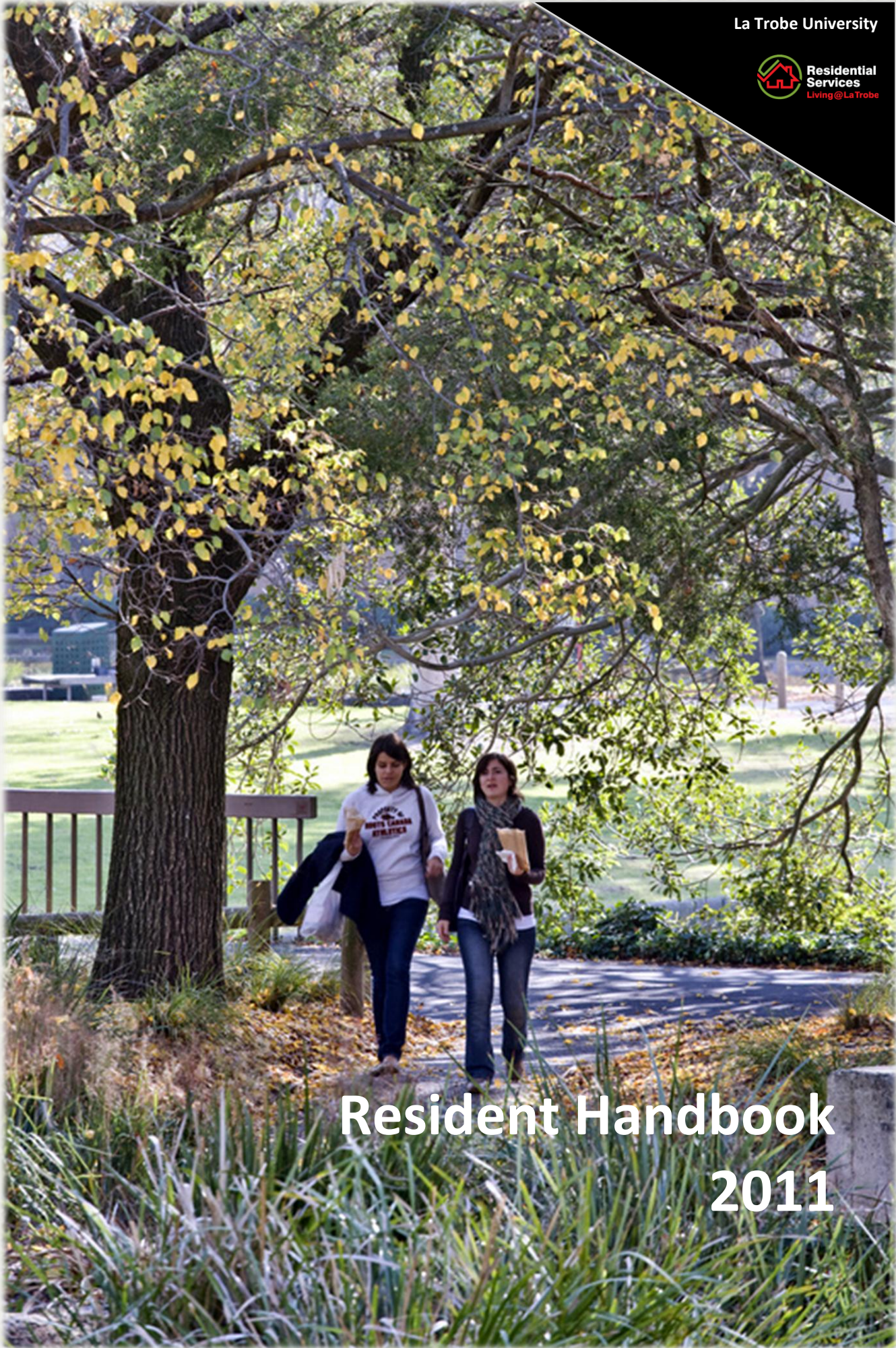


La Trobe University



Resident Handbook 2011

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DISCLAIMER

All information provided in this handbook was accurate at the time of publication and may be subject to change (January 2011).



Welcome to Residential Services



On behalf of staff within the Division of Residential Services I would like to offer you a warm welcome to the life on residence at La Trobe University. Regardless of where you live within Residential Services, you will find our staff and student leaders work hard to maintain a living environment that fosters both academic success and personal development. Indeed, research tells us that, compared with students living off-campus, students living on-campus:

- are more likely to participate in extracurricular activities
- report more positive perceptions of the campus social climate
- tend to be more satisfied with their university experience and report more personal growth and development
- engage in more frequent interactions with peers and faculty members
- and are more likely to graduate.

Importantly, this isn't simply because they have a room and bed on campus. It's because of the academic and study support, pastoral care, professional and personal development opportunities, and sporting, social and cultural programs – the friendships and commitments, the joys and the sorrows that people share within a community.

This Residential Handbook outlines the services, policies and resource you need to be an informed resident. I encourage you to take the time to carefully read the information provided and keep it handy as a reference. If you require further clarification or details about any of the information provided in this handbook, please do not hesitate to contact staff within the Administration Office or Centre for Residential Life.

In the meantime, we wish you all the best for the forthcoming academic year and encourage you to make the most of living on campus in 2011!

Phillip Burt
Deputy Director
Division of Residential Services



Facilities & Services

DRS Office

Bundoora
t. +3 9479 1071
f. +3 9479 3690
e. living@latrobe.edu.au

Bendigo
t. +3 5444 7425
f. +3 5444 7827
e. residences-bendigo@latrobe.edu.au

The DRS Office is located at the front entrance to Menzies College (facing the Moat) in Bundoora or in the Student Services/Engineering Building in Bendigo. Hours of operation are as follows:

Monday to Friday: 9:00 – 5:00pm (except public holidays)

The DRS Office should be your first point of contact for any residential enquiries including checking your account, lockouts, collecting mail and all check ins and check outs. Staff can also help you with any general questions you may have about your residence, La Trobe or the general area.

