

# **BOND UNIVERSITY**

**STUDENT HOUSING HANDBOOK**



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# 01

## KEY CONTACTS

Security - 07 5595 1234

Emergencies (ambulance/fire/police) - 000

Student Housing Office - 07 5595 5000

South Tower Duty Phone - 07 5595 2107

North Tower Duty Phone - 07 5595 2108

Accommodation Centre Duty Phone - 07 5595 2109

The Halls (Building 11) Duty Phone - 07 5595 2111

The Halls (Building 12) Duty Phone - 07 5595 2112

Main Bond Switchboard - 07 5595 1111

IT Helpdesk / Service Desk - 07 5595 4043

Bond Medical Centre - 07 5595 4043

Sports Centre (Gym) - 07 5595 4100



## 02 EMERGENCY CONTACTS

In an emergency, call campus security 07 5595 1234 or 000.

## CRISIS SUPPORT SERVICES

13HEALTH - 13 432 584

1800RESPECT - 1800 737 732

Acute Care Service - 07 5537 0660

Beyond Blue - 1300 224 636

Brisbane Sexual Assault Service - 07 3636 5206

Domestic Violence Line - 1800 811 811

Gold Coast Centre Against Sexual Assault - 07 5591 1164

Gold Coast Homelessness Service - 07 5579 6060

Headspace - 1800 650 890

Homeless Persons Information QLD 1800 474 753

Lifeline - 13 11 14

Men's Line Australia - 1300 789 978

Q-Life - 1800 184 527

SANE Counselling Support - 1800 187 263

Sexual Assault Helpline - 1800 010 120

Res students should regularly check the Bond University COVID web page for any COVID updates and announcements.

Any official University communication will be disseminated to students via your Bond University email addresses.

Use to QR code below to access the web page.



As part of Bond's commitment to our community's health and safety we have set up a Coronavirus (COVID-19) Response Team, which is monitoring the situation and following all the relevant advice from Government agencies and global organisations.

The University is taking advice from both Federal and State authorities in responding to potential risks and will provide the latest advice and information to our community on this website over the coming period.



- ✓ Upload your photo and collect your Student ID from Student Assist located in the Main Library (01\_02\_53)
- ✓ Attend the Official Welcome on Tuesday of O-Week. If you miss the in-person session, please contact [student\\_housing@bond.edu.au](mailto:student_housing@bond.edu.au) for the recording
- ✓ Register your car to avoid an \$88 parking penalty notice
- ✓ Find your new room using Mazemap  
Confused by the numbers? Our numbering system explained!  
Building\_level\_room (i.e. **building** 06\_ **level** 02\_ **room** 31)
- ✓ Buy or hire your own bar fridge and TV (if you wish to have this in your room)
- ✓ Venture out to find:
  - Your common room
  - The laundry (you will need to supply your own detergent)
  - Your emergency assembly point
  - Lakeside Restaurant and Bar
  - Papyrus Cafe
  - Bond Express
  - Pulse Cafe
  - Sports Centre (free to students!)
  - Medical Clinic (bulk billed for domestic students)
  - Security Office
- ✓ Meet your Senior Res Fellow (refer to page 6 for more info)
- ✓ Set up your room to make it feel like home!
  - Bring in your own bedding if you wish
  - Set up some photos of family and friends
  - Personalise your room with some decor items like cushions and throw rugs
- ✓ Test out your dining card at any outlet on campus. Your dining card has a pre-loaded credit on it and can be swiped at the cash register
- ✓ Save important contact numbers in your phone (refer to page 1)
- ✓ Join the Bond Res Facebook Group to keep up to date with the latest events and info
- ✓ Follow Food@Bond on Instagram or Facebook





## WELCOME FROM THE REGISTRAR

*A university education is not limited solely to achieving high grades and graduating; at Bond there is a rich cultural experience to enjoy that will enhance your educational experience*

Thank you for choosing to live with us at Bond! The Housing Office and our team of Residential Fellows welcomes you! We aim to provide a safe, clean, convenient, and supportive home away from home. As we emerge from the COVID-19 pandemic, we continue to ensure we help you to stay safe while you succeed in your academic pursuits.

