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Last updated 20 April 2009

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**DISCLAIMER**

*The information in this Handbook is provided in good faith as accurate at the time of printing. Corrections and modifications will be advised as necessary.*

## **PART A – GENERAL**

### **Statement of Philosophy**

Dunmore Lang College is an autonomous, not-for-profit residential college affiliated with Macquarie University.

The College:

- seeks to provide for its residents an environment which respects the integrity of the individual, cares for its members and nurtures the sensitivities, tolerance and mutual understanding required for life together in community
- desires to encourage excellence and honour the individual in the achievement of academic, social and spiritual goals in the various activities and endeavours which constitute University and College life
- affirms its commitment to the principles of Christianity which have been integral to the philosophy of the College since its foundation
- affirms the diversity of society and seeks to embrace that diversity in College life
- endeavours to maintain the highest possible professional and ethical standards in the conduct of business of the College and in the quality of its services.

Through continuing commitment to and application of this philosophy, Dunmore Lang College looks forward to making a significant and lasting contribution to student life and welfare in association with Macquarie University.

## Principal's Welcome

Welcome to Dunmore Lang College for 2009. You join an elite group of university students in the world, who enter, enjoy and exploit the privilege of living in a collegiate environment. This year we welcome self-catered postgraduate students into membership for the first time. If you are in this group, a special welcome and invitation to participate as you are able in the life of the College.

If you are like most residents, living here will enhance your life. Especially, you will meet and make new friends, some of whom will turn out to be friends for life. Scattered around the world after graduation, they will continue to enrich your life for decades to come.

It's also an energetic and inspiring place, swirling with ideas and activities, debate, fun and opportunities. Catered, closeness to campus and computer access make quite a difference to life as a uni student!

Naturally, it's also a place to relax with other members, to think about who you are, where you've come from and what you want to do with your life and career in a world as interesting as ours. As well as observing other people's lifestyle choices, College is a safe place to develop yourself; here you can try out new ways of being and so develop your self-understanding and inner strength.

We are a community centred on academic purposes. Everything flows from that. That is why our aim is to help you achieve the highest academic levels you can. In one way or other, the College staff, Resident Advisers, Resident Tutors and ADS Committee are all here to help you achieve that core goal effectively. Education is far more than the formal classes you attend and the assessments you submit, so we strive to provide a quality educational experience with breadth, vision and example.

'DLC' has an excellent reputation within Macquarie University and around the nation. We aim high in all areas, and are always working to lift our standards to add value to your college experience.

Finally, whether you are entering in 1<sup>st</sup> semester or 2<sup>nd</sup> semester, whether you come from overseas or a Sydney suburb, speak excellent English or very little, I invite you all to make early choices to get involved in College life. Meet some new people who are outside your group; get involved in a sport or arts activity – even ones you know nothing about! "Seize the day", as they say!

***Our mission is to create and sustain a vibrant and secure academic residential community in affiliation with Macquarie University. We will promote student life learning and leadership based on respect, responsibility and service.***

Thank you for choosing this College.

Dr Lewis Rushbrook  
**PRINCIPAL & CEO**

**The Principal, Director of Student Life & Learning, Staff, Resident Advisers, Resident Tutors and ADS Executive wish you well and hope your experience of being a resident at Dunmore Lang College this year meets and satisfies your academic and personal goals.**

## College Staff

### Office of the Principal

Principal & CEO

*Dr Lewis Rushbrook MA (Auckland & Oxford),  
PhD (ANU), MAICD*

Executive Assistant

*Mrs Sarah Brown*

### Office of the Director Student Life and Learning

Director of Student Life & Learning

*Ms Kate Hallam*

Registrar

*Mrs Philippa Bird BEd (Hons)*

Reception

*Mrs Carolyn Innocente*

*Ms Sheena Song BA*

### Office of Finance and Administration

Chief Accountant

*Mr Homer Ho MBA, Grad.Dip.Corp.Fin., BBus*

Assistant Accountant

*Ms Qiong Lin MAComm, BEcon*

### Conference and Further Education Office

Acting Manager CFE Programs & Events Co-ordinator (part-time)

*Mrs Jennifer Hearn*

Assistant Program & Events Co-ordinator (part-time)

*Mrs Felicity Webb BA (Design for Theatre and Television)*

Business Support

*Ms Sheena Song BA*

### Facilities & Services Office

Maintenance Manager

*Mr Luis Oliveira*

Maintenance Assistant

*tbc*

Housekeeping Manager

*Ms Karren Kohnke*

House Staff

*Ms Roslyn Cuskelly*

*Ms Donna King*

*Ms Kay Lansdowne*

*Mrs Antonia Punzi*

*Ms Alisa Kedjekushian*

### Alliance Catering

Catering Manager

*Mr Shane Farr*

Staff

*Mr Sean Butt*

*Ms Vanessa Cannavo*

*Mrs Gail Edwards*

*Mrs Judy Jones*

*Mr Bill Keung*

*Mr Jeffrey Hao*

*Mr Andy Wen*

*Mrs Tina Smith*

*Mr Paul Wee*

*Mrs Mary Ayuazian*

*Mrs Julie Southern*

## Governance

### Board of Directors

The Trustee of the College is Dunmore Lang Colleges Ltd, a non-profit company limited by guarantee. There are 170 Company members, including early contributors to the building of the College, donors, university staff, clients, and alumni (ie former residents of the College).

The Board of Directors consists of not more than eighteen (18) people as follows:

- one Director appointed by the University Council (University Director)
- the Principal
- one Director elected each year by the Tutors at a meeting called by the Principal for that purpose (Tutor Director)
- one Director elected as President of the Association of Dunmore Lang Students (Student Director)
- (the remaining fourteen (14) Directors are elected from Dunmore Lang Colleges Limited (Member Directors)

### Current Board Members

*Mrs Philippa Graham (Chairman)*

*Mr Scott Atkins (Deputy Chairman)*

*Mr Malcolm Butler-Nixon (Treasurer)*

*Dr Lewis Rushbrook (Principal & CEO)*

*Mr John Burke (Director)*

*Associate Professor Lorne Cummings (Director)*

*Professor Michael Johnson (University Director)*

*Mr Geoff McWilliam (Director)*

*Dr Ben Odgers (Director)*

*Ms Amanda Porter (Director)*

*Mr Peter Sjoquist AM (Director)*

*Mr Damien Crombie (Student Director)*

*Philippa Scott (Tutor Director)*

### 2009 Fellows of the College

The College has a number of Fellows, all of whom offer their services to the College. They are:

**Honorary Fellows** - selected for outstanding service to the College

*Mrs Margot Doust*

*Professor Glenice Hancock*

*Mr Geoffrey Harrison*

*Rev. Dr John Pender*

*Mr Edwin Hutchinson*

*Dr Hugh McCredie*

*Emeritus Prof. Bruce Mansfield*

*Mr Charles Miller*

*Miss Diane Maclean*

*Mr John Reid AO*

*Mrs Diana Gammon*

*Miss Freda Whitlam*

*Mr John Almgren AM*

*Mr Greg Eddy*

### Dorothy Knox Fellows

*Mr Michael Kieran Harvey*

*Mr Robert Pope*

*Mr Gao Jinabo*

**Resident Fellows** These are people of academic standing, usually senior lecturer or equivalent, resident in the College and willing and able to contribute to College life.

**Visiting Fellows for 2009** These are people of standing in academic, cultural, business or community life who are not resident in College but who have an interest in the College and are willing to contribute to College life.

*Ms Deidre Anderson*

*Dr Chris Baumann*

*Associate Professor Lorne Cummings*

*Professor Arthur Delbridge*

*Professor John Hooper*

*The Hon Maxine McKew MP, Member for Bennelong*

### **College Rules**

A copy of the Dunmore Lang Colleges Ltd Rules appears at the back of this Handbook.

## **A Brief History of Dunmore Lang College**

The first residents entered Dunmore Lang College in 1972, beginning the tradition of affiliated residential colleges on the Macquarie University campus. The idea of such a college was conceived in 1948 by interested members of the Presbyterian Church, under the guidance of Miss Dorothy Knox, the Principal of PLC Pymble.

Their primary aim was to provide accommodation for female students from country areas at the University of Sydney, but as this hope was unrealised after almost twenty years of searching, a site was accepted at the new Macquarie University in 1967. Many obstacles had to be overcome before the buildings were completed, with three quarters of the funding coming from the Commonwealth and State governments and a quarter from private donations.

Appropriately, the College was named after the industrious and controversial Presbyterian minister who, through more than half of the 19th century, worked to realise his dream of Australia as a free, enlightened, independent and moral community. John Dunmore Lang is now considered by many to be Australia's first Republican. It is fitting too, to highlight the importance of honouring the name of Miss Dorothy Knox, who not only had the original vision but who also played a leading role in every aspect of the establishment of the College.

The College, co-educational from soon after receiving its first residents, now welcomes residents of any nationality, racial or religious background. It is an autonomous institution, independent of its Church beginnings yet retaining traditional Christian values.

For thirty-five years Dunmore Lang College has fulfilled the original vision of its founders. It continues to foster both high performance in education and the spirit of care and fellowship that develops valuable members of the immediate and wider community.

## **Dunmore Lang College Alumni**

The Dunmore Lang College Alumni is the name for the ever-expanding group of former residents of the College. Its organisation is currently being redeveloped so that it can better promote relationships with and between former residents. A steering group is being formed with the Principal as point of contact.

The Alumni Association is responsible for the funding and presentation of the Dean Frost Prize for Academic Excellence and the Association of Dunmore Lang College Students President's Award.

## **The Future**

Augmenting the original vision of its founders, Dunmore Lang College will continue to raise its standards, enhance educational achievement and the qualities that develop valuable members of the immediate and wider community. These qualities are embodied in the mission statement adopted by the College Board in 2006, summarised as 'learning, leadership & service'.

There are further stages in the College's plans – both tangible and intangible – to ensure that DLC stays at the leading edge of its field, successfully meeting its objectives in a contemporary and relevant manner.

## **The College and its Conference and Further Education Program**

Dunmore Lang College is a self-supporting institution. It receives no funding from State, Federal or University sources. The College supplements funds to maintain the facilities and provide student services by actively encouraging appropriate bookings from conferences, visitors and educational programs. It does this through its 'Conference & Further Education' department, managed by Mrs Jennifer Hearn.

