$10
Excess Cleaning			\$50 / hr (Min. \$100)
False Alarm (fire)			Up to \$1800
Power Board			\$10
<b>130 Old Wing (Additional)</b>			
Wall Mounted Shelves	\$250	\$100	\$750
Pin Board (Shelves)	\$200	\$100	\$600
Under Bed Storage (2)	\$50	\$100	\$300
Mirror Behind Door			\$200

Mirror Above Basin		\$150
Basin & Tapware + Plug		\$350
Towel Hooks (Each)		\$30
Desk Drawer Unit – Keys		\$100
Desk Drawers – Damaged	\$100	\$200
Basin Cupboard – Damaged, Marks	\$100	Quoted repair
Basin Cupboard – Missing Handles	\$50	
Cupboard Drawer		Quoted repair

#### 134 New Wing (Additional)

Toilet Brush		\$30
Room Repaint		Quoted repair
Door to Balcony	Quoted Repair	\$1500
Balcony - damage		Quoted repair
Balcony – marks or stains	\$50 per hour	
Bedside Drawers – marks or stains	\$100	\$200
Bedside Drawers – damages		\$200
Wardrobe - Mirror		\$1000
Wardrobe - Damaged	\$250	Quoted repair
Wardrobe – Marks & Stains	\$50 per hour	
Pin board		\$270
Wall Mounted Shelves		\$750
Tub Chair	\$50 per hour	\$450

#### Bathroom

Missing Tiles		Quoted repair
Dirty	\$50 per hour	
Marks/Stains	\$50 her hour	
Bathroom Fittings		Quoted repair
Hand Basin	\$200	Quoted repair
Basin Mirror	\$100	Quoted repair
Toilet	\$200	Quoted repair

\*\* Pricing may vary due to extent of damage and pricing of repairs/replacements quote