### **Role of the Housing Office and our Residential Team**

Our Housing Office staff are here to assist in making your stay with us enjoyable and successful.

Our Residential Team have been busy preparing for your arrival and to support you this year. Get to know your Res Fellow; they are here to guide and support you, so feel free to ask them anything and do not be hesitant about approaching them if you have a problem or need advice or information. In return, please familiarize yourself with the guidelines of this Student Housing Handbook governing conduct within University precincts.

### **Community Living**

We strive to create a positive experience for everyone. By living with us, you are choosing to be an active member in a diverse and inclusive community. You can help shape a great experience for yourself and your fellow residence students. We have a focus on well-being for the whole community and to support you in your personal and academic pursuits. One of the best parts of university is the life-long friendships made whilst living in residence making residence life experience unforgettable.

I encourage you to immerse yourself in campus life, meet new people and try something new. There are lots of unique learning opportunities and experiences outside classes and residence to explore.

Enjoy your time with us. I wish you every success in the upcoming year.

**Louise Batchelor**  
University Registrar





**Accommodation Buildings:**

South Tower - 7  
 North Tower - 8  
 Accommodation Centre - 9  
 The Halls (aka The Blocks) - 11 & 12

**Outlets & Services:**

Lakeside Restaurant & Bar - 6  
 Papyrus Cafe - 1b  
 Pulse Cafe - 5  
 Bond Express - 6  
 Don's Tavern - 10  
 Security - 10  
 Student Housing Office - 10  
 Medical Clinic - 9

Students living on campus have access to a variety of support staff including the Student Housing Team, Senior Res Fellows, Res Fellows and Tutor Fellows.

### **Student Housing Team:**

You can find our Student Housing Team located next to Security in building 10, Student Court.



Danielle Jackson  
Manager



Alanah Murphy  
Guest Services Agent



Sona Hosalova  
Administration Officer

### **Senior Res Fellows:**

Senior Res Fellows are Bond University staff members and/or postgraduate students who live in Student Residences. Their role is to generate community spirit and camaraderie while ensuring the rules are followed for the benefit of all.

### **Resident Fellows:**

Res Fellows are available to help with any issues relating to life on campus. They are mainly senior students, who have experience living in Student Residences.

### **Tutor Fellows:**

Tutor Fellows are available through the Limitless Learning Student Tutoring Program. This is a free academic support provided by students for students.

Students can connect with a Tutor Fellow for one-on-one academic tutoring. Bond's Tutor Fellows are high achieving students who have done extremely well at their studies at Bod.



You can book in regular sessions to ensure you receive the support you need.

## MEET YOUR RES FELLOWS



### A Block (Building 11)

Uragin (Wild Dog)



Lenore Stote  
Senior Res Fellow



Celine Dixon  
Student Res Fellow



Rachel Hoch  
Student Res Fellow



### North Tower (Building 8)

Groman (Kangaroo)



Hannah Pilkington  
Senior Res Fellow



Maeve Moroney  
Student Res Fellow



Laurence Cashin  
Student Res Fellow



### South Tower (Building 7)

Kagaru (Kookaburra)



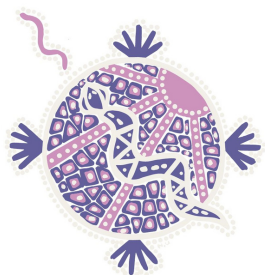
Danielle Lester  
Senior Res Fellow



Charlie Simpson  
Student Res Fellow



Andie-Lee Cilliers  
Student Res Fellow



### Accommodation Centre (Building 9)

Dirun (Snake)



Petra Borovska  
Senior Res Fellow



Sophie Gerlach-Zuch  
Student Res Fellow



Hollie-Kate Melia  
Student Res Fellow



### B Block (Building 12)

Karil (Wallaby)



Tahera Ahmed  
Senior Res Fellow



Hannah Schmidt  
Student Res Fellow



Lori Edgerton  
Student Res Fellow



# STUDENT HOUSING RULES

**The following rules are an extension and elaboration of those specified in the University Disciplinary Regulations. Breaches of these rules may result in penalties.**

## **Alcohol**

The consumption of alcohol in residences must always comply with the Queensland state liquor licensing laws. Please ensure you abide by responsible consumption of alcohol.