Vital to promoting this business is the accommodation offered in the corporate rooms with ensuite facilities in the Margot Doust Wing. These rooms are available year round and provide constant financial support for the College. Those guests whose tariff includes meal packages eat in the Dining Hall at meal times. Rooms are available throughout the College during the recess periods.

Also important to this additional business are the seminar and conference rooms located in the Almgren Centre. These rooms have seating capacities ranging from 15-100. Enquiries concerning use of the Further Education facilities should be addressed to the Programs and Events Coordinator.

Meal standards and other arrangements for Conference & Further Education clients are negotiated according to their needs and may differ from that provided to residents. During recess, the rooms and facilities available to residents may vary, eg the Common Room may be unavailable or meal times may change. The College will do its best to provide reasonable notice to residents who remain during recess.

## **PART B - LIFE IN COLLEGE**

### **Who's Who? Residential Staff**

#### **Principal & Chief Executive Officer**

Lewis Rushbrook, Principal & CEO, resides in the Principal's Residence, Dorothy Knox House, which is between the Almgren Centre and Mansfield Wing (130 Herring Road). You will see his wife, Jennie Lindsay, from time to time. Jennie is the Principal of a special school in Canberra and commutes to DLC whenever she can.

#### **Director Student Life & Learning**

Kate Hallam, Director Student Life & Learning, resides at College in an apartment in 130HR which was formerly the residence for the Principal. Kate arrived from the UK in 2007, having over seventeen years' experience in student accommodation in London and elsewhere.

#### **Senior Tutor**

To be advised.

#### **Senior Duty**

To be advised.

#### **Resident Advisers (RAs)**

The College appoints a number of Resident Advisers (RAs) each academic year. Their primary responsibility is the care and development of student residents but also includes administrative duties relating to anyone resident in College (eg conference guests). This care includes all aspects of working constantly towards a physically, emotionally and psychologically safe environment. RAs are leaders and valuable members of the community; they have authority delegated to them from the Principal to act in critical situations concerning people or property.

RAs also assist with College administration out of business hours.

The Dunmore Lang College RAs for 2009 are:

*Brie Colley*

*Sue Chong*

*Bridget Elliot*

*Michael Gan*

*Peter Graham*

*Gareth Hood*

*Anna Melbourne*

*Tyna Murray*

*Jeremy Pont*

*Tania Schroder (Senior RA)*

*Philippa Scott*

*Ed Wilson*

#### **Resident Adviser on Duty**

There is always a Resident Adviser (RA) on Duty outside of business hours. The RA on Duty can be contacted by dialling 1000 internally or externally 9856 1000.

The RA on Duty along with all RAs, have responsibility for providing advice and assistance as well as dealing with disturbances in College after-hours.

*The College expects residents to accept personal responsibility for their behaviour and strongly encourages them to consider other residents' needs at all times.*

It is sometimes necessary for RAs to remind residents that their behaviour is disturbing others or is unacceptable. Residents must comply with all requests from RAs as quickly as possible. If residents believe that an RA's request or instructions are unreasonable, they should comply with the request or instructions at the time and discuss the matter later with the Director of Student Life & Learning.

Selection for RAs begins in October each year. Applications are screened and interviews held in October-November. Applications are welcomed from students outside of the College as well. Successful RAs begin a week of training in early February before new residents arrive.

### **Resident Tutors**

The College appoints a number of Resident Tutors (RTs) each academic year. They are usually postgraduate or senior undergraduate students who provide academic assistance to College residents in the areas of their own academic and/or professional competence. RTs organise study sessions and/or tutorials to provide valuable study skills essential to university study.

The Dunmore Lang College RTs for 2009 will be announced in March 2009.

### **Computer Support Officer(s)**

Announced March 2009

### **Librarian**

Announced March 2009

### **Media Liaison Officer**

Announced February 2009

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

### **About the ADS**

All undergraduate students admitted to residence in Dunmore Lang College automatically become members of ADS on payment of the ADS fee, collected by the College as a courtesy. Postgraduate members pay an annual fee and participate as appropriate in ADS activities.

The aims of the ADS as stated in the ADS Constitution are to:

- promote generally the interests and welfare of ADS members
- afford a recognised means of communication between 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 he, she or they agree to be so represented and

that such action does not prejudice the interests of members generally.

### **ADS Executive - 2009**

The Executive Committee for 2009 is:

*President – Damien Crombie*

*Vice President – Hermel Rodrigo*

*Secretary – Jess Parnell*

*Treasurer – Justin Wong*

### **ADS Meetings**

Meetings of the full ADS are held regularly, usually on a Tuesday night in the Common Room above the Dining Hall. Watch for notices.

### **ADS Sub-Committees**

The ADS manage a number of sub-committees which rely on student support for their success. These sub-committees, include:

Drama/Music	Environment	Ball
Magazine	Shop	Video
Social	Food	Sports
International	Charity	
Freshers (first year)		

The ADS may appoint representatives in various areas, eg sports, international, inter-college, sponsorship and liaison with the university.

### **ADS Shop, Drink and Vending Machines**

The ADS shop is located on Level 2 of the McCredie Wing, near the stage entrance to the Dining Hall. It operates at advertised times in the evening. The drink machine and the snack vending machine are located outside the shop.

### **Orientation Week**

At the beginning of the academic year, new DLC students arrive earlier than returning students and are welcomed by an O-Week Committee member. For two days, the O-Week Committee holds information sessions, activities and functions to provide an opportunity for new students to get to know each other and to become familiar with their new environment. A combined Orientation program for all residents continues from Wednesday to Friday of Orientation Week to

integrate new and returning College members. The University also organises a comprehensive introduction to university life in three days of Orientation and there are opportunities to meet students from other colleges.

An abbreviated College Orientation Week with similar goals is also conducted during the first week of Semester 2 to assist those students new to the College.

## Reception (located upstairs in the Almgren Centre)

### Reception Hours

Reception is open Monday to Friday, 8:30am to 5:30pm.

### Telephone Numbers

- Reception (during business hours) 02 9856 1000
- Resident Adviser on Duty (after business hours) 02 9856 1000. Internal Ext. 1000

### Arrival at College - Registration

On arrival, residents must sign in and collect their welcome pack from the College Reception. Rooms are ready for residents after 2pm on the day that has been scheduled for your arrival.

The exception is the Sunday preceding O-Week, when Registration commences from 11am.

Residents who plan to arrive at the College outside of office hours (8:30am to 5:30pm), must notify Reception during office hours to confirm that their room will be available and to make arrangements for payment of fees and collection of their key pack.

### Mail

Mail arrives each weekday and is placed in the mail trolley is located at Reception. Stamps are available from the Student Union, or the Post Office at the Macquarie Shopping Centre.

Post boxes are located at:

- Windsor Drive near Herring Road (directly opposite the College)
- Macquarie Centre Post Office

The postal address for the College is:

**PO Box 150, North Ryde NSW 1670.**

Redirection of mail. When a resident finally leaves College, they must re-direct their mail and provide a stamped self-addressed self-adhesive labels to Reception so their mail can be forwarded. This service is available for *four* weeks following their departure.

After this time, all mail will be returned to sender. Summer recess mail is held for returning students only.

### Payment of Fees and Residential Agreement

Resident accounts are produced each semester and placed in the mailboxes near Reception and/or in the key pack at the beginning of each semester. Accounts are **not** sent to parents, but residents may take extra copies of the Fees Schedule (available from Reception or the web page) to send home to parents for ready reference.

Full Terms and Conditions for Residential Agreements and Payment of fees can be found in the Admissions Document.

**All Accommodation fees must be paid in advance, whether for semester or recess accommodation. The College has a strict 'no payment, no key' policy. If residents intend to pay Accommodation fees using the PaySmart fortnightly deduction, they must pay an initial holding amount AND simultaneously submit their PaySmart application form.**

Please note that payments made with an Amex card will attract a 2% surcharge.

### **Lost Property**

Please hand in lost property to the Housekeeping Office (3rd floor, 130 Herring Road) and check there for any lost property. The Housekeeper will store bulky or unclaimed items for about one term while awaiting their collection. Following this, unclaimed goods will be given to charity.

### **Residence during Recess Periods**

Residents wishing to stay at College for all or part of a recess may apply to do so ahead of time, using the Recess Booking Form.

Approval is at the discretion of the College, taking many factors into consideration such as prior bookings, renovation and reason for staying. During recesses, the College is frequently filled with conference bookings which are normally made well in advance and there is no guarantee that a place will be available.

But if a resident who arrives in First Term wants to **guarantee** their occupancy during any or all of the 2009 recesses, they need to indicate this in their Admissions Document. The additional dates selected will then formally become part of their residential contract. They will be charged for the period and will have to pay even if they later decide not to stay. The big benefit of booking ahead is knowing that the room is theirs and will not be offered to conference or other guests.

Other residents who wish to stay in any recess during 2009 but did not indicate this in the Admissions Document, may apply using the Recess Booking Form, and remain in College, *if approved*.

If a resident does not complete a Recess Booking Form, it will be assumed that they are leaving by 10am on the morning after the last day of term/classes and returning after 2pm on the day preceding the first day of the next term (usually a Sunday before the Monday).

To assist staff with preparations for incoming conferences and guests, it is essential to depart on the day and at the time nominated (usually 10am).

If residents need to change their departure or arrival dates at the beginning or end of a semester, they must advise Reception during business hours. Some meal times are changed during recess.

Permission to remain during the Summer period (December to February) is subject to the same process. The College is generally very busy during summer with conferences, annual maintenance and renovations.

## **Communications:**

### **Computers & Phones**

#### *Computers*

##### **(v. CNPL) IT Acceptable Usage Policy**

Everyone who uses the DLC computer network is bound by the relevant acceptable usage policies (AUP) in force at the time, including those of Dunmore Lang Colleges Ltd, Macquarie University, state and federal legislation. This includes staff, residents and casual guests, whether using the College's computers or their own on the College's system.

All residents must sign consent to the DLC IT Acceptable Usage Policy when arriving in College before they are physically able to log on to the network. The Policy is included in information given out on arrival.

In particular:

- No resident may conduct a business using the College's IT system
- The College monitors residents' use of the available bandwidth and will reduce (shape) traffic for unreasonable consumption.

Other policies covering the use of IT are the College Rules and Code of Conduct for Students (in this Handbook) and the College's ICT Harassment Policy.

##### **Computer Laboratory**

The Computer Laboratory, located on Level 4, contains 10 computers, 3 printers and a coin operated photocopier. It is open 24 hours a day every day. Residents must supply their own paper for the printer and photocopier. The computers are provided and maintained by the College. In the interests of maximum efficiency they are periodically wiped of contents and re-imaged. For security you must be

authenticated (by entering your username and password) prior to use.