Centre for Residential Life

Bundoora
t. +3 9479 5269
f. +3 9479 3321
e. crl@latrobe.edu.au

Bendigo
t. +3 5444 7245
f. +3 5444 7827
e. residences-bendigo@latrobe.edu.au

The Centre for Residential Life (CRL) is located adjacent to the DRS Office (also facing the Moat) in Bundoora, or within the Residential Services DRS Office in Bendigo, and handles all matters relating to 'res life.' This includes social events, community and outreach, student leadership, global programs and academic and pastoral support. Hours of operation are as follows: Monday to Friday: 9:00 – 5:00pm (except public holidays).

Residential Site Supervisors

Each residence has their very own Residential Site Supervisor, a staff member who lives on residence and whose role is to oversee the management of their college and the residents within. Each staff member is also responsible for a different area of Residential Life.

Bundoora

Chisholm College; Social, Sporting and Cultural Coordinator	Jesse Volbeda t. 9479 2899
Glenn College; Pastoral Care Coordinator	Mick Alldis t. 9479 1009
Menzies College; Community Governance and Communications	Kristen Doran-Stawiarski t. 9479 1076
Barnes Way/ Waterdale Road	Rabea Helmke t. 9479 5479
Graduate House/ University Lodge	Cate Macnamara t. 9479 5103



Bendigo

Halls, Academic Coordinator

Beth Wakefield

t. 0407 348 675

Terraces, Pastoral Care and Personal Development Coordinator

Greg Loughnan

t. 0408 559 066

Units & Orde House, Social Coordinator

Chris Wilding

t. 0401 558 878

Duty RA

Chisholm

t. 0418 532 997, x 8313

Menzies

t. 0417 320 952, x 8333

Graduate House

t. 0409 134 487

The Terraces

t. 0418 330 792

The Villas

t. 0457 879 225

Orde House

t.5441 1528

Glenn

t. 0419 536 636, x 8257

Barnes Way/ Waterdale Apartments

t. 0418 560 220

University Lodge

t. 0418 560 572, x 8311

Halls of Residence

t. 0419 136 638

The Units

t. 0408 317 488

A Duty RA is available after hours (between 5pm and 9am weekdays) and on weekends for emergencies and some restricted administration duties. The Duty RA will respond to lockouts, noise complaints, fire alarms and emergencies. Please leave minor and administrative matters to the DRS Office (during office hours) and use the Duty RA only when you have a real need for their assistance.

Laundry Facilities

Each of the residences has their own laundry facilities equipped with washing machines, dryers and sinks. Please speak to your RA to find out the exact location of the laundry in your residence.

Common Areas

Each of the residences have common areas and rooms which are accessible for all residents generally 24 hours a day although these times may be restricted during Swot Vac and exam periods. These include:

Chisholm College

- Arts Centre
- TV Room
- Fishbowl
- Radford Hall
- Roger Joyce Room

Menzies College

- Gym
- Student Lounge
- Student Club Rooms
- Bodyworks

Glenn College

- Recreation Room
- Common Room

Graduate House

- TV Room
- Computer Lab



University Lodge

- Recreation Rooms
- TV Room
- Computer Lab (GSM)

The Terraces

- Common Room
- Printing facilities

The Villas

- Printing facilities

Halls of Residence

- TV Rooms
- Study Areas
- PC/Printer

The Units

- Common Room
- Printing facilities

Orde House

- Printing facilities
- Common/TV room

As with all common areas throughout the residences, residents are requested to respect the rights of all in relation to noise, cleanliness and access.



Your Residence



Chisholm College

Chisholm College is located on the hill on the east side of the Bundoora campus; with rooms overlooking the university, the campus lake (moat) and native bushland. Bursting with diversity, residents at Chisholm will get to experience living in a community built from many nationalities. Renowned for its international flavour Chisholm takes pride in its international perspective, strong sense of community and academic traditions.

Self-catering and small floor groups assist residents in forming tight knit networks and support mechanisms that develop into lifelong friendships. Music, theatre and art, along with sport and academic excellence are encouraged and supported through programs and activities facilitated by residential staff and student leaders.

Glenn College

Glenn College is located on the northern side of the Bundoora La Trobe campus.

Glenn College provides a home-away-from-home environment with residents coming from many diverse backgrounds. Glenn prides itself on its outstanding academic performance and sport prowess. The college has five simple pillars that its community is built upon: safety, security, equity, community and mutual respect.

Menzies College

Menzies College is a diverse and active college community. The college has excellent facilities including the Menzies global and community lounge, a café, fitness centre and student clubroom area.

Menzies boasts an outstanding sporting, academic and residential life program. It prides itself on its integrative environment and welcomes residents from a diverse range of cultures, customs and traditions.

Barnes Way

Located in a secure and quiet garden setting, the extremely popular Barnes Way complex provides its residents with all of the advantages of a private rental accommodation needed for families or groups of up to six students wanting to share. These fully furnished self-contained flats are located in pleasant surroundings about 10 minutes walk from the centre of the campus.



All major kitchen appliances, beds and furniture are supplied. Residents supply their own cutlery, crockery, cooking pots, linen and blankets. Off street parking is provided, and a play ground and BBQ are centrally located within the grounds.

Waterdale Road

Each unit in the Waterdale Apartments consists of Apartment consists of three single bedrooms, along with a living area, bathroom and kitchen. These fully furnished units are intended for students on a tight budget.

Each study-bedroom is linked to the internet, and residents have the use of a coin-operated laundry. The three story block is designed for security where students will be able to make friends easily and enjoy a measure of independence not available in the residential colleges. For many, the Waterdale Apartments will offer the best of both worlds: the freedom of apartment living coupled with easy access to other students and student activities.

University Lodge

Situated on the fringe of the main campus, directly in front of the MBA lecture theatres, and housed in magnificent 1920s style buildings, this friendly residence is ideal for the postgraduate or mature student. The environment is specially designed for those students who are serious about study.

The 'Lodge' has a pleasant atmosphere and residents welcome newcomers, who quickly become part of the close and supportive group. The 'Lodge' is also a short walk from Macleod Station and the YMCA.

Graduate House

Graduate House is a friendly collegiate-style residence that is one of the most popular dwellings on the Bundoora campus. It is located in a quiet residential area on the Northern periphery of the campus. It specialises in accommodation for mature age and postgraduate students, whether single or couples. It is very popular with married couples (no children permitted).