## **Pets**

No pets of any nature may be kept within Student Housing. If a pet is found to be in residence, it will need to be removed immediately and the resident will be charged cleaning costs for treating the residence. Assistant animals/service dogs are not considered pets.

## **Appliances in Room**

No portable electric heaters or other appliances with a heating element are permitted; this includes electric blankets and all forms of cooking appliances (i.e. air fryers, fry pans and toasters).

## **Balconies**

For safety reasons, residents are not allowed to climb or sit on balcony railings. Towels, hammocks and personal laundry are not permitted on balconies.

## **Behaviour**

Every resident has the right to a safe, private, secure and comfortable living environment. It is expected that residents will display considerate and respectful behaviour to others always. Residents are not to engage in any dangerous or antisocial behaviour.



# STUDENT HOUSING RULES

## **Bicycles**

All bicycles are to be kept in the provided bike racks. Bikes are not to be kept in rooms, stairwells, walkways, laundry rooms or common rooms unless otherwise agreed.

## **Bottles/Glass**

Glass containers of alcohol less than 500mL are not permitted in residential buildings. Wine and spirits bottles are acceptable. Care should be taken to ensure that residents and staff are not injured by broken glass. Do not throw broken glass directly into bins. Wrap pieces of glass in several layers of paper etc and place in a separate container/bag which can then be put into a bin.

## **Candles/Incense and Sparklers**

Naked flames of any kind including candles, incense, oil burners or sparklers are not permitted in any area of residences.

## **Cleaning**

Residents are responsible for maintaining a standard of cleanliness in their rooms and common rooms. Residents may be charged for extra cleaning.

Residents may decline to have their room cleaned but will be fined \$75 if cleaning is refused on the second week.

## **Cleanliness of Common Areas and Balconies**

Each of the residences have common areas which are accessible for all residents. When residents fail to maintain the required standard of cleanliness in these areas, a penalty may be imposed on students with access to these areas for extra cleaning.

## **Cooking**

Cooking is not permitted in any of the Student Housing residential rooms. Cooking appliances will be confiscated.

## **Damage and Vandalism**

The resident is responsible for damage and is liable for the cost of repairs. Residents are also liable for damage caused by any visitor. Bond University will determine the cost of repairs and undertake the work required.

Where damage to common areas (including common rooms, bathroom, hallways, walls, windows, etc.) cannot be attributed to an individual, all occupants of that floor/corridor may be charged a portion that is considered fair and reasonable according to the Director of Campus Life. Any costs for repair work will be directly debited to the resident's student account.

# STUDENT HOUSING RULES

## **Decoration of Room**

Room decorations are to be safe and not leave permanent damage to the room. Any decorative lighting (i.e. fairy lights) is to be battery powered only.

## **Decoration of Common Rooms and Balconies**

Permission must be sought from Student Housing or your Senior Resident Fellow before decorating shared areas.

## **Drugs**

The use, possession or dealing of illicit or non-prescribed drugs is strictly prohibited. The matter may also be referred to the police.

## **Fire and Evacuation**

Residents can find the Emergency Evacuation Plan on the common room doors. Ensure you familiarise themselves with Fire and Evacuation procedure - you must follow the instructions of Security and Residential staff during evacuations.

## **Fire Safety**

Any resident found to have tampered with fire safety equipment will be subject to disciplinary action and will be liable for the cost of repair/replacement of equipment and the attendance of the Queensland Fire Authority.