In the interest of all residents, please treat this equipment with care. If there is a fault with a computer or printer, **do not try to fix it**. Contact a Computer Support Officer (CSO), whose contact numbers are listed in the Computer Lab. The CSOs will attend to faults as soon as possible.

Under the current system, each user is allocated a certain amount of space on the Student Server, but storage there is at the user's risk. You should also save your work to your own portable devices. You should make a habit of regularly saving your work.

Please observe the following rules when using the Computer Laboratory:

- **Food and drink are not to be taken into the Laboratory**
- Residents working on course assignments or accessing the University sites have priority over those 'surfing' the internet recreationally.
- You must not install or attempt to install any software on the College computers.
- You must abide by the DLC IT Acceptable Usage Policy (AUP) at all times.

### Wireless Network

The College provides a wireless network for residents, extending from the Doust and Miller Wings to the Dining Hall, Courtyard and Common Room.

IT security is even more necessary with wireless technology. While wireless networking provides great flexibility, the wireless signal currently can be detected up to 500m away allowing non-college members potentially to access the student network. This could allow a malicious user to sniff passwords, steal information, and interfere with student computers.

Whilst the College ranks IT security measures highly, it cannot guarantee 100% protection. Responsibility lies with individual users. You should be aware of this and take the following recommended steps when on the wireless, or wired network:

- install the latest Windows updates (windowsupdates.microsoft.com)
- change passwords regularly
- install antivirus software
- back up data on a regular basis
- disable file sharing
- install a personal firewall

- use Firefox instead of Internet Explorer (getfirefox.com)
- limit the use of any web sites transmitting personal information such as internet banking, email, etc.

The College significantly upgraded its IT systems, infrastructure and security during 2008. Any further advice from our consultants about security will be passed on to residents.

### Computers in Student Rooms

If you brought your own computer to College, there is an Ethernet connection in each room of the Mansfield and McCredie Wings (a Cat 5 cable is required), and 802.11b wireless access points in the Miller and Doust Wings.

Once you have an active network account (see Reception), you will be able to access:

- other computers on the College network
- an antivirus software package and definition updates.

### Internet Access

In addition to a network account, you are also able to access most standard Internet services. The College provides a firewall service for the protection of the network from the Virus traffic Internet. As such, some Internet services (such as some internet games) may not be available.

Unlimited internet downloads are now bundled into your fees and you do not need to visit Reception to top up your Internet account, as happens with your telephone account.

### Reasonable Usage

As mentioned in the AUP, however, residents must not use the College's computer services unreasonably. An example is downloading massive amounts of data for recreation, business or other non-academic purposes. This can have an adverse effect on other users and the College reserves the right to 'slow down' the rate of access for residents who persistently take more than a fair share of the web traffic. Downloads of 5-10 gb per month are thought reasonable. Residents who offend will be given a warning on the first occurrence and if it continues, then have their traffic slowed without warning for a period; item 7 of the IT Policy unreasonable consumption of band width.

The College can if necessary analyse in detail the internet traffic of residents.

### **Privacy and Modern Technology**

The amazing liberation of modern technology (listen to music, send emails & SMS, watch video, surf the web etc) comes at the expense of our privacy. Because many social sites such as Facebook, My Space and public blogs can be viewed by anybody, due care should be taken. The College will take action against anybody seen to be cyber bullying or making defamatory remarks against the College.

Residents should remember this when using the College's IT systems.

### **Computer Support Officers**

If you have difficulty connecting your computer, you can ask for assistance from the College Computer Support Officer(s). Contact details are available from Reception, or the notice board in the Computer Laboratory.

Computer Support Officers are able to offer assistance with:

- connecting your computer to the network or internet
- installing Microsoft Windows or Microsoft Office
- setting up your web browser to access the Internet.

Computer Support Officers are unable to provide other forms of assistance. If you have other problems relating to software and hardware, you should seek outside assistance, which is usually available in the local area.

## *Telephones*

Please note that there are significant differences between the College telephone and a conventional single subscriber telephone. Every room has a phone, which can make and receive messages, enable internal and external calls. The College provides a detailed information sheet for residents on the operation of the telephone. Summary points are listed below.

### **Opening Your Telephone Account**

Before using your phone, a telephone account must be opened at Reception. Your account must be in credit to make outgoing calls. A PIN number will be issued to make

sure that no-one else makes calls on your account.

NB Should your credit run out while making a call, charges continue until the call is completed. You cannot make further calls, however, until you pay at Reception.

### **Incoming Calls**

Your room phone number starts with '9856' and is followed by '1' and your room number. Room 224 is therefore 9856 1224.

### **Outgoing Calls**

Press #7, your PIN number, 0, and the phone number being called.

### **Free Calls**

There is no charge for internal calls within the College, incoming calls and direct calls to Macquarie University extensions.

### **Calling the University**

Direct calls can be made to University extensions by dialling 5 and then the extension number. However, if the call is unanswered, and you want to leave a message, you need to make a local call to the extension, ie 0 9850 + extension number.

Callers from the University to the College dial 57 + College extension number.

### **Personal Greeting**

You can record a personal greeting on your phone. Messages should be short and acceptable to all. Any offensive material on phone greetings may result in disconnection.

### **Reverse Charge Calls, 1800, 1900 and 0055 numbers**

Do not accept reverse charge calls on your telephone as these are charged at premium rates.

### **Global Protocol**

The global service is an invaluable means of communication for resident leaders. However, its effectiveness depends on residents deleting old messages, since a full message bank will not receive any more incoming messages. Please refer to PART C - BEHAVIOUR for consequences of misuse of this service on page 26.

### Voice Mail

Each phone has a Voice Mail function which operates like an electronic answering machine.

The RAs and ADS use this function extensively to send and receive important messages, either to all residents on a floor (a 'flobal') or all residents in College (a 'global').

A red light on the phone means that a message is waiting.

- To listen to messages, dial 1595, or press the 'Message' button.
- When asked for the mailbox number, key in your extension number and press #.
- When asked for a password, key in your extension number and press #.

### Deleting Messages

The College's voice mail system can store many messages, but fails to operate effectively if there are hundreds of messages stored across the entire system. To ensure you can receive and send messages, please:

- delete your messages after you have heard them
- clear your entire message bank before leaving for a recess.

### How To Delete Your Messages

Press Messages – your extension and # and then your password and #. To delete messages press 76. You will have to do this for every message.

If you don't delete your messages or you change your phone password a charge will be made to reset your phone.

### Please Don't Unplug Your Phone

Please do **not** remove the telephone plug from the wall socket. Unplugging the telephone causes the extension to be disconnected from the phone system, with expensive reconnection costs to the College.

### Phone Directories

White Pages is on the web at [www.whitepages.com.au](http://www.whitepages.com.au); Yellow Pages [www.yellowpages.com.au](http://www.yellowpages.com.au). Hard copy phone directories are located in the College Library and at the College payphones.

### More Information

'User Guides' for the phone and for 'Voice Mail' in the College are located at Reception.

### Emergency Numbers

Fire, Police, Ambulance - Dial **0-000**

Further emergency numbers are held by Resident Advisers and Senior Staff.

## College Resources

### Bag Stores

Bag stores for storing personal goods such as suitcases during term and recess breaks are located on the following levels: 1 East, 1 West, 2 East, 3 East, 3 West, 4 East and on levels 2, 3 and 4 of the Miller Wing. All personal items must be labelled. Bag stores are only available for use by students who are returning to College after the relevant recess period.

Bag stores will be kept locked at all times. For security reasons, only current College residents may obtain keys. Keys are held at Reception and with the Resident Advisers after-hours. You must sign for the key and there is a half-hour borrowing time limit on the key. You must lock the door on leaving. While all care will be taken, the College is unable to take responsibility for mislaid belongings. Individuals are responsible for the insurance of their personal belongings.

The bag stores will be cleared and cleaned by the College at least once per year. Any unlabelled items or items belonging to residents who have left will be disposed of.

### Bathrooms

Bathrooms are located next to the fire stairs on all floors of the Mansfield and McCredie Wings and are mainly mixed gender, the bathroom situated on 4East South is female only. Bathrooms are cleaned daily Monday to Friday and checked at the weekend. Please help to keep the bathrooms clean and tidy and to turn off the lights as you leave.

### Water Conservation

With water a critical resource for Australia, the College requests residents to be considerate with water usage (both hot and cold). Please turn off taps and advise

Reception using the blue Maintenance Slip if you find dripping taps or showers.

### Laundries

Laundries are located next to the bathrooms on 1 East, 3 East and 1 West and on all levels of the Miller Wing. They have coin-operated washing machines, dryers, tubs, irons and ironing boards. When using the machines, please follow instructions carefully - lost money is not refunded. Lights are on a timer to reduce energy costs.

To avoid disturbing other residents, please do not attempt to use washing machines or dryers after 11pm or before 7am as the power is automatically shut off. This means that any money you have spent in the machines will be lost. This money is non-refundable. One-dollar coins are used. If a machine fails to work please report the fault to Reception.

### Common Room

The Common Room is situated on Level 4 and provides a comfortable area for relaxation as well as a TV with Foxtel, a pool table and table tennis table. It also has wireless internet access on the resident network.

Please use the bins provided for rubbish and bottles. Housekeeping will wipe surfaces vacuum and empty bins. Please, leave the area as clean as you found it.

**To avoid inconvenience to others, please do not move Common Room furniture onto the balcony areas or remove it from the Common Room. Out of consideration for other residents, users of this area are requested to keep noise levels to a minimum. The Common Room is closed to table tennis, pool and general gatherings after 11:45pm. The adjoining balcony is alcohol and smoke-free.**

**Parties must NOT be held without approval by the Director of Student Life & Learning.**

### Senior Common Room

The Senior Common Room on Level 4 is available for use only by:

- Postgraduate students
- Resident Advisers
- Resident Tutors
- ADS Executive

- any resident who has lived in College for a minimum of 4 academic semesters.

A refundable \$25 deposit must be paid to Reception to become a member and to receive a key. The air-conditioned SCR is equipped with television and VCR, Foxtel, lounges and coffee tables.

Key holders must lock the door after use.

### Library

The College Library is on Level 4 of the Mansfield Wing near the Senior Common Room. Residents are encouraged to use the Library to consult journals and reference works, to study or to read freely for enjoyment or relaxation.