Modern fully equipped kitchens and large sunny lounge areas with television and video facilities on each floor, service this residence. The Gazebo and BBQ in the private yard area is a favourite place to gather for informal social gatherings.

Halls of Residence

Established in 1956, "The Halls" are located around 1km from the main Bendigo campus. They are currently the only catered option offered at Bendigo, and as such are very popular with first year students. It is a great stepping stone to fully independent living, and the meals provided are both nutritious and enjoyable.

The Terraces

The Terraces consist of 21 dwellings, each containing 8 bedrooms. They provide Bendigo students the opportunity to live in a house-like environment, but still receive all the benefits and support that come with being a residential student.



Students living within the Terraces generally become very close with their housemates, and many lifelong friendships are formed. In 2010, a number of Terraces were offered as 'alcohol free' and these are becoming increasingly popular.

The Units

There are 9 Units at the Bendigo campus, each containing 12 bedrooms. Located right next door to the University, students living within the Units quickly bond together and have a strong sense of community. As with all the residences, students from a wide variety of backgrounds will share and learn from each throughout the year.

The Villas

The Villas give Bendigo students who have already lived on campus for a year a chance to be a little more independent. The Villas are 4 bedroom dwellings, and allow students to live with housemates of their choice, whilst still receiving support from DRS.

Orde House

Orde House is one of the smaller areas of accommodation, with 24 beds available. Perfectly suited to more mature students, it is also popular with international visitors. Located on the opposite side of the University to our other accommodation, it is very close to local shops and the swimming pool, and still only a short walk to the campus.



Important Information

Cleaning

We expect residents to keep their room in an orderly manner and to ensure that their personal hygiene is effective. While the general areas (common rooms, kitchens, bathrooms and toilets from Monday – Friday) are maintained by the Housekeeping Team (excluding apartments), it is the resident's responsibility to do their own dishes and laundry and to maintain a high level of cleanliness in any shared areas such as bathrooms and kitchens. Residents who fail to comply with this may find their dirty dishes placed in the bins or confiscated by the RA or Housekeeping staff. Bedrooms will be vacuumed and rubbish removed on a weekly basis.

Conduct

All residents obtain certain rights and privileges by living on campus. Similarly they obtain responsibilities and obligations that ensure others' rights and privileges are not compromised. Residential Services has its own set of rules and regulations to which residents must adhere. These are outlined in the following documents which can be found on the website (<http://www.latrobe.edu.au/accommodation/bundoora/rules.html>):

- Rules of Residence
- Drug and Alcohol Policy
- DRS Internet Usage Policy
- DRS Quiet Floor Guidelines
- DRS Noise Policy
- DRS Alcohol Free Residence Guidelines
- DRS Breaches and Outcomes

These guidelines ensure people are aware of their rights and responsibilities, and the consequences that are likely to occur should you breach the rules & regulations of the DRS. If you wish to discuss any of these policies, please make an appointment to speak with your Residential Supervisor or a staff member within the Centre for Residential Life.

DRS IPTV

Residential services offers IP based TV on the Bundoora campus. Any resident can use their computer in their room to watch Australian free to air TV as well as several international satellite stations. This is completely free, easy to setup and available 24x7.

Food Safety

Cooking Food

- Use a thermometer to make sure foods are thoroughly cooked and the centre reaches 75 °C.
- Hot food must be kept at 60 °C or hotter.
- Check that only clear juices run from thoroughly cooked minced meat, poultry, chicken or rolled roasts.



Cold Storage

- Cold food must be 5 °C or colder.
- Frozen food must be frozen hard.
- Check the temperature of fridges and cold storage areas regularly.
- Thaw food in your fridge, away from, and below, cooked or ready to eat food.

Cooling Food

- High-risk food must cool from 60 °C to 21°C in the first 2 hours, and then to 5°C or lower in the next 4 hours.
- Once food has cooled to 21°C put it in the refrigerator or freezer.
- Large portions of food take longer to cool. Divide large portions into smaller batches before cooling.

Preparation

- Limit the time that high-risk food is in the temperature danger zone and return to the refrigerator during delays.
- If food is kept within the temperature danger zone for a total time of 4 hours or more, throw it out.

Cross- Contamination

- Cross-contamination occurs when harmful bacteria or allergens spread to food from other food, surfaces, hands or equipment. This can lead to food-poisoning, to ensure cross contamination does not occur, make sure you;
- Keep raw food separate from cooked or ready-to-eat food.
- Use separate utensils and cutting boards when preparing raw and cooked or ready-to-eat food.

Cleaning

- Use clean, sanitised and dry cutting boards, equipment and utensils.
- Clean and rinse wiping cloths after each use, and change frequently.
- Wash hands thoroughly and regularly.

For more information call 1300 364 352 or visit the Department of Human Services website, www.health.vic.gov.au/foodsafety

Internet

All rooms in the Bundoora colleges have wired internet ports (RJ-45) available. Two metre CAT-6 cables can be purchased from the main reception area or you can bring your own. Rooms within Menzies College are also covered by the Universities wireless network. Residents have access to 10 GB of internet per month but please note that any web pages accessed from within the university will not count towards this limit. A member of the Residential Services IT department will contact you if you are approaching your monthly limit.



All rooms in Bendigo have wireless internet available. All students will receive a password to access this upon check in. Whilst there is no individual download limit, students need to be considerate of other students needs with regards to bandwidth use.

Please note that use of the internet is bound by law, including but not limited to, Australian Copyright Laws. For more information please read the rules and regulations located: <http://www.latrobe.edu.au/accommodation/bundoora/rules.html>

Linen

Bundoora Campus:

A linen service is available for residents within the colleges to change their linen (sheets) weekly. It is very important to change your sheets on a regular basis for hygiene purposes. The Linen Room is open from 8:00 – 9:00am and again from 11:00 – 12pm on separate days as listed below. Locations are as follows:

Glenn College	Wednesday	Ground Floor South End of East Wing
Menzies	Thursday	Ground Floor West End of South Wing
Chisholm College	Monday	Behind Tower 9, Opposite Arts Centre

At Graduate House and University Lodge, full bed linen is provided, including towel and tea towel. Residents are responsible for laundering their own linen and linen must remain in the room when a resident checks-out. At Barnes Way and Waterdale Apartments, linen is not provided. Only a mattress protector will be placed on the bed. All residents are responsible for laundering their own linen.