The resident responsible for any fire alarm call-out shall be liable for the cost, and in cases where no individual is identified, the Director of Campus Life reserves the right to divide the cost between all occupants of the area concerned. It is the responsibility of each resident to ensure they do not contribute to false fire alarms through negligent behaviour. Current call-out cost is \$1,500 per occurrence.

## **Knives**

Kitchen knives are not to be kept in shared areas.

## **Parties**

Permission must be sought from your Senior Resident Fellow for gatherings of greater than twice the number of students in a corridor or floor. Any gatherings not approved prior may be shut down.

## **Noise**

Residents must maintain an environment conducive to study, sleep and quiet relaxation. Residents are not to produce disruptive noise, for example: Loud or sustained music; Yelling; or Noise after 11pm (9pm during study and exam weeks).

Residents must follow the instructions of their Senior Resident Fellow or security regarding volume.

# STUDENT HOUSING RULES

## Prohibited Items

Residents must not bring, keep or operate any of the following items in residences:

- Bottled gas
- Cooking appliances
- Electric blankets or heaters
- Firearms
- Fireworks
- Flammable or combustible materials (for example: heaters, incense, candles, etc.)
- Hazardous materials
- Illegal drugs and paraphernalia
- Stolen items
- Weapons

This list is not exhaustive. Other items may be considered safety hazards and subject to prohibition at the discretion of Student Housing.

## Room Renewal Eligibility

All current residents are to abide by the University's disciplinary regulations. Any student who has been issued a warning from senior staff for violating the disciplinary regulations will have their renewal application for the upcoming semester placed under review.

Student applications that are under review will be reassessed each semester to consider the suitability of the student to remain in Student Housing.

## BondCare

Bond University is committed to building a safe and supportive campus for everyone. We all play an important role in making this work. Students can seek support for themselves or report concerns relating to another student in area including:

- Health and wellbeing
- Diversity and inclusion
- Safer communities
- Campus Security
- Academic integrity
- Behavioural misconduct
- Complaints
- Appeals



## Smoking

Bond University is moving towards being a Smoke-free Campus. Smoking is only permitted in the designated areas. Please access link for details: <https://bond.edu.au/current-students/university-life/smoke-free-campus>

## Visitors and Guests

All visitors are required to leave the premises by 11pm and may not stay in the resident's room or common areas overnight. You will be held responsible for any breach of the rules by your guests.

## GENERAL INFORMATION

### Cleaning Schedule

- Building 11 Monday
- Building 9 Tuesday
- Building 8 Wednesday
- Building 7 Thursday
- Building 12 Friday

### Cleaning

Cleaning of your room is conducted weekly for your convenience and to maintain Student Housing property. Ensure you wash your own crockery and cutlery. The cleaners are not responsible for the cleaning of your personal items.

When cleaners arrive at your door, they are there to commence cleaning your room. The cleaners maintain a cleaning schedule and will not back track to suit your time frame. Dispose of your rubbish in the wheelie bins which are placed near the common rooms for your convenience. These bins are emptied daily, so please make use of them. Rubbish left in your room attracts vermin.

If personal items are left on the bed, the cleaners will not handle these items. Any furniture or items against the beds will not be moved. Clean sheets will be left for students.

Should you have any issues, please contact the Student Housing Office (5595 5000) or your Res Fellow if after-hours.



## GENERAL INFORMATION

### Dining Card

Your dining card can be used at all Bond University outlets and will have a pre-loaded dollar value added each semester. Your dining card can be swiped at the terminal at any of the outlets on campus. Funds not utilised will be forfeited at the end of each semester. Funds do not roll over.

### Accessibility and Inclusion

Bond University supports students to ensure an accessible and inclusive campus experience. If you have a physical condition, hearing impairment, mental health condition, medical condition, learning disability, vision impairment or neurological condition, make an application in week 2 via Bond Accessibility.

### Fridges

Individual fridges must be maintained in a clean and hygienic state. At the end of each semester, please dispose of any food items.