Library hours are displayed on the notice board in the Library. Students can borrow and return books during these hours.

Please note that journals and magazines are on overnight loan only. Food and drink must not be taken into the Library.

### Photocopying

A photocopier for resident use is located in the College Computer Laboratory (10c per page). You must supply your own paper.

### Barbeque

The RA on Duty is able to unlock the portable College barbeque in the courtyard for student use on weekends. If you wish to have a barbeque where alcohol is supplied or outside guests are invited, you MUST obtain permission first from the Director of Student Life & Learning.

### Resident Kitchenette

The kitchenette on Levels 2 and 4 of the McCredie Wing are available for use by all residents and on Level 3 in the Charles Miller Wing. The College regularly cleans these kitchenettes but it is important for individuals to keep them clean and to tidy up after themselves so other users can also enjoy the use of these facilities. The College maintains the appliances and supplies. Please report any appliance problems to Reception.

### Fridges

Communal refrigerators are provided in the Mansfield and McCredie Wings and resident kitchenettes. Food left in these refrigerators should be clearly labelled with your name,

room number and the date the goods were placed in the fridge. Perishable items should not be left in the fridge indefinitely.

The College provides small fridges for residents who have lived in the College for a minimum of 4 semesters or live in the Miller and Doust Wing

Other residents are welcome to bring their own snack fridge. **Please place a plastic sheet under your fridge to protect the carpet.**

Please remember to defrost your fridge regularly, but when leaving the College (eg over a recess) switch off the fridge and be sure it has completely defrosted before you depart, wipe it out and leave the door ajar for ventilation. Residents whose defrosting fridges flood the carpets will be liable for cleaning charges.

## Security & Insurance

### Security

Security is very important in a large college community with an open-plan setting situated in a high-density suburb near public transport. With the opening of the MU Railway Station in 2009 the College anticipates a rise in security risks. The College seeks a balance between locking everything down and naïve openness. Dangers include strangers in the buildings, petty thieves (especially at the start and end of terms), or persons with a grievance.

The College's security measures include:

- RAs and senior staff in residence
- effective access systems (keys, proximity cards, protocols)
- good lighting and low plantings
- security staff on site seven days a week.

### Some security 'do's and don'ts' for residents

1. **Do keep your room locked at all times.** This sounds unnecessary ("it's my home") but you don't want to be the person to discover your laptop has been taken. Exit doors are closed and door alarms are switched on after dark each evening.

2. **Don't open any external doors to any person who doesn't have a prox card.**

These external doors form part of the security framework for the whole College.

3. **Don't give your prox card, swipe card or room key to anyone who is not a current resident of the College.** To do so, heightens the security risks for the whole College community and is a serious breach of your Residential Agreement.

4. **Remember you are responsible for any guests you bring to College.** You are reminded of your personal responsibility for risk to any guests you bring to the grounds and buildings of the College. You are responsible for your own actions and those of your guests in these situations.

In the Miller and Doust Wings, with exposed corridor walkways, residents should ensure their doors are closed.

### Insurance

Your personal property is your responsibility and we strongly recommend that you obtain Contents Insurance if you bring any expensive items eg a laptop, to College. You may be able to have these included on your parents' insurance policies.

## Study-Bedrooms

The College's Agreement with students is for a place at College, **not** a particular room, and it is sometimes necessary to move residents from one room to another.

Residents are asked to indicate their room preferences at the beginning of each year – either a single study-bedroom with shared bathroom facilities in the Mansfield and McCredie Wings or ensuite/shared ensuite room in the Miller Wing. Room allocation is at the College's discretion.

While in residence your study-bedroom is your 'home away from home' and we invite you to personalise it in appropriate ways. Provided that there is no damage, furniture may be moved around; personal furniture or belongings may be brought in providing they meet the Fire Safety Requirements (see entry on Fire Safety). College furniture must, however, be left in your room, not placed in corridors or other public places. College furniture from public areas may not

be acquired and moved into your room! Also, do not swap any items between rooms. Accurate records must be kept by the Housekeeping Department, so that replacement of worn items can occur.

If you do not wish to use the linen or any other item provided by the College, you should discuss removal and storage with the Housekeeping Supervisor.

### **Inventory**

Residents are responsible for any damage to rooms or furniture. When taking up occupancy you will be asked to complete a Room Inventory form. You should list there any faults and return the form to Reception. This procedure will prevent you being charged for any missing items or damage done before your arrival. You should also check your room when moving in after each recess and report any damage or missing items immediately to Reception.

### **Kettles, Fans and Heaters**

These are provided in each room by the College. For safety and cost reasons they must be switched off when room is unoccupied. Please leave them in your room at the end of each residence period. Do not place them in the bag store. Please do not jam fans in the window areas, as this damages the insect screens.

### **Safety**

Candles are not permitted in your study-bedroom. Their vapour can set off the smoke detector, resulting in the room's occupant being charged for the Fire Brigade's visit (\$250). Candles are one of the most common source of fires in colleges and halls of residence.

### **Room Changes**

Room changes may be requested on a form available from Reception. The College will make reasonable attempts to satisfy requests for room changes. There will be a charge of \$25 to cover costs if a student requests 3 or more changes within an academic year.

### **Cleaning**

Rooms will be thoroughly cleaned fortnightly by the College's Housekeeping staff. Please ensure rooms are in a reasonable state to assist the housekeeping staff, i.e. nothing on the floor and the sink cleared of items.

Emptying bins and cleaning sinks during the interval week is your responsibility. Extra bin liners are provided in each room and are available on request from any House Staff.

If, you are unable to prepare your room for cleaning, please leave a notice on your door to indicate that no cleaning is required. The room must be cleaned, however, the following fortnight. The College reserves the right to enter rooms with or without resident's approval for housekeeping, maintenance or security purposes.

### **Lockouts**

If you inadvertently lock yourself out of your room, you should:

- during office hours, approach Reception who will lend you a spare key in return for your DLC ID card as a deposit
- after-hours, approach the RA on duty who will open your room.

Please be considerate to the Resident Adviser when making lockout requests and try to keep these incidents to a minimum. Any repeat offenders will be charged \$5 per lockout and/ or may receive disciplinary action, particularly if they persist or are after midnight.

### **Keys**

Each resident is issued with a prox card, a bedroom key or swipe card (as applicable).

For security reasons, rooms should be kept locked and the keys/cards carried at all times. You will need your prox card for identification when receiving a meal. When leaving for recess, please close and lock your door and then return your keys/cards, with any College tag to Reception or the out of hours Post Box at Reception

**Accommodation charges apply until keys are returned to Reception so it is important to ensure that you return your keys/cards promptly.** Also, if you fail to return the key, we cannot clean your room and you may be charged for any additional costs incurred in accommodating a conference guest who was due to use your room.

Please note that the College has a different set of room keys for visitors and conference guests. Visitors and guests do not receive sink cupboard keys.

House staff are tasked to lock any unoccupied rooms they find unlocked.

All residents must pay for replacement keys/cards when lost (\$30 key, \$20 key swipe, ID card \$50) or, in the event that it is necessary to replace the lock, the resident is liable for this cost (\$150).

Please note none of the above will be replaced until payment of the new card or key is made.

### **Linen**

You will be provided with sheets and pillowcases (but not towels). Two sheets and a pillowcase can be exchanged every week at the Linen Store (Level 3 Mansfield Wing, opposite Room 319) between 8am-9am and 1.30pm-2.30pm on Wednesdays. For your personal hygiene, please do attend to this weekly.

*It is up to you to supply and launder your own towels during your stay.*

### **Pets**

No animals, birds, fish etc may be kept in study-bedrooms or other parts of the College.

### **Privacy**

College staff and Resident Advisers respect the privacy of residents' rooms and do not allow access to rooms in the College without the owner's permission, except in the case of an emergency.

The College reserves the right to enter any flat or study-bedroom during reasonable hours for the purpose of inspection, improvement, inventory, pest control service, cleaning, repairs, enforcement of state and local health and fire regulations and other duties of care. Such entry or inspection shall at all times have due regard for the rights and privacy of the regular occupants. Under normal circumstances the occupants will be given reasonable notice of any proposed entry. Should entry be necessary without prior notice, and/or in the absence of the regular occupant, the occupant will be informed that the flat or study-bedroom has been entered and for what purpose.

### **Notices and Posters around College**

Please place notices and posters only on College notice boards. Everyone will then

know where to look for information. The house staff are instructed to remove any notices and posters not on these boards. Non-residents must have authorisation from the Director of Student Life & Learning before putting up any notice in College. From time to time the notice boards will be cleared.

### **Room Preparation for Recess**

When vacating your room for a recess, please leave your room in the condition you found it in on your arrival. Please check that you have:

- cleaned your room and left no rubbish lying around
- removed all posters and decorations, including all traces of sticky tape or blue tack
- replace the stored room linen, blankets, bed cover and sheets on the bed if you have used your own bedding
- the full inventory of room furniture – kettle, heater, fan, chair, lamp etc

Before departing College at year end, you must clean out your sink cupboards and remove all personal belongings from the closet. Leave electric kettles on the sink.

You will be charged a cleaning fee (\$50 min) if your room is deemed to be in an unreasonable condition, such that housekeeping staff have to further clean the room. You will also be charged the replacement cost of any items from your inventory which are not present when you leave for a recess.

**The College is unable to cover the replacement costs of any of your personal items which go missing.**

### **Postgraduate Apartments**

The College offers postgraduate students the additional option of self-catered residence in 1 bedroom and 2 bedroom furnished apartments at 159 Herring Road. The apartments are self-catered, but Sunday dinner in the Dining Hall is included in the package and meals can be taken there at any time on a paid basis. The apartments contain – kitchen, bathroom, dining room/lounge and a balcony. The bedrooms have a queen size or single bed. Each apartment has internet access and a communal laundry.

Crockery, cutlery, fans and heaters are provided. The College has linen packs which can be purchased when you arrive.

The apartments will be checked by the cleaning staff with the option to pay for regular cleaning. More details are provided in the Postgraduate Information Sheet (website).

## Dining at College

### Dining Hall

The College dining area includes the Dining Hall and courtyard, both of which are situated on Level 2. Meal times are one of the best times for residents to meet other residents and staff, socialise and to find out about College activities.