Bendigo Campus:

Full linen to provided to all residents. Residents are responsible for laundering their own linen and all linen must remain in the room when a resident checks-out.

Lock Outs

There is always someone within your residence who can assist you to get back into your room if you lock yourself out.

During office hours a spare key can be collected from the DRS Office. Residents must return their spare key within 1 hour. Each resident is permitted 2 free lockouts, the 3rd will then have a charge placed on their account by the DRS Office (please note that you will not receive separate notification of this charge being placed on your account).

After office hours, lockouts are attended to by the RA on Duty. Remember that more pressing matters may prohibit these staff from attending to your lockout straight away, so please be patient.



Maintenance

1. How to lodge a maintenance request

Report all maintenance issues directly via the room maintenance module on the Starportal system, <https://accommodation.latrobe.edu.au/StarPortal/>. Please note that more complicated matters are dealt with by the University's Facilities and Management Department, with all matters addressed on a priority basis. We will endeavour to attend to your request as soon as it is practicable.

2. Urgent Maintenance

Urgent maintenance, such as broken doors, gas leaks and electricity shortages should be reported immediately to the DRS Office (during office hours) or your residence Duty RA (after hours). Maintenance staff will see that the matter is attended to as urgently as possible.

Noise

Every resident is responsible for the maintenance of good order and reasonable quietness in their room and residence. Residents must at all times show proper regard for others. Radios, televisions, stereos, musical instruments and other audio equipment should be adjusted so as not to disturb other residents.

Breach of noise levels may result in a noise fine (issued by the RA, Duty RA or Residential Supervisor).

Suggestions and Complaints

Suggestions and other feedback from residents is actively encouraged and welcomed by Residential Services. Students can provide feedback via several avenues:

1. Completion of regular surveys (Residential Life surveys for first year residents and the mid-year survey for all residents)
2. Contact with the Centre for Residential Life (crl@latrobe.edu.au) or DRS Office (living@latrobe.edu.au) via email at any time
3. Submission of feedback via an anonymous suggestion box located at the front desk of the DRS Office

Telephone

No telephones are provided in rooms, instead phones are provided on each area. These phones can receive calls from any number but can only make internal calls (to any phone within the University).

Visitors and Guests

A visitor is someone who is meeting with a resident for a short period of time, while a guest is someone who is staying overnight with a resident. Please remember that you are responsible for any guest or visitor of yours and their behaviour within the residence at all times. If you are having trouble controlling a guest or visitor, please contact your RA or the Duty RA.



Overnight Guests:

Guests that are staying overnight, or for a number of nights, must be registered with the DRS Office at least 24 hours prior to their arrival. A charge per night will be charged by the DRS Office (except at Barnes Way/ Waterdale Apartments and Bendigo).



Administration

Checking In

Check in is after 2.00pm on the day of your arrival. When checking in you should advise the DRS Office of the approximate time that you will be arriving. If you are arriving during office hours (9:00 – 5:00pm) you are required to go to the DRS office to collect your keys.

If you are arriving after office hours, please use the internal phone, located next to the DRS Office, to contact the RA on Duty to obtain your key. Please ensure that you do take the time to then visit the DRS on office to finalize your check-in.

Bendigo Campus residents will receive a letter or email advising a time and location to collect their keys for check-in.

Checking Out

Residents who wish to check out must complete a Notice of Intention to Vacate form available in the DRS Office. This must be completed and returned at least 28 days prior to your departure.

Check out is strictly 10.00am on the day of your departure. When checking out you should hand in all keys (i.e. wristband, fob, DRS ID card) before your departure. Your account will be checked for any outstanding amounts and your room should be left in the same condition in which it was found. Additional cleaning fees may be charged for any extra cleaning.

Electrical Equipment

Personal electrical items brought into residences should be tagged and tested to meet the Victorian Electrical Standards prior to entry. Any item found to not meet the Victorian Electrical Standards will be confiscated until the residents vacate. This is a safety requirement and is in the interest of all residents. Leaving electrical fans on or unattended is an unsafe practice. Items less than 12 months old are not required to be tested but must be tagged with the date of purchase. Proof of purchase (receipt) must also be provided.

Personal heaters of any kind as well as double adaptors are not allowed in the residences (excluding Barnes Way and Waterdale Apartments in which only oil filled heaters are permitted). Residents who require additional power points in their rooms should purchase a power board with a surge protector.

Any electrical equipment/minor appliances (e.g. toaster, kettle) supplied by Residential Services is tagged and tested annually and any item that is faulty or damaged must be reported to the DRS Office immediately. Faulty items will be replaced or repaired as soon as possible. Faults with any of the larger white goods (e.g. washing machine, fridge) should be reported via the maintenance reporting system.



Fees

Fees Payment Schedule and Payment Options

Residents are required to pay all residence fees and charges as set out in the *Fees Payment Schedule*, which is sent to all residents with the offer package. This means that residence fees instalments should be *paid on or prior to the due dates* specified in the *Fees payment schedule*.

There are two preferred payment options for residents to pay residence fees instalments:

- Star Portal Online, <https://accommodation.latrobe.edu.au/StarPortal>
- Direct Debit

Residents are advised to retain all residence fees receipts in case of queries.

Overdue residence fees

Residents who have difficulty paying their fees as per the *Fees Payment Schedule* are advised to speak with staff in the DRS Office *before the fees are due* to discuss reasons why the payments are late so that a payment plan can be arranged. Late residence fee payments after the first warning letter (if unpaid by the extended date) will incur an administration charge. Names of residents who have not paid all residence fees and other charges debited to them will be placed on the University encumbrance list until all debts are cleared.

Keys

You will be issued with one swipe key card or key to your room upon your arrival. This swipe key card also opens the external doors in your residence and gives you access to other common areas including the laundry.