### Gym

All students can access our fully appointed Sports Centre located in Building 18 – operating hours are on the Bond website.

### Insurance

Residents are urged to take out appropriate insurance cover for personal belongings. Bond University is not responsible for resident's belongings.

### Internet Access – Connect to Student Wi-Fi

1. Select 'BondStudents' from available networks
2. Enter your Student IT account login details
3. Username: Student ID
4. Password: Student IT account password
5. If prompted, Accept / Trust not verified certificate



## GENERAL INFORMATION

### **Internet Access – Connect to Student Wi-Fi**

Additional settings for Android:

EAP method: PEAP

Phase 2 Authentication: MSCHAPV2

### Setup Student Email on a Mobile

1. In Settings, 'Add Account
2. Select 'Exchange Account' or 'Microsoft Exchange Active Sync'
3. Username is your full email address: (note: also use this as domain\username if required)
4. Password: Student IT account password
5. Server: outlook.office365.com
6. If prompted with a remote security warning, select 'OK'

Should you experience any IT difficulties, contact the IT Service Desk on +61 7 5595 4444 Monday - Friday between 8am and 5pm AEST, or send them an email at any time on [servicedesk@bond.edu.au](mailto:servicedesk@bond.edu.au)

### **Keys**

Ensure you keep your keys safe. Loss of residential keys incurs a \$150 lock change.

### **Laundry Facilities**

Each of the residential buildings has their own laundry facilities equipped with washing machines, dryers and sinks. You will need to provide your own detergent. In consideration for others, please remove your clothes from the washing machines and dryers as soon as possible. You should also be aware that theft of clothes may occur from time to time and take steps to minimise the potential of this occurring. Student Housing is not responsible for lost or stolen items.

### **Lock Outs**

Please call your Resident Duty Phone or Security 07 5595 1234 for accidental lock outs. Continual calls for this service may incur a fee.

### **Mail**

Incoming mail for residential students should be addressed as:

Your Name, Student Housing  
14 University Drive  
Robina  
QLD 4226

Collection times are Monday to Friday, 11am - 4pm

Note: no perishables are accepted

Outgoing mail services are provided at:  
Australia Post Office  
Market Square  
201 Varsity Parade  
Varsity Lakes

### **Maintenance**

Please report any maintenance issues to Student Housing during business hours by uploading the form (accessed via the QR code)

Contact your Senior Resident Fellow in your building or Security outside of business hours.

### **Parking**

All students (and guests) wishing to park a vehicle on campus must complete the online registration form and provide name, student number and vehicle registration. Please access this form via the student portal.

### **Room Renewal**

Week 8 is the time to renew your current room (if eligible). This must be done via the Student Housing Portal. The portal will be open from 12 noon on the Monday and close 5pm on the Friday.



### **Room Move**

Week 9 is the time to request a new room. This must be done via the Student Housing Portal. The portal will be open from 12 noon on the Monday and close 5pm on the Friday.

### **Shopping**

Bond Express is a convenience store on campus where you can purchase goods with your dining plan. Robina Town Centre and Pacific Fair are two major shopping centre with easy transport access. Market Square, located a short walk from Bond in Varsity Lakes, offers a range of restaurants and an IGA.

### **Support**

Each building has a Senior Resident Fellow and Student Residents Fellows who will be able to assist with your residential living. If you have any concerns, please feel free to contact them via email or via the duty phone.

### **Sustainability**

Residents are strongly encouraged not to leave lights, air conditioners or other electrical appliances on in rooms whilst they are unattended. Everyone is encouraged to conserve water wherever possible (e.g. turn off taps properly, limit showers and report leaking taps or toilets to Student Housing). There are recycling facilities and residents are encouraged to sort their rubbish to ensure that as much waste as possible is recycled.



## GENERAL INFORMATION

### Telephone

A telephone can be provided if required. If you wish to use this service, please contact Student Housing.



### Transport

A local bus stop is located on University Drive with popular bus routes 750 and 753 taking you to Robina Town Centre and Pacific Fair.