The College provides 20 meals a week. Dinner is not served on Saturday nights. All meals are cafeteria style except for the formal dinners mentioned below. Members of staff are there to help, but residents are required to:

- Show your prox card to staff as you move through the servery
- Return crockery and cutlery to the service trolley after finishing your meals
- Not remove food and crockery or cutlery from the Dining Hall or courtyard
- Not take more food than you can consume during a meal; you can always go back for a 'second' if you are still hungry
- Take a maximum of two pieces of fruit at lunch. Fruit may be taken away if not eaten during the meal
- Vacate the Dining Hall and courtyard area 15 minutes after the advertised mealtime
- Dress appropriately at all times in the Dining Hall and courtyard area (no pyjamas). Health Regulations state that you must wear footwear in the Dining Hall and courtyard area at all meal times
- Observe the "No Smoking" signs in the courtyard during mealtimes.

Non-residents or visitors are not permitted to dine in the Dining Hall or courtyard during meal times without purchasing a meal ticket from Reception or the RA on Duty. Meal tickets are sold for all meals. Breakfast and Lunch tickets are \$12, Evening Meal ticket is

\$18. To avoid embarrassment to students and staff, non-residents should not be invited to the Dining Hall without a meal ticket. If friends call in unexpectedly, please buy a meal ticket for them at reception or the RA on duty; we want to encourage this.

From time to time, particularly during recess or at times of maximum occupancy, meal times may be altered. Residents will be notified of any change by the posting of a notice near the servery in the Dining Hall.

Authorisation for a meal to be taken to a sick student may be obtained from the Director of Student Life & Learning or the RA on Duty.

### Meal Times (during term)

Breakfast:

7am – 9.30am Monday to Friday (continental only)

7.45am – 9.30am Monday to Friday (hot breakfast)

Lunch:

12.15pm – 1.30pm Monday to Friday

Dinner:

5.30pm - 7pm Sunday to Friday

Brunch:

8am - 1pm Saturday and Sunday

During recess, scheduled meal-times may change, but advance notice will be given.

### Special Meals

The College is able to provide for special dietary needs and residents should liaise with the Director of Student Life & Learning. complete a Dietary Requirement

### Early and Late Meals

If you:

- Order a late meal, please designate someone to collect it prior to 8pm
- Require a late meal on a specific day, you need to clearly write the day and date on the form
- Require a regular late meal, e.g., every Monday night, you should complete the form clearly indicating you require a late meal "every Monday"
- Order a late Hot lunch – please collect from the Kitchen Staff after 1:20 pm

The small fridge and microwave in the Dining Hall is used for late Lunches and Dinners.

### Pre-packed Lunches

- If you require a pre-packed lunch, please submit your request as above, by 5pm the previous day. Sandwich ingredients, drinks and fruit are available during breakfast to make pre-packed lunches.

Please note that if you have a regular non-standard meal order, you need to complete a new form at the beginning of each term and for each recess.

Please notify Reception in advance and the Director of Student Life & Learning where necessary when the ordered meals are no longer required.

### Food in Rooms

Food may be kept in study-bedrooms, but we suggest you keep it in sealed containers so as not to attract insects or vermin. For safety reasons, cooking in rooms is not permitted and rice cookers, frypans etc will be confiscated.

### Formal Dinners

Formal Dinners are one expression of the unity of our community life. They provide a means to celebrate, recognise achievement among residents through prizes and scholarship announcements, as well as to welcome representatives from groups outside our community. Thus, we are both able to affirm our community and interact with the general community.

- Formal Dinners are normally preceded by drinks and canapés in the Common Room or on occasion in the courtyard. Members of the College should proceed from pre-dinner drinks to the Dining Hall as directed and remain standing, while the Guests of the College and those dining at the High Table are seated.
- College members should be asked to refrain from leaving the Dining Hall during Dinner and not leave the dinner until Return Grace has been said. Members are required to stand for Return Grace and remain at their places in silence until the High Table guests have departed.
- Dress standards are normally indicated for guests. If there are any questions, please consult the Director of Student Life & Learning

At all times, College members should observe the highest standards of decorum

and behaviour. Such occasions reflect upon our life as an educational community, and we should expect only the best standards of ourselves.

### Commencement & Valedictory Dinners

These are formal dinners held at the beginning and the end of the College year. Dinner guests include Board members, senior members of the University (eg the Vice-Chancellor) and leading members of the College community. Residents are asked to wear semi-formal attire – ie women, evening attire; men, lounge suit, or coat and tie.

### Invitations and the 'RSVP'

From time to time residents receive invitations to College functions and are asked to 'RSVP'. This is a French term meaning 'please respond'. You should therefore advise the College whether you can attend or not, so that catering and other arrangements can be made.

### DeLeCtable Dinners

The Principal hosts a number of small dinners in the Almgren Centre for residents and an invited guest. The dinners are usually on a Wednesday night, commencing at 6.15pm with drinks. They are followed by a two course meal, and a short speech by someone on a matter they feel passionate about. Questions and answers follow and it is over by around 8pm. Dress code is smart casual. Eight dinners are planned for 2009.

Attendance is on a first-in, first-served basis, with numbers limited to 24 in all. There is no additional charge for these dinners, except for a wine tasting dinner to be held in this series, where the College will make a small charge to recover outside expenses incurred.

### Changed Dining Arrangements

Residents will be notified if there is a change to meal times or arrangements because of a special dinner.

## Scholarships and Prizes

The College encourages excellence and high achievement, not only academically, but also in personal development, leadership and service. Its range of annual awards reflects this diversity.

There is a substantial, growing suite of scholarships, bursaries and prizes. Because the criteria vary between awards, members should study the terms carefully. A full list of the suite of awards, showing criteria and closing dates is available from Reception or online on the College website. The College's Scholarships & Academic Committee is the body which receives, reviews and determines all of these awards.

## Non-Resident Guests

Residents are responsible for the behaviour of their guests and for ensuring that they comply with College Rules. **Visitors to College should leave by midnight.** Visitors may not sleep overnight at the College unless booked into a guest room. Guests require a meal ticket to eat in the Dining Hall.

Please see Reception during office hours to inquire about the availability of rooms and rates for visitors. Special rates apply for family members, subject to room availability.

**Visitors to the College should be accompanied at all times.**

## Vehicles, Parking and Bikes

### Resident Parking at Dunmore Lang College

There is no parking for residents at the College, on any of its properties. Because of this, and tight restrictions around the area, we strongly discourage any residents from bringing a vehicle when coming to the University.

The University, however, does provide covered patrolled parking stations a few hundred metres away from the college at \$160 pa (68c per day) in 2008. The Cashiers Office is on the ground floor of the Lincoln Building adjacent to the Student Enquiry Service.

One parking space near the Almgren Centre is marked for drivers with a disability. This must be kept clear for designated use.

### Parking Fee

A parking fee of \$50 will be charged when a resident's vehicle or a vehicle under his/her control is parked on the grounds of the College without authorisation, or impeding loading areas, waste removal areas or no parking areas. The Student will receive one parking fee for each day their vehicle is parked contrary to these rules.

**Tow-away:** The College reserves the right to tow away, after a reasonable attempt has been made to locate the owner, any vehicle which is impeding safety, deliveries or access by emergency vehicles.

### Exemptions

Exemptions may be granted, prior to parking on College grounds, eg for a person with disability or restricted mobility due to injury (Doctor's certificate required) or for the carer of a disabled person. Please refer to Reception for an Exemption.

### Bikes

A bicycle storage area is located on Level 1 of the Mansfield Wing, opposite Room 131 Tutor Flat. Keys for this area are available from Reception with a \$24 deposit, refundable when the key is handed in at the end of term. To comply with fire safety regulations, bicycles **must not** be left in stairwells, hallways, student rooms or other College rooms.

## Repairs & Maintenance

All repairs and maintenance requests should be reported on a Blue Slip and placed on a spike at Reception. Repairs and maintenance are normally carried out Monday - Friday, 9am - 3pm. Please do not approach House staff directly about maintenance problems in their room. If you experience any problems with College appliances, room equipment or fixtures, please report these to Reception. The problem will be attended to as soon as possible.

### **Unattributable Loss, Damage and Recovery Fund**

This Fund encourages residents in general and the ADS in particular to reduce the impact and cost of unacceptable damage or loss. \$30 per semester per resident goes into the fund and at the end of each term, the unattributable damages bill is totalled, agreed with the ADS and half of any balance is provided to the ADS. Similarly for the end of each term. It is a scheme in place in a number of residential colleges. If the ADS Executive can influence residents to avoid unacceptable damage or loss, more funds will be forthcoming for the ADS's own expenditure. While accidents will happen, damage beyond reasonable wear and tear which is not owned up to by anyone will be costed from this fund. The benefits are: reduced friction in determining responsibility, a financial incentive to the ADS and a raised awareness about the impact on all of unacceptable damage or loss. In the past the ADS bought the Pool Table for the Common Room with these proceeds.

## **Accidents & Emergencies**

### **First Aid**

Every Resident Adviser, Staff and Security is a trained First Aid Officer and is equipped with a first aid kit to attend to initial requests for assistance. Staff or the Resident Adviser on Duty should be informed if a resident requires medical assistance. For serious emergencies an ambulance should be called without delay.

A list of all First Aid Officers in the College community is on display on all College noticeboards and laundries.

### **Medical Services**

The Medical Centre at the University provides medical care for all Macquarie University students. It is situated in the Lincoln Building. You need to present your Medicare Card or Medibank Card at an appointment. Please note (International Students) that there is a Pharmacist situated in the Union Building (9am to 5pm, Monday to Friday). You should advise a friend, neighbour and floor Resident Adviser if you are sick or need medical assistance and also contact Reception. You should also ensure

that the Director of Student Life & Learning or the Principal know, particularly in the case of an accident, sporting injury or hospitalisation.

### **Fire Alarms**

The College has installed fire alarms in residents' rooms and in strategic positions inside and outside the buildings. There are two systems, one for 130 Herring Road, and another for the 134 Herring Road and Almgren Centre.

If a fire alarm is triggered in one of the systems, all alarms in that system will sound. Residents must evacuate the building immediately. Resident Advisers and any designated Deputy Wardens will assist the evacuation. After-hours, the first RA to the fire panel becomes the Chief Fire Warden.

The alarm system is connected directly to the Fire Brigade HQ. On arrival the senior Fire Brigade Officer takes control of the alarm. These officers are the only people authorised to turn the alarm system off. Residents, staff and other guests cannot re-enter the building until the "All Clear" is given by the Chief Fire Warden or other Warden. Don't re-enter the building just because the alarm has been de-activated: there is always a delay between the alarm ceasing and the "All Clear".