You can also obtain a waterproof wristband or a 'fob' that can be used as an extra key for your room from the DRS Office. You will need to return your wristband or fob when you leave. (Please note this does not apply to Bendigo residents).

Please note that your student card will be coded only to open doors until your registered departure date. If your date of departure changes please have Admin change the date on your student card when you move out.

For security reasons you are required to lock the door to your room and your building's external doors at all times.

A lost key/student card must be reported to the DRS Office or Duty RA as soon as possible. If you lose your key card/student card, the DRS Office will place a charge of \$25.00 on your account to cover the costs of changing of the lock and administration requirements.

Mail

Email is used as the primary communication tool by Residential Services (for everything from parcel notification to fees), and it is compulsory that you have a valid email address during your stay with us. Please ensure that you notify us immediately if your email address changes at any time. We ask that you please ensure that you have provided us with an up to date email address – preferably your University email account. We cannot accept Hotmail accounts.



Bundoora Colleges (Chisholm, Glenn & Menzies):

Postal mail can be collected from your respective college mail boxes after 4.00pm (or thereabouts) each day. Should you receive a large parcel or registered mail, it will be held in the DRS Office and an email will be sent to you advising you of its arrival. Parcels can be collected during office hours. Any mail not collected within one month of receipt will be returned to sender or disposed of.

Bendigo Campus:

Postal Mail is collected and distributed throughout the residents by the relevant Duty RAs.

All Residences:

A Post Office is located in the Agora on the Bundoora campus or at Strath Village on the Bendigo Campus and is open normal business hours. All postal services are available. A public post box is located outside the Post Office.

Your postal address is:

Your Name

Your Room, Floor & Residence

Division of Residential Services

La Trobe University

Bundoora 3086 or Bendigo 3552

Parking

Residents are expected to organise their own parking arrangements and permits. New students receive parking forms and information in their enrolment notice which are then processed through the enrolment centre. Returning residents can pay for and collect general permits from the Traffic and Parking office, Ground Floor, Peribolos East of LTU in Bundoora. Bendigo Students should contact Bendigo Facilities Management on 03 5444 7439 to obtain a permit.

Residents of Barnes Way and Waterdale Apartments do not require a LTU parking permit, but must obtain a sticker from the DRS office to be able to park their car within the designated car park.

A secure parking area (car compound) is available for college residents on the Bundoora campus of which limited places are available. Positions in the area are allocated via a ballot, which is held approximately 2 – 3 weeks after residents have arrived in college. Application forms can be collected from the DRS Office.

If you are allocated a place in the compound you will be charged \$40.00. Please note that you are still required to purchase a LTU Parking Permit. La Trobe Parking Permit numbers, make and model of car, and car registration numbers need to be provided to the DRS Office when obtaining your Car Compound pass.



Smoke Detectors

All residences are equipped with smoke detectors or fire detection devices. Any person found to have tampered with this equipment will be subject to sanctions as outlined in the DRS Rules of Residence - Breaches and Outcomes. Please note that smoke detectors can be set off accidentally by use of items such as hairdryers, hair strengtheners, and aerosols. Please take care when using such equipment in your room as you may be liable for a \$2000 fine in the event of a false alarm.



Your Community: Residential Life in the Colleges

The Division of Residential Services facilitates a diverse range of social, cultural, sporting and community outreach activities in addition to those provided by the University. We encourage all residents to actively engage in those activities on offer throughout the year. For further information and details about upcoming events or activities, please speak with staff within the Centre for Residential Life.

Please note that this information (excluding details regarding Global Programs) is not relevant for residents living at Graduate House, University Lodge, Barnes Way or Waterdale Apartments.

Academic Support Services

The CRL offers a number of services to assist students in their academic progress including a Textbook Buying Scheme, first year Study Focus Groups, Faculty Dinners, LEAP Program, NET Program, Academic Associates, and on-call staff support to all residents (either by the Living Learning Manager or Residential Supervisor).

First Year Study Focus Groups (SFGs) (Bundoora) or First Year Community Revision and Motivation Sessions (CRAM sessions) (Bendigo)

All first year students are required to be involved in discipline specific Study Focus Groups or CRAM sessions. These groups meet on a regular basis and are organised and managed by a trained later year student known as a Mentor (Bundoora) or Residential Academic Mentor (RAM) (Bendigo). Mentors provide students with guidance throughout the year, covering such topics as:

- Transition to University
- Lectures & Tutorials
- Exam Preparation
- General Study Skills
- Course or Subject Content

Attendance at such sessions is compulsory and students who miss more than three sessions in a semester are sent non-attendance letters and may face expulsion from residence if they continue to fail to be involved.

Textbook Scheme

The CRL also offers all residents the opportunity to access its extensive textbook collection. This collection contains over 100 textbooks in Bendigo and over 300 in Bundoora, most of which are on required reading lists of LTU courses, which can be borrowed upon request for the duration of the semester or year. Books that may not already be in the collection may also be purchased for student use.

Faculty Events

Early in Semester 1 (Bundoora) and Semester 2 (Bendigo), all later year students are invited to attend Faculty specific Faculty Events. Later year students, guests, former residents who now work in relevant industries and Academic Associates are invited to attend. The event is designed to provide students with inspiration and motivation in the later years of the degree and to provide networking opportunities for all involved.



LEAP Program

The LEAP Program was created in 2010 to provide students with additional key leadership and employability skills. One seminar or workshop is usually held each month covering such topics as:

- Resume Writing
- Interview Skills
- Job Hunting
- Being a Successful Student
- Exam Preparation

NET Program

The NET Program is an academic support program for students in our 'at risk' category who have received a Weighted Average Mark (WAM) below 52 and have failed two (or more) subjects.

Students in this position are contacted prior to the commencement of the semester and notified of their compulsory involvement in the program. They are each assigned to a trained student leader (Mentor/ RAM) in their specific Faculty and are required to attend three meetings scheduled during the semester. Student leaders provide participants mostly with assistance in general study skills, time management and motivation.