### Vacation Accommodation

Students are permitted to stay during semester breaks at their normal weekly room rate with prior arrangements, except for the December/January break.

Any student that resides and wishes to continue in Building 9 for the new semester will be required to pack all their belongings and store in their room (or contact their Senior Res Fellow). Storage boxes are available for collection from Bond Express.





## Student Success & Wellbeing Support Services

### Internal Support

#### BondCare

Students are able to submit the following referrals or reports within the BondCare Student Safety & Wellbeing Reporting/Referral System:

- Wellbeing Referrals (including physical or mental wellbeing self-referrals)
- General Misconduct & Unwanted Behaviour Reporting
- Sexual Assault Sexual Harassment (SASH) Reporting

[bond.edu.au/BondCare](https://bond.edu.au/BondCare)

#### Academic Skills Centre (ASC)

The ASC provides free one-on-one support, including:

- Oral presentations
- Time management planning
- Referencing

[bond.edu.au/asc](https://bond.edu.au/asc)

Phone: 07 5595 4783 Email: [asc@bond.edu.au](mailto:asc@bond.edu.au)

#### Accessibility and Inclusion

- Strategies for overcoming barriers
- Learning Access Plans

[bond.edu.au/accessibility](https://bond.edu.au/accessibility)

Phone: 07 5595 4002

Email: [accessibility@bond.edu.au](mailto:accessibility@bond.edu.au)

#### Bond University Student Association (BUSA)

- Student experience, support and advocacy

[bond.edu.au/busa](https://bond.edu.au/busa)

Phone: 07 5595 4009 Email: [busa@bond.edu.au](mailto:busa@bond.edu.au)

#### Building A Better Bondy iLearn Page

Self-care and self-awareness learning modules including:

- Being Well, Living Well
- Consent Matters
- Tackling Harassment

[ilearn.bond.edu.au/ultra/organization](https://ilearn.bond.edu.au/ultra/organization)

#### Career Development Centre (CDC)

- Career planning, resumes and interview training
- Internships, work experience and placements
- Graduate employment

[bond.edu.au/cdc](https://bond.edu.au/cdc)

Phone: 07 5595 3388 Email: [cdc@bond.edu.au](mailto:cdc@bond.edu.au)

#### Counselling

- Free and confidential counselling services

[bond.edu.au/student-counselling](https://bond.edu.au/student-counselling)

Phone: 07 5595 4002

Email: [studentcounselling@bond.edu.au](mailto:studentcounselling@bond.edu.au)

#### LGBTIQ Services and Support

- Ally Network
- Pride in Diversity training and support

[bond.edu.au/lgbtiq](https://bond.edu.au/lgbtiq)

#### Library Services

- Ask-A-Librarian chat service
- Book a personal consultation with a Faculty Librarian

[library.bond.edu.au](https://library.bond.edu.au)

Phone: 07 5595 1510

Email: [library@bond.edu.au](mailto:library@bond.edu.au)

#### Limitless Learning Mentoring & Tutoring

- Tutoring and social connectivity support provided by Bondies

[bond.edu.au/limitless-learning](https://bond.edu.au/limitless-learning)

#### Medical Clinic

- Book an appointment with the GP or Nurse for a range of medical services.

[bond.edu.au/medical-clinic](https://bond.edu.au/medical-clinic)

Phone: 07 5595 4043

Email: [ssmc@bond.edu.au](mailto:ssmc@bond.edu.au)

#### Nyombil Indigenous Support Centre

- A place of learning with a dedicated team who will help you transition to university life and throughout your degree.

[bond.edu.au/nyombil-centre](https://bond.edu.au/nyombil-centre)

Phone: 07 5595 5652

Email: [nyombilcentre@bond.edu.au](mailto:nyombilcentre@bond.edu.au)



If you are unsure what support you require, please submit a BondCare referral at: [Bond.edu.au/BondCare](https://Bond.edu.au/BondCare)