Fire Alarm evacuation maps are displayed in each room of the College on the back of the door. Please check this information. Make sure you know your evacuation route and the location of the muster area.

Fire extinguishers, fire hoses and fire blankets are located around the College. Misuse of fire fighting equipment is illegal and has potentially tragic consequences, and it is explicitly forbidden in the College Rules. If a resident is identified as being responsible for discharging a fire extinguisher or tampering with fire equipment, they will be charged the full cost of refilling the extinguisher and/or damage costs and receive a written Formal Warning. If the resident is not identified, the ADS will carry the full repair costs.

### **Fire Safety**

Fire safety regulations demand that corridors, stairways and exits be kept clear at all times for safe emergency evacuation.

Please do not leave any belongings in these areas.

The College has installed a sensitive, life-saving fire detection system that reacts to both smoke and heat. **Cooking in rooms or on balcony's is NOT permitted under any circumstances; this includes the cooking in rice cookers, kettles or making toast. Incense, oil burners and candles are not allowed in study-bedrooms or any part of the College. Beanbags are also not permitted as room furniture, due to their fire hazard nature.**

False alarms caused through negligence, carelessness, tampering or the burning of any substance whatsoever will result in the resident concerned being charged the Fire Service call out fee and administrations costs - \$275. Should property be damaged, the resident will be liable for replacement costs.

If there is a fire in your room, use an extinguisher located in all corridors. Do not put water on an electrical fire.

### **Electrical Failure**

Should a blackout occur **do not panic**. Exit signs and corridor lighting automatically switch to battery backup when normal electricity supply is interrupted. Resident staff and RAs will be on hand during emergencies such as blackouts to assist. Please follow their instructions.

### **Electrical Overloading**

Please take care not to overload electrical power points or power boards. Double adaptors are deemed unsafe but power boards with a cut-out are recommended.

## **Environment**

The College is seriously committed to conservation of the environment, and seeks to continually upgrade its facilities, services and practices taking account of environmental issues. In 2009 the College Board is adopting Sustainability as a special focus for the year. The ADS has an Environment Committee and the Board's Asset Management Committee also considers the environmental impact of projects.

From time to time there is a joint meeting of staff and the ADS Environment Committee, and residents are invited to suggest ideas and generally to help with College environmental initiatives.

Residents can play their part to reduce our environmental impact and our costs 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.
- Conserving water: water is a precious resource that needs to be conserved today and in the future – small changes can make a big difference, such as taking shorter showers, reducing washing loads per week and reporting leaking taps.
- Participating in the recycling program in conjunction with the Environment Committee: as one of our systems put in place are recycling and rubbish bins located on each floor of the residential buildings, these bins are clearly marked for the purpose of use so please make sure you separate your garbage and recycling into the correct bins. It is not up to the staff to separate your rubbish for you!

As well as conserving resources, care with environmental matters brings cost savings for the College community.

## **Employment**

### **Opportunities at DLC**

The College has a policy of providing a number of part-time work opportunities for residents each year.

#### **Positions**

Resident Advisers, Resident Tutors, Librarian, Computer Support Officers, Photographer, Casual and Reception Work apply to Director of Student Life & Learning.

Housekeeping and Grounds Work apply to Housekeeping Supervisor or Maintenance Supervisor.

Media Liaison Officer apply to the Registrar.

Occasionally there may be other casual employment opportunities, including as interns within the Administration. These positions will be advertised on the Dining Hall Notice Board and in "News for You" (the weekly information sheet).

## General Information

### University Multi-faith Chaplaincy Team

The Macquarie University Chaplaincy team consists of qualified men and women from various Christian and Non Christian faiths. They are based in Building C9B, behind the library, and spend much of their time talking and meeting with students. The Co-ordinating Chaplain is Tony Stuart (9850-7644).

### Public Transport

NSW public buses, numbered 288, 289, 290 & 292, travel between Epping and the city. Some divert into the University and the Macquarie Centre. You can catch these buses along Herring Road, in the University or at the Macquarie Centre. Reception has timetables. To reach a train station, buses run from the University or Epping Road to both Epping station and Chatswood station.

You can telephone 131 500 anytime to find out about public transport routes, connections and timetables.

### On the Internet

City Rail

[www.cityrail.nsw.gov.au](http://www.cityrail.nsw.gov.au)

Sydney Buses and Ferries

[www.sydneybuses.nsw.gov.au](http://www.sydneybuses.nsw.gov.au)

General public transport

[www.131500.info](http://www.131500.info)

### Money and Banks

Students can store valuables in their rooms at their own risk.

Banks offering all banking facilities are located at Macquarie Shopping Mall and on the University campus.

### Macquarie Centre Shopping Mall

A large shopping mall with banks, post office, department stores, supermarkets, speciality shops, food outlets, ice skating rink, video store and a Multiplex cinema is located on the corner of Waterloo Road and Herring Road. It is about 2 minute walk from the College.

### Coming from Overseas – General Information

#### Money

The Australia currency is dollars and cents. The most commonly used notes are the \$10 and \$20 notes. Some small outlets may find it difficult to change \$100 notes. Opening a bank account is fairly easy. You will be required to show ID and your passport. You might be asked for a letter to prove you are living at DLC. Banks are open Monday to Friday and some on Saturday mornings.

#### Transport

Sydney transport includes buses, trains, ferries and taxis. Two hundred metres from the College is the Macquarie Centre, a major shopping centre and transport hub for north west Sydney. Express buses operate to the city from there.

Some buses are pre-pay only. You can buy a 'Travel 10' from the train station or some newsagents, allowing 10 journeys. There are different colours depending on how far you want to travel.

When the Macquarie University train station opens later in 2009, it will enable convenient travelling to the City through Chatswood (North Sydney). A good option if you are spending a day in the City is a City Hopper, which allows unlimited use of trains within the City. A Day Tripper ticket allow you to use any form of transport (bus, train, ferry).

Ferries are a good, cheap way of seeing the harbour and the ferry to Manly from Circular Key is a popular first harbour trip for many Sydney visitors.

#### Shopping

The Macquarie Shopping Centre has a wide variety of shops. Chatswood in North Sydney contains three shopping centres and will become more accessible once the railway station opens.

## Beaches

Most people enjoy visiting the beach, especially in summer. But remember that the Australian sun is very strong and sun cream (factor 30+) should be worn even on cloudy days. All main beaches in Sydney are patrolled by life guards. It is always safest to swim between the flags; some beaches have strong currents (rips) that could pull you out to sea. Do not go surfing for the first time on your own, without having some lessons first, or go out with experienced surfers who know the area.

Enjoy your stay in Australia and learn about our history and culture. Reception and College staff can give you many tips about places to go and things to do.

## PART C – MOSTLY ABOUT BEHAVIOUR

### Discrimination and Harassment

The College fosters an environment where respect for the beliefs, feelings, person and property of others is fundamental and of the utmost importance. Responsibility for maintaining such an environment rests with each member of the College community. Consideration for others is expected at all times and residents need to be aware that any undue pressure on, disturbance of, or harassment of others will be viewed very seriously.

A good definition of harassment is:

*"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".*

All harassment is unlawful. The College is required to ensure that any harassment is addressed and eliminated. The College takes its responsibility very seriously.

The College's policies on harassment and student grievance procedures appear at the end of this Handbook; they have been approved by the Board of Directors of Dunmore Lang College.

#### Sexual Harassment

One form of harassment is sexual harassment. It covers a range of unwelcome, inappropriate, unsolicited and non-reciprocated behaviour. Some actions may constitute sexual harassment even if the intention was innocent. Examples include unwelcome actions such as gestures, display of offensive pictures, comments of a sexual nature, implicit or explicit demands of sexual activities, physical contact such as patting or pinching, repeated phone calls or voice mail messages, entering a person's room without an invitation and so on.

The College views any form of harassment seriously and has a Harassment Policy and Procedures. There are both formal and informal procedures for dealing with sexual harassment complaints, all of which are dealt with in strict confidence. It is also possible to have a complaint dealt with by someone outside the College.

If you feel that you are being or have been sexually harassed, or you know of someone else who is being harassed in College, please contact one of the Contact Officers, the Principal or the Director of Student Life & Learning.

Macquarie University's policy on harassment outlines procedures for dealing with complaints of unfair discrimination or harassment. You can pick up a copy of the policy and procedures booklet from the Counselling and Health Service, the Equal Opportunity Reception, the DLC Director Student Life & Learning's office, RAs, or from any of the Student Contact Persons.

For a full copy of the MU policy:  
[www.eeo.mq.edu.au](http://www.eeo.mq.edu.au)

### Noise

The most common complaint from residents about other residents is about noise. Every member of the College community must consider others in this respect and accept responsibility for their own behaviour. To minimise your noise disturbing others, we ask you to:

- Avoid making undue noise in bedrooms, corridors, bathrooms, courtyards
- When playing your music, please keep the volume down and the door closed, or else wear headphones
- Do not gather in rooms, corridors, balconies or in the courtyard area after 10:30pm
- Respect any other resident's request to you to reduce your noise level

Please note also that for noise reasons, the Common Room is closed to table tennis, pool and general gatherings at 11.45pm. In principle, except for special occasion nights (eg Formal dinners, the Musical after-party) the College should be quiet after midnight.

### What to do if you are disturbed by another resident's noise?

You are encouraged first to ask the individual/ individuals responsible to be quiet. If this fails, ask the Resident Adviser on your floor/or the Resident Adviser on Duty (ext 1000) to assist. If these steps fail, contact the residential staff member on duty. RAs and staff will do everything possible to keep the identity of a person making a noise complaint anonymous.

Unfortunately, the courtyard acts like an amplifier, especially at night and for sounds coming from the balcony. If you are on the balcony, please make every effort to keep the noise level down, especially in the evening.

**Because noise is so disruptive, any resident who is repeatedly found to be responsible for creating noise or a disturbance to others that is unreasonable will be subject to College discipline which may include expulsion**

### Protocol for Global Messages

The global message facility provided by the College is to assist all members of the College with communication and access to relevant and sometimes important information. This facility is available to all staff and members of the College for their use. It must not be used by people who do not live in the College.

### Guidelines for Use of Global Facility

It is *not* acceptable for the global message facility to be used in a manner which will:

- Slander a person's character or reputation
- Facilitate idle gossip about an individual or a group of people
- Harass an individual or group of people

It *is* acceptable for the global message facility to be used to:

- Notify residents of upcoming ADS meetings
- Notify residents of upcoming events: academic, social, sporting etc

It is the responsibility of each resident to ensure that their individual phone is not being used for unacceptable global messages. Members are responsible for their password and phone and will be

accountable for any abuse of their mailbox facility.