Academic Associates

The DRS maintains links with a number of Academic staff from each Faculty within the University throughout the academic year. Academic student leaders are requested to provide the CRL with a list of recommended Academic staff who may be interested in being linked to a particular college prior to the commencement of the following year. These staff are then contacted and invited to be involved in a number of college activities including Faculty Dinners, the DRS' Annual Academic Gala Dinner and Study Focus Groups/ CRAM sessions amongst other events.

Specialist Subject Tutors (not applicable on the Bendigo campus)

The CRL also offers all residents' access to Specialist Subject Tutors. These are students of excellent academic standing, who apply to be on-call to provide extra support for other residents in at least the following circumstances:

- a) where the DRS wishes to cater for higher than expected numbers of residents in a particular course and College, and the Mentor requires support;
- b) where it can be shown that sufficient numbers of students in a particular subject cannot easily be supported by current Mentors because of lack of experience in that subject;
- c) when extra support is required in subjects recognised to be difficult for many residents, such as chemistry, maths, or statistics.

Specialist Subject Tutors (SSTs) may be later-year students, or former residents, or other undergraduate or graduate students as identified by the DRS. Tutors are paid at a casual rate (either in the form of a direct payment or rent credit). Up to three hours of free tutoring is provided to students who request tutoring each semester.



Living Learning Programs Manager (Bundoora) or Academic Coordinator (Bendigo)

The Living Learning Programs Manager/ Academic Coordinator is a full time staff member dedicated to assisting residents with their academic progress. This staff member is available for one-on-one appointments with students on a needs basis, but also manages all of the academic support programs and services available to residents at each respective campus.

Bundoora Campus	Laura Burge	9479 1072	L.Burge@latrobe.edu.au
Bendigo Campus	Beth Wakefield	0407 348 675	B.Wakefield@latrobe.edu.au

Social Activities

A range of social activities is coordinated by the respective student clubs throughout the academic year, including each residence's Annual Ball, considered to be one of the highlights of the social calendar. Student Social Club leaders organise a diverse and exciting range of social and cultural activities designed to involve all residents, including dramatic productions, bands and parties, excursions, cocktail evenings, wine tasting, open mike nights, international events and much, much more.

The opportunity to participate in a range of sports programs is a further important element of life on residence. Residents are provided with a vast range of sporting resources and access to a diverse sporting program.

The Bundoora inter-college sporting competition is keenly contested and covers sports ranging from football, basketball and swimming to baseball, netball and hockey. Over 15 sports are included in the competition, with students also getting involved in social sports with the university gym, tennis courts, swimming pool, ovals and cricket nets available on the Bundoora campus year round.

Global Programs

One of the most exciting opportunities exclusively on offer to students living on residence are the DRS' Global Programs. These 2 – 3 week programs, running since 2006 in July and December holiday breaks, are designed to provide students with a short term overseas experience, introducing them to places of cultural interest, opportunities to interact with locals and participation in community outreach work. Programs on offer to students in the past have included Cambodia, Vanuatu, Syria, Thailand, Kenya, India and Nepal and well over 300 students have participated in the program in the past four years. Approximately 10 – 15 students participate in each program each year.

As well as visiting cultural or historical sites, DRS residents have assisted in health centres, schools, universities and local communities, and have participated in building or development projects in some countries. All students contribute a \$200 'Community Contribution' to a charitable or educational organization of their choice whilst travelling and in the past these funds have supported the purchase of medical equipment, medical supplies or scholarships for disadvantaged students and construction or educational materials.

Programs are either 'all-inclusive' (includes accommodation, transport, some meals paid up front by the student) or 'pay-as-you-go' (paid as each activity is held). Programs costs are generally very reasonable, thanks to partner universities providing accommodation or subsidized cultural and tourist activities.



A major feature of each of the programs is the 'buddy relationship' between Australian and host country students, with all of the programs having one or more links with universities or charities. Further information regarding Global Programs is made available to all residents in March and May.



Safety, Security & Personal Wellbeing

The Residences are designed with your safety in mind. Whilst both Bundoora and Bendigo campuses are friendly places, like any place it is sensible to be security conscious both on residence and while you are out and about. We advise residents to always lock their rooms upon leaving them and ensure that all exterior doors are also closed.

Campus Bus

A free courtesy bus around campus is available to all LTU students from Monday – Friday on the Bundoora campus. Please see <http://www.latrobe.edu.au/io/parking/courtesy-bus> for a copy of the timetable.

Doors and Windows

Always remember to close and lock all doors behind you. It is important that residents take responsibility for the security of their own areas.

Drugs - Legal and Illegal

Please note your personal safety is of our utmost concern and the use of any type of illegal drug whilst on residence is strictly prohibited.

In regards to legal drugs – the most common being alcohol – social drinking is fine, but we do become concerned if your drinking becomes out of control. Learn to drink responsibly and keep in mind that lots of residents don't drink.

Please refer to the DRS Drug and Alcohol Rules for further information.

Personal Issues

Personal issues, such as academic stress, alcohol abuse, depression, and eating disorders may strain relationships in a living situation. It is both a student's right and a student's responsibility to seek help when such issues become disruptive.

If a resident is worried about a friend, or if the behaviour of another resident affects living habits of others, he or she has the right and responsibility to seek help both personally and for that other person. It may be that the resident's action spares the individual concerned painful consequences – then or later. You may seek assistance from your RA, or your Residential Supervisor.

If you need help or want to talk about any problems or concerns you may have, you may wish to consider speaking with someone from the La Trobe Counselling department. For more information please see <http://www.latrobe.edu.au/counselling/index.htm> or contact 9479 2956 (Bundoora) or 5444 7223 (Bendigo).

Personal Security

Like in any city, travelling to and from the residences, especially at night, you should take simple precautions. Stick to busy, well lit streets and try not to walk alone. If your personal security is



threatened whilst in the residences or on campus, contact your RA, Duty RA or Security who will come to assist you.

Security Bus

The University provides a Security Bus Service at the Melbourne (Bundoora) campus for the safety and well being of the University community. When the Library is open in the evening, the bus departs every 30 minutes from the east side of the Library (patrons should wait in the Library foyer near the loans desk), commencing 6:00pm until 10:05pm and escorts staff and students to academic buildings, car parks, all residential accommodation areas (excluding Waterdale Apartments), and the tram stop.