Failure to adhere to the College's protocol may result in the disconnection of the phone and, depending on the circumstances, more serious discipline. A \$100 charge will be issued to any person who fails to adhere to this Protocol.

## Smoking, Alcohol and Drugs

### Smoking

The College has a policy of providing a smoke-free environment for staff and residents. Smoking is a pollutant, a health hazard to users and bystanders, and through triggering fire alarms it causes considerable disturbance to the whole community. In line with Macquarie University's policy and health and safety regulations, smoking inside the College buildings is prohibited. Smoking in the buildings will result in an automatic fine of \$50. A further fine of \$250 will apply where a fire alarm is triggered by your smoke.

Non-smoking areas include the front entrance of 130 Herring Road, all balconies (including in the new wing) and the courtyard during meal times. For the comfort of other residents, please put your cigarette butts in the ashtrays and sand-boxes provided.

Smokers are requested to be 3 metres away from any access point to the College while smoking and not to smoke near other residents' windows.

### Alcohol

The consumption of alcohol in College must remain moderate and responsible at all times. Binge drinking of any sort is prohibited in College because of its adverse effects on the individual's health and welfare and that of the College community. Drinking games and drinking equipment are not permitted. Residents 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. Substantial numbers of residents do not drink any alcoholic beverage.

Alcohol is not permitted in the Dining Hall or courtyard during normal meal times, except in the case of formal/special dinners when it is served by the College under licence. To comply with the licence, residents must not bring their own liquor to such formal occasions.

### Illegal Drugs

Members of College must not bring to College, consume or traffic in, illegal drugs whilst at College. There are laws and heavy penalties covering the possession, use & trafficking of illegal drugs.

The College code of conduct stipulates that residents who possess or use or traffic in any illegal drug will be required to vacate their room within 24 hours and the matter may be reported to the Police.

## Dunmore Lang Colleges Ltd Rules

### 1. Scope

- 1.1 These are the rules of Dunmore Lang College ("College").
- 1.2 You agree to be bound by these rules (and any variation) when you commence your occupation of premises made available by the College ("Premises").
- 1.3 These rules apply to you even if you are not a Resident within the meaning of rule 2.1.

### 2. Residents

- 2.1 You may apply to become a resident of the College ("**Resident**") if, during Macquarie University ("**University**") terms, you are:
  - (a) enrolled for a course of study which may lead to an award of the University;
  - (b) engaged in research at the University;
  - (c) a member of the research, teaching, library or administrative staff of a recognised university;

- (d) visiting from an overseas university or college of tertiary education;
- (e) from an overseas university or college of tertiary education and are accompanying a visiting student from such an institution;
- (f) or otherwise approved by the Council of the University.

2.2 To become a Resident, you must complete a written application in the form prescribed by the College.

2.3 The College may reject any application for admission as a Resident without providing a reason.

### 3. Fees

3.1 The College will determine the fees to be paid by all Residents and non-residents of the College.

3.2 The College will give Residents at least six weeks prior written notice of any increase in fees.

3.3 You will pay within the time prescribed by the College all fees and deposits determined by the College.

3.4 The deposit will be retained by the College and may be applied on termination of your occupancy towards fees in arrears, the cost of replacing lost or damaged keys or other items or towards the cost of making good any damage or other expenses properly payable to the College.

### 4. Your obligations

4.1 Whilst you are a Resident or non-resident of the College, you:

- (a) will occupy the room allocated by the College (which may be varied at anytime by the College in its absolute discretion);
- (b) will use the College's premises only for purposes of study, academia, accommodation and College activities;

(c) will not carry on any profession, trade or business on the Premises without the prior written consent of the Principal;

(d) will provide information requested by the College which you consent to providing;

(e) will not permit any other person to occupy the Premises;

(f) will not do anything which would bring discredit to the College;

(g) will not cause a nuisance to College staff, other occupants or neighbours;

(h) will keep the Premises which you occupy in a clean and proper condition;

(i) will take reasonable care of the Premises and its contents;

(j) will pay the cost of repair for all damage (in an amount determined by the College) to any part of the Premises or its contents which is caused by you or your visitors;

(k) will not interfere with any person authorised by the College in entering, inspecting, cleaning or repairing any part of the Premises;

(l) 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;

(m) will not do any act which may cause a fire or affect the College's fire insurance policies;

(n) will not store any flammable liquid or other flammable material in any part of the Premises;

(o) will not misuse any fire extinguishers or other fire prevention equipment;

- (p) will not park any motor vehicles within the Premises unless authorised by the College;
- (q) will comply with all directions given by College or its staff.

## 5. Academic progress

- 5.1 If you are a Resident, then upon commencing occupation of the College, you authorise the College to obtain your individual examination results from the University or any other relevant tertiary or academic institution.
- 5.2 If, in the opinion of the Principal, you fail to make satisfactory academic progress in any course in which you are enrolled, then your residency may be terminated in accordance with rule 6.

## 6. Termination of occupancy

- 6.1 You will give the College four weeks notice in writing prior to the end of a semester, of your 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;
  - (b) you fail to perform or observe any of these rules;
  - (c) without notice, you cease to reside in the Premises;then the College may terminate your occupancy.
- 6.3 Despite rules 6.1 and 6.2, the College may terminate any Resident or non-resident's occupancy of the College at any time, with or without notice.
- 6.4 Upon termination of your occupancy, you:

- (a) must leave any part of the Premises which you occupied clean and in good order and condition;
- (b) remain liable for all outstanding fees owing to the College until they are paid;
- (c) relinquish all rights and privileges of residency of College and use of the Premises and the College's facilities;
- (d) must remove all of your personal possessions. If you fail to do so, the College may place these in store and if not claimed within two months then you will be deemed to have passed the ownership of such goods to College. The College may dispose of these goods in such manner as it thinks fit after giving 14 days notice to you at your last known address.

## Code of Conduct for All Residents

### *Living in DLC - a privilege*

The majority of residents (permanent and temporary) seek to live in quiet surroundings where they can study/work effectively and interact with their fellow residents. Living as part of a larger community requires residents to live together with a minimum of fuss and to recognise that some types of behaviour have to be restrained. All residents have a role to play. **They need to accept responsibility for their own actions and for those of their guests.** They need to promote successful community living by regulating their own behaviour and by supporting a fair and equitable system for maintaining good discipline and proper standards. The Principal is ultimately responsible for ensuring that the College operates within the appropriate guidelines, and will deal directly with those involved if necessary.

## Guidelines

As a College community, our way of operating and the quality of our relationships with each other should reflect a high ethical and moral standard. As a community, we are also required to operate under State and Federal laws and under the by-laws of Macquarie University. The following overarching principle should guide our behaviour:

*"We should show care and concern for each other and for the common good at all times. We should behave in such a way that no offence, inconvenience or disturbance is caused to other residents or to any person employed directly or indirectly by Dunmore Lang College."*

The following will not be condoned or tolerated by any residents of Dunmore Lang College:

### 1. Any illegal drug usage or possession

This will result in a resident being asked to vacate their room within 24 hours. The matter may also be reported to the police. We want residents to feel safe and understand that drug-related offences are non-negotiable. Residents should not have equipment associated with drug usage. Should a resident be found to have such equipment, the Principal will assume that it has been used and consequently a resident's place at Dunmore Lang College may be revoked.

### 2. Excessive alcohol consumption

Excessive consumption of alcohol to the point of harming self/others is not a rite of passage and in itself can be life threatening. Any materials or apparatus thought to be part of drinking games (e.g. funnels, etc.) may be confiscated without notice and not returned. Any staff member may implement this action or make a report. Under-age drinking and the supply of alcohol to underage residents are not acceptable under any circumstances.

### 3. Dangerous items

No resident may acquire or bring into or store in College fire arms, knives, swords or weapons of any sort (including replicas of such), ammunition, explosives, fireworks,

etc, whether for recreational use or other purpose.

### 4. Harassment and/or discrimination

Conduct involving harassment, intimidation or bullying and behaviour that is sexist, racist, or generally discriminatory. Behaviour that is grossly discourteous, especially towards Resident Advisers and Staff of the College.

### 5. Vandalism/damage

Damage to safety equipment (e.g. fire detection system) or actions likely to endanger other residents is not permitted, as is damage to or trespassing at other residential colleges, the University or the campus precinct in general.

### 6. Excessive noise

### 7. Any other action that is likely to bring the College's reputation into disrepute.

## Disciplinary Procedures

1. If disturbed, each resident has the right firstly to ask those concerned to stop the disturbing behaviour. If there is some hesitation about approaching them or a reasonable approach has been ignored, the resident should immediately contact the Resident Adviser on Duty (ext 1000).
2. When an action or activity in breach of the Code of Conduct is observed, a Resident Adviser or member of staff will communicate informally with the resident about the breach and will request the resident to cease such activity.
3. If the Resident Adviser or staff member considers that the breach is not serious and the resident responds readily and positively, no further action is required.
4. It is the responsibility of the Resident Adviser who alleges that a serious or continuous breach of discipline has occurred to inform the other person about the allegations and give him/her proper opportunity to respond before referring the matter to the Director of Student Life & Learning, (in the case of permanent residents) and to the Director of

Development, (in the case of temporary residents).

5. If a Resident Adviser observes a serious or repeated breach, or if the offender refuses to respond appropriately, the Resident Adviser should record date, time, nature of the breach, name(s) of the resident(s) involved and pass these details to the Director of Student Life & Learning/Director of Development.
6. When disciplinary action is taken against a resident, the resident's name will, where possible, be treated in confidence.

The Director of Student Life & Learning/Director of Development may:

1. Subject the resident to censure and give warning of harsher disciplinary action;
2. Refer the matter to the Principal with a recommendation of disciplinary action to be taken;
3. Require a resident student to undertake community service work within Dunmore Lang College grounds of such a nature and for such a period as the Director of Student Life & Learning/Director of Development shall determine;
4. Remove certain privileges;
5. Recommend that the Principal:
  - a. suspend a resident from Dunmore Lang College for a stated period;
  - b. inform a resident that they will not be permitted to reside at Dunmore Lang College after completion of the current semester;
  - c. from a specified date, ask the resident to leave and possibly deny further access to Dunmore Lang College.

Notwithstanding any provisions in this policy, if in the opinion of the Principal, the breach is such that the immediate exclusion of a resident is required in the interests of the safety of the community or any resident, the Principal may terminate the contract of that resident, and the respective parent/guardian of a permanent resident will be notified. All residents are invited to discuss this Code with any Resident Adviser or Staff Member if they have concerns.

## Student Grievance Procedures

### 1. Overview

- 1.1 These procedures apply to any grievance from any student member who believes that she or he may have been denied equal opportunities by being subjected to unfair or unlawful discrimination by any member of College.
- 1.2 A student member may also seek assistance through these procedures to restore the harmonious living environment which is necessary if student members are to achieve their potential and enjoy a discrimination-free living environment.

### 2. Definitions

- 2.1 'Mediation' is a widely recognised alternative dispute resolution method used to resolve a range of disputes.

Mediation generally involves the people in dispute meeting face-to-face in the presence of a neutral third party. This person helps them to negotiate an agreement which often involves compromise.

Mediators do not decide on the guilt or innocence of the parties. Nor do they apportion blame, award costs or impose penalties. They do not adjudicate, nor do they give legal or other professional advice or adopt a counselling role.

The practice of co-mediation (i.e. two mediators for each mediation session) is also common in Australia. The presence of two mediators is seen to improve fairness, balance and quality control.

- 2.2 'Arbitration' is a process which is generally less formal than going to court. It involves intervention by an arbitrator who hears evidence and arguments on both sides, then imposes a decision on the parties in dispute.
- 2.3 'Conciliation' There is no single definition of conciliation and the role of the conciliator varies according to the program. A major difference between conciliators and mediators is that conciliators are often expected to be

more interventionist. Conciliators are often expected to contribute their own views and opinions during the conciliation process. Mediators, on the other hand, are usually more concerned with guiding the process rather than suggesting resolutions.

### 3. Procedures

#### Lodgement of Grievances

- 3.1 A student member who has a grievance as defined above may make a complaint to the Director of Student Life & Learning;
- 3.2 The Director of Student Life & Learning is a readily accessible first point of contact, providing the opportunity for a student member with a grievance to discuss their concerns informally, privately and confidentially in a friendly and supportive environment. The student member will be assisted to consider options and develop a range of appropriate actions which may resolve the matter.
- 3.3 The Director of Student Life & Learning will provide support to the complainant and at the same time will be impartial and refrain from taking sides. The role of the Director of Student Life & Learning is to facilitate the resolution of the issues raised to the satisfaction of the complainant and, wherever appropriate, to restore a harmonious working environment. A person against whom a complaint is made is entitled to an unbiased hearing.
- 3.4 All discussions between the complainant and the Director of Student Life & Learning shall be confidential. No action shall be taken by the Director of Student Life & Learning without the consent of the complainant. However, if the Director of Student Life & Learning believes that a notifiable criminal offence has been committed, the Director of Student Life & Learning will, with the knowledge of the complainant, notify the Principal and appropriate authority.
- 3.5 The Director of Student Life & Learning shall listen to the complainant, collect written material where relevant, and discuss options with the complainant. The Director of Student Life & Learning may at this stage advise the complainant whether the grievance can be dealt with under these procedures or whether it should be referred to the Principal, or an outside agency.
- 3.6 The Director of Student Life & Learning shall at all times support the complainant in coming to a decision and embarking on appropriate action. The Director of Student Life & Learning shall at all times encourage the complainant to take action on her or his own behalf, and will not initiate any action on behalf of the complainant without their express consent.
- 3.7 Minimal notes should record the basic details of the complaint only. If resolved, a confidential file containing a summary of the type of complaint, and the action taken will be retained by the Director of Student Life & Learning. If unresolved, and there appear to be unresolved issues of unlawful discrimination, the matter and all notes may be referred to the Principal and then on to Macquarie University's EEO Office for further management.
- 3.8 The complaint should be handled by as few people as possible. A person who raises a complaint will in most cases be protected in any action for defamation by the defence of qualified privilege, provided the complaint is raised in accordance with the established procedures, and is not intentionally malicious or frivolous.
- 3.9 A person authorised under these procedures to receive and document information for reporting to appropriate people, who acts according to the procedures laid down, is under normal circumstances protected from liability for defamation by the defence of qualified privilege.
- 3.10 Where any subsequent action is taken to redress the grievance, a record of such action will be placed on the complainant's personal file. Where any disciplinary action is subsequently taken against a person who is the subject of the complaint, that person's file will be noted in accordance with disciplinary procedures.
- 3.11 Where a complaint is lodged against a specific individual, the Director of

Student Life & Learning with the agreement of the complainant, shall inform the individual of the fact that a complaint has been made, the specific nature of the complaint and the identity of the complainant. No action can be taken where complaints are anonymous and non-specific. The person against whom the allegations are made must be aware that any retaliatory action is unlawful and will be treated as misconduct or serious misconduct by the College.

- 3.12 If both parties agree, the Director of Student Life & Learning may seek to resolve the grievance by bringing any or all the parties together for informal discussions aimed at resolving the matter. The aim of such a meeting is to facilitate an agreement which all parties are willing to accept.
- 3.13 Other options may include the complainant taking direction action herself or himself by talking to the other party in the complaint. Alternatively, the Director of Student Life & Learning may refer the matter to a suitable person with mediation skills to undertake this process. At any stage, the complainant is entitled to approach the relevant student association or outside agency.
- 3.14 Failing the successful resolution of the grievance, the Director of Student Life & Learning, with the consent of the complainant, and notification to the Principal, may refer the matter and all associated documentation to the Macquarie University EEO Officer.

#### 4. Time Limits

- 4.1 There shall normally be a limit of 6 months on the period of time that elapses between a complainant becoming aware of a grievance about which she or he wishes to lodge a complaint and the lodging of it. A complaint may be dealt with after that time if the person dealing with it considers that there are special circumstances warranting it being dealt with out of time.
- 4.2 There shall be a limit of 14 working days within which persons shall respond to a legitimate request for information.

- 4.3 There shall be a limit of 14 working days within which persons shall respond to a legitimate request for an interview.

## Harassment Policy

### 1. Statement of Commitment

- 1.1 Dunmore Lang College acknowledges its obligation to protect its students, tutors and staff from all forms of harassment.
- 1.2 The College is committed to fostering an environment within the College in which harassment does not occur, and where it does occur, to providing appropriate remedies.
- 1.3 The College expects members of the staff and tutors to take care to avoid behaviour which may be interpreted as harassment.
- 1.4 The College will not tolerate conduct of individuals or groups that:
  - 1.4.1 creates an intimidating, hostile or offensive environment for living, learning or working;
  - 1.4.2 has the purpose or effect of interfering with a person's academic or work performance; or
  - 1.4.3 implicitly or explicitly affects a person's salary or conditions of employment (except as a consequence of disciplinary action).
- 1.5 The College has adopted procedures to deal with complaints of harassment.
- 1.6 The College is committed to making information regarding harassment freely available within the College which will be drawn to the attention of College students, tutors and staff.

### 2. What is harassment?

- 2.1 Harassment covers a range of unwelcome, unsolicited and non-reciprocated behaviour.
- 2.2 Harassment is often motivated by the particular characteristics of a person (or group of people). These characteristics may include:
  - 2.2.1 gender;

- 2.2.2 sexuality;
- 2.2.3 race;
- 2.2.4 age;
- 2.2.5 religion; or
- 2.2.6 physical or mental disabilities.

2.3 Sexual harassment in particular may constitute deliberate or unintentional communication or physical contact of a sexual nature. It extends from unwelcome actions such as gestures and the display of offensive pictures, comments of a sexual nature, implicit or explicit demands for sexual activities, physical contact such as patting or pinching through to more hostile conduct. Sexual harassment does not usually arise in the context of a mutual sexual attraction and flirtation that is based on choice and consent.

### 3. Consultation about harassment

- 3.1 The Principal and Deputy Principal & Director of Student Life & Learning of Students are available for consultation by any person complaining of harassment or more generally, on issues concerning harassment.
- 3.2 Anyone who believes that they have been a victim of harassment should approach the Principal or the Director of Student Life & Learning. The College encourages the early reporting and efficient handling of complaints.
- 3.3 The Principal and Director of Student Life & Learning will treat reported incidents of harassment seriously and in confidence and will inform, support and advise complainants (that is, the person making a complaint).
- 3.4 If the Principal and the complainant agree, a complaint may be referred to an external conciliator who is trained in counselling and conciliation techniques appropriate to alleged harassment and who is aware of relevant legislation and procedures. The role and function of an external conciliator will be discussed with the Complainant before referral.

### 4. Investigation of complaints

- 4.1 The Principal or a person designated by the Principal will investigate and determine any harassment complaint either at the request of the complainant

or at the Principal's own discretion after informing the complainant of the intention to conduct an investigation.

4.2 The Principal or delegate will give a copy of any written complaint to the respondent (that is, the person against whom the complaint is made).

4.3 If the complaint is not written, the Principal or delegate will request the complainant to put their complaint in writing. If the complainant refuses to do so, the Principal may, at his discretion:

4.3.1 reduce the complainant's complaint to writing and provide a copy to the complainant and the respondent; or

4.3.2 decline to take any further steps in the investigation of the complaint and inform the complainant.

4.4 The respondent will be entitled to respond to any complaint in writing. The Principal or delegate will provide a copy of any response to the complainant.

4.5 The Principal or delegate will keep the complainant and the respondent informed of the progress of any investigation.

4.6 If the Principal or delegate finds the complaint to be substantiated, then appropriate action will be taken against the respondent by the College.

4.7 If the Principal or delegate finds that the complaint has not been substantiated and was false then the College may take appropriate action against the complainant.

### 5. Complaints against the Principal

- 5.1 If a complaint is made against the Principal, the procedures in this document will apply, except that the matter will be referred for determination to the Chairman of the Board of Directors and any power to be exercised by the Principal will instead be exercised by the Chairman.

### 6. No victimisation

- 6.1 The College recognises that any person who makes a legitimate complaint of harassment must not be subjected to,

or threatened to be subjected to, any detriment on the ground that

- 6.1.1 the complaint has been made or is proposed to be made;
- 6.1.2 proceedings are brought in respect of the alleged harassment;
- 6.1.3 he or she has furnished, or proposes to furnish, information, produce a document or give oral evidence for a person making a complaint or bringing proceedings for harassment;
- 6.1.4 he or she has attended, or proposes to attend, a conference held to resolve a complaint of harassment.

**ADOPTED BY THE DLC BOARD 27 May  
2003**