When the Library is closed and at weekends, an escort can be arranged by telephone (03) 9479 2012. Use only this extension so that emergency lines are kept free. A security escort will also leave University Lodge on an hourly basis from nightfall to 5:00am the following morning.

Escorts will not commence until after dark and cease at 5:30am. This service is provided for people who are alone and who feel their safety is at risk. Security escorts are not provided for groups of 3 or more students between on-campus location and escorts will not be provided for anyone who appears intoxicated or is consuming or carrying alcohol

Suspicious Persons

If you see anyone acting suspiciously alert the DRS Office, your RA, Duty RA or your Residential Supervisor.

Harassment

Harassment has no place within any of the residences and Residential Services staff have a proper concern where the behaviour of students towards others may constitute harassment.

Such behaviour may take the following forms (but is not limited to): offensive jokes, expressing stereotypes, derogatory or offensive material, physical contact, intimidation, abuse or assault.

Behaviour is considered harassment when it is unwelcome or offensive to the recipient, and is repeated or of such a significant nature that it has a detrimental effect on the recipient's ability to study or engage in his or her normal activity.

Harassment complaints procedures:

In the first instance, contact your Residential Supervisor. If not appropriate, then you can contact the Equity and Diversity Office of La Trobe University. See the Important Contact details page for their contact information.

Personal Property & Insurance

Ensure your property is stored safely and securely at all times. Residential Services assumes no responsibility for the personal property of residents and their guests. Residents should maintain insurance protection against loss and damage to or theft of personal property.



Help

No matter how big or small you may think your problem is, you can always approach one of the student leaders within your residence or any of the staff working in the DRS or CRL office for help.

Your Residential Assistant (RA) will most likely be the best person to go to first for help, and where appropriate will be able to refer you on to other staff or organisations within the University for further assistance. They can help with noise complaints, resident disputes and more serious matters. If you are having trouble with uni, experiencing emotional problems or stress, are ill or just in need of a chat, feel free to contact your RA. Alternatively, you can arrange a time to meet with your Residential Supervisor to discuss your problem with them. If it is urgent, please don't hesitate to call, no matter what the time.

Student Leadership

Student leadership is particularly integral to the effective and successful functioning of the residences of the Division of Residential Services. Whilst a team of staff members (Residential Supervisors) oversee the operations of Residential Life, each residence features a student leadership structure incorporating all or a combination of roles which oversee pastoral care (Residential Assistants), social and cultural activities (Social Club), academic support (Study Support) and overall supervision of these respective teams (Coordinators – Bundoora colleges only).

Further details regarding each of the positions are provided below.

Coordinators: (Bundoora colleges only)

Coordinators are responsible for the management of their respective leadership teams. Students who apply for this role are generally later year students who have already fulfilled a student leadership role in a previous year. These positions require excellent time management, effective communication skills, good organisation and an intimate knowledge of residential life.

Residential Assistants:

The role of an RA is important to the overall wellbeing of all residents within the DRS. RAs play an essential role in pastoral care and community building in each area and are generally the first point of contact for a resident. Students considering this position should be friendly, caring, compassionate and trustworthy, but should also be prepared to have the self-confidence to enforce rules and policies as required.



Social/ Student Club:

Social/ Student Club members are responsible for the organisation of a diverse range of personal enrichment opportunities incorporating social, sporting, cultural and international events and activities. Students applying for a Social Club role should possess skills, attributes and interests complementary to the role.

Study Support:

Academic support and development is an important part of the service offered by the DRS and Mentors or RAMs in each residence provide study support and counselling to residents on a regular basis throughout the academic term. This role requires time management skills, a sustained level of academic success and good communication.

Students interested in leadership roles should speak with current leaders or their Residential Supervisor. Positions are usually advertised in early August.

Medical Centre

Bundoora
t. 9473 8885

Bendigo
t. 5444 7770

La Trobe University Medical Centre in Bundoora located in the northwest corner of the campus next to the Health Sciences building and offers a wide range of medical services from general health care (general practice, occupational medicine, sports medicine, physiotherapy and podiatry) to various specialist and hospital services, x-rays and pathology, with pharmacy on site as a one stop shop.

The Medical Clinic in Bendigo is located in the Student Services Building, and is open Monday to Friday from 9am – 5pm. Whilst some urgent consultations are available, it is advised whenever possible to make an appointment via the above contact number.

Counselling

La Trobe University provides its own counselling services to students. Counselling can be undertaken individually or in small groups. To make an appointment please speak with your Residential Supervisor or contact the Counselling Service in Bundoora directly on 9479 2956 or in Bendigo on 5444 7223.

Campus Security

La Trobe University has its own Security service. They can be contacted on 9479 2222 or (free call external) 1800 800 613 on the Bundoora campus or on 1800 077 043 at the Bendigo campus.



Emergency

Fire

All residences are equipped with smoke or fire detection devices. All rooms have information about what to do if you hear an alarm, or in the case of a fire. In addition your RAs have been trained in how to respond to such an emergency. Please do exactly as they or your Fire Warden asks in such an event.

You should:

- Familiarize yourself with the location of alarms and fire fighting equipment and emergency procedures
- Contact your RA or Security in the event of a fire or life threatening emergency

What can cause a fire?

Cooking Fires

Cooking fires are a common cause of building fires. They are usually caused by cooking oil overheating, grease that has accumulated on the stove or range hood and dish towels being left to close to burners.

What you can do:

- When preparing food, don't leave the cooking area unattended
- If a pan catches on fire, do not carry it, leave it on the stove, turn off the heat, cover the pan with a lid, fire blankets or use a fire extinguisher
- Provide a safe place for tea towels away from the heat of the stove
- Don't wear loose clothing while cooking and never reach across a burner
- Do not pour water on an oil fire.

Electrical Fires

Cracked and damaged appliance cords are the most common source of electrical fires.

What you can do:

- Check all electrical cords periodically to determine their condition and, if damaged, replace immediately
- Have all your electrical items tagged and tested (as per the DRS Rules)
- Never use water on electrical fires. Turn appliance off only if safe to do so

Medical

Always ensure that the DRS Office or your Residential Supervisor knows if someone on your floor or a friend has experienced a serious medical emergency. If you are unsure of what to do you should phone a Resident Assistant. They will attend, assess the situation and contact the relevant people. For matters of a less urgent nature, here are the contact details of some local services that may be of assistance:



Bundoora Campus:

Hospitals

Austin Hospital
145 Studley Road, Heidelberg t. 9496 5000

Doctors

Reservoir Medical Group
Corner Plenty and Gremel Roads, Reservoir t. 9478 2255

Reservoir Medical Centre
4 Edwards Street, Reservoir t. 9469 4944

Mill Park Super Clinic
250 Childs Road, Mill Park t. 9436 4155

Dentist

Bundoora Dental Clinic
1st Floor, 47 Plenty Road t. 9467 3733

Pharmacies

La Trobe Pharmacy
La Trobe University t. 9478 1525

Chemist Warehouse
95 Plenty Road t. 9467 7655



Bendigo Campus:

Hospitals

Bendigo Health Care Group
Barnard St t. 5454 6000

Doctors

Dr Albert Chan
La Trobe Medical Service, Bendigo t. 5444 7770

Tri-Star Medical Group
3 locations in Bendigo t. 5447 7088

Flora Hill Medical Practice
Neale St t. 5442 1344

Dentist

McCrae Dental Surgery
McCrae St t. 5441 6040

Pharmacies

Vanstan's Pharmacy
Neale St t. 5443 3238

Strath Village Pharmacy
Stath Village t. 5442 3889



Your Community:

Shopping

Bundoora Campus:

The closest shops are located at Bundoora Square on Plenty Road. Here you will find Safeway, Coles, Commonwealth Bank, Nando's, Brumby's and Flight Centre amongst many other shops.

Preston Market is also a popular destination for students when buying fresh food and other produce. It is located on Cramer and Murray Street, Preston. LTU also has its very own market on Thursdays (near the ELT lecture theatres) and on Sundays in car park 2 from 9:00am – 1:00pm with over 120 stalls each week.

If you're after a major shopping centre, head to Northland which is located at 2 – 50 Murray Road and accessible by bus. Northland has plenty of clothes, electrical and major department stores, as well as food outlets and supermarkets.

Alternatively, you can catch a train, tram or bus into Melbourne city (which can take anywhere from 30 – 60 minutes travel time). Department stores and most other shops in the Central Business District (CBD) and the surrounding suburbs are open 9am–5pm or 6pm, Monday to Wednesday and Saturday. Late night shopping is generally available on Thursdays and Fridays (until around 9pm) and shorter shopping hours occur on Sundays (e.g. 10am–4pm).

Bendigo Campus:

The closest shopping centre is Strath Village, located on the corner of Edwards Rd and Condon St. There you will find major banks, a supermarket, fast food, a newsagent, a pharmacy and various specialty shops.

For a larger array of shops, The Marketplace (next to the train station) is Bendigo's largest shopping complex, and is on the edge of the CBD shopping precinct. Most shops are open 9am-5pm Monday to Friday, and possibly Saturday morning. Sunday trading is generally restricted to the larger chain stores (Coles, Target etc)



Eating

Bundoora Campus:

If you don't feel like cooking, you can grab a bite to eat over the Agora, the main hub of La Trobe or at one of the other cafes and restaurants on campus (e.g., Eat at Menzies, Glenn Bistro, Pings, Eagle Bar, John Scott). Other food options (both takeaway and restaurants) are also available a short walk from campus.

Bendigo Campus:

Both Sweeney's Cafe and the Food for Thought Cafe operate on the Student Union floor, and offer a large range of food and refreshments. Alternatively, there are many other eating options at Strath Village



Cinemas

Bundoora Campus:

The closest cinemas are Hoyts located at Northland Shopping Centre. Visit <http://www.hoyts.com.au/> for session times and a complete listing of movie screenings.

Bendigo Campus:

The closest cinema is the Bendigo Cinemas, session times and further information can be found here: <http://www.bendigocinemas.com.au/>

Getting Around

Bundoora Campus:

Public Transport

The Melbourne public transport system incorporates train, tram and bus services. You can change services from train to tram to bus as often as you like on the one valid ticket. Melbourne's public transport network is split into two zones which are colour coded for easy recognition: Zone 1 is yellow and Zone 2 is blue. La Trobe's Bundoora campus is located on the border of Zones 1 and 2.

The tram stop closest to the Residences is located on the corner of Kingsbury Drive and Plenty Road. The bus stop closest to the Residences can be found at the front entrance to the David Myers Building. For more information, including fares and timetables, phone Metlink on 131 638 or visit www.metlinkmelbourne.com.au

Taxi

Taxis are generally an expensive way to travel. The following companies offer services in and around Melbourne, and you phone them directly to book a taxi.

- North Suburban Taxis: 13 1119
- Silver Top Taxis: 13 1008
- Black Cabs: 13 2227

Bendigo Campus:

Public Transport

Bendigo is serviced by a public transport network of buses. Information regarding routes and timetables can be found here: <http://www.christiansbus.com.au/index.php?mode=bendigo>. Bus stops are located next to the campus, on both Sharon St and Ellis St.

Taxis

Taxis are available in Bendigo by calling 131 008. Whilst more expensive than public transport, generally most destinations can be reached for around 10-15 dollars.



Important Contact Details

External

000	Police, Fire, Ambulance (EMERGENCY ONLY)
131 126	Poisons Information Centre (24 hours)
131 114	Life Line: 24 hour counselling service.
131 638	Public transport & timetables.
132 500	SES (State Emergency Service)
131 176	Car Accident Towing

Internal

9479 1071	Bundoora DRS Office
5444 7425	Bendigo DRS Office
9479 5269	Bundoora CRL Office
5444 7425	Bendigo CRL Office
1800 800 613	Security, Melbourne (Bundoora) campus
x 2012	Security Extension, Melbourne Campus
x 2222	Security (Emergency), Melbourne Campus
1800 077 043	Security, Bendigo Campus
9479 2956	Bundoora Counselling Service
5444 7223	Bendigo Counselling Service

