

Capricornia College

Members' Handbook

15th Edition (2009)

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Welcome

We are pleased that you have chosen to live at Capricornia College. We hope that you will find the time spent here as a Member of our Academic Residential Community some of the most stimulating, rewarding and memorable years of your life.

This Member's Handbook provides an outline of the many facets of College life. The information contained within is provided to assist Members to settle in to Capricornia College and to make the most of the ever-present opportunities that exist here. It is expected that the information contained in this Handbook is known and understood by all Members.

As well as ensuring that you are adequately accommodated with well presented serviced rooms and high quality meals, Capricornia College seeks to ensure that you are able to develop and grow as a mature person in an environment that provides academic, pastoral and personal support; social, cultural and sporting enrichment; and a real sense of community life and service. This is achieved through formal and non formal structures operating within an ethos of delegation, consultation and collegiality.

For the College to develop effectively, it is necessary for many people to work together. We endeavour to consult widely with Members and we shall be readily available to Members as often as possible.

We believe that all staff members of the College are professional, caring and approachable people, endeavouring to ensure that there is a positive attitude to our community life. Therefore if you have a concern, a problem or an idea, please do not hesitate to let the appropriate person know. There is an onus upon you to participate in and explore the many aspects of College life.

We assume you to be a mature adult, capable of being responsible, thoughtful and caring. Your continued membership of Capricornia College will be earned by your actions, attitudes and involvement in the College.

We wish you well in all your endeavours at the University and in your Membership of Capricornia College. We hope that your studies will bring the success you are striving for and that you will ultimately leave both institutions a finer person with new insights and expectations about yourself and fond memories of your stay at Capricornia College.

Robyn James
Manager

1. Admissions

Each application is considered on its own merit and College Management reserves the right to deny/accept applicants. Admission to College is a privilege and not a right.

1.1 Application

Each prospective member must complete an entry application form before admission to the College is granted. The application form should be accompanied by the appropriate fees and attachments including passport photographs. It is a condition of residence that consent is given to having photographs displayed in the Dining Hall with name shown to assist residents to get to know each other; in the College's database to enable College staff to identify me; to staff running any bar at the College if I am under 18 years of age so that they may identify me.

Normally an offer of Membership at the College is for Term 1 and Term 2 of the academic year, however applications for shorter and other periods are also considered.

1.2 Fees

Fees payable to the College by Members will be:

1.2 (a) Application Fee – New Members only

1.2 (b) Membership Fees

- Bond – potentially refundable
- College Facility Levy – non refundable
- College Activity Fee – non refundable

1.2 (c) Residency Fees

Residency fees and the due dates for payment are stated in the Fee Schedule (which is provided at the same time as an offer of Membership to the College is made).

Residency fees can be paid in advance for the full contracted period or by instalments on the dates specified on the Fee Schedule. Payments to the College can be made by cash, cheque, EFTPOS and credit cards (Visa or MasterCard). Cheques should be made payable to Capricornia College.

Unless prior arrangements have been authorised by the Manager of Capricornia College, a Late Payment Fee of \$20 will be charged to the Member's account from the day after the instalment due date, for each week (or part thereof) where fees are outstanding,

Members who wish to remain at the College prior to or after contracted dates and during official vacation breaks may apply to do so and should refer to the accommodation section in this Handbook. Residency fees are payable in advance during these times and are in addition to the normal/published residency fees as per the College's fee schedule.

Should residency fees fall into arrears, the University may withhold a Member's academic results until outstanding fees are paid. Legal action may also be considered to ensure payment of outstanding fees is made.

If a Member is experiencing genuine financial difficulties they should discuss their problems with the Manager so that alternative arrangements may be considered/made.

Members who are expelled from the College because of their inappropriate attitudes/behaviour may be required to vacate room without notice (Please refer to Membership Contract).

Members considering departing the College before their commitment (contract) to the College has expired may need to consider the financial consequences of their decision due to the penalties imposed.

Important Note: Fees and charges payable to the College MUST be paid in advance (as prescribed on the Fees Schedule). Members unable or unwilling to subscribe to this requirement will place their continued Membership of the College in jeopardy. Any credit facility that is arranged with the College should be treated as a privilege and not a right. Any debt owing to Capricornia College is a debt to CQUniversity. Recovery proceedings and/or the withholding of academic results will occur if debts are not paid in full. Capricornia College bonds will only be refunded on the proviso that no outstanding debts remain with the University. If any debts are identified as being outstanding at the time of refund request, the remaining bond will be used to offset the debt - either in part or in full and applied to the applicable student account.

2. Arrival at College

2.1 Booking In

When booking in Members will be allocated a room and required to complete and sign the Room Inventory/Condition Form in the presence of a College Staff Member.

Only one room key is issued per room/person. **There is a replacement cost of \$100 for a lost key. This charge cannot be offset against the Member's Bond.**

Members will **NOT** be issued with **ROOM KEYS** unless the appropriate Residency Fees have been **PAID**. Please refer to the College's Fee Schedule for the amounts and dates for payment.

Members returning to College following vacation breaks should re-enter the College on the Saturday before the re-commencement of lectures or "O Week". Any variance to these times should be arranged with the College Office and the appropriate fee paid.

2.2 Your Room

Your room is regarded as your private living area for your time of Membership/residency. Hence no one should enter your room without your permission. It is wise to lock your room whenever you are not in it.

Each room is provided with:

- Fire Alarms & Smoke Detectors
- Fire Compliance & Fire Evacuation Notices
- Mattress and mattress protector
- Bed/base
- Wardrobe
- Desk and chair
- Book case/shelving
- Curtains
- Carpet
- Telephone
- Pedestal fan/Ceiling fan

Members are expected to supply their own sheets, pillows, blankets and bedspreads etc.

You are invited to make your room more personal, however no nails, drawing pins, screws or hooks should be used on the walls, ceilings or woodwork. Damages caused by the attachment of posters or the like will be repaired and paid for by the Member. Members are not permitted to paint their rooms nor use chalk on walls/ceilings. No blue tac is to be used in your room. If any marks appear in your room Housekeeping staff will be required to clean and a possible recharge of their time will be placed on your account.

N.B. - “Glow in the dark” stickers, CD’s or other items **are not** to be affixed to the ceilings or walls of rooms.

Mattresses are not to be placed on the floor in rooms or removed from rooms. No items are to be hung over doorways in Members’ rooms.

If your room has a balcony no items are to be draped over railings.

No private outdoor furniture is to be placed on College grounds.

Members must **NOT** have any unsafe or illegal equipment/belongings in their room. Refrigerated air-conditioners/evaporative coolers are not permitted to be installed or used.

The College staff have the right to enter any room or area of the College at any time for cleaning and at such other times as is deemed necessary for the inspection of College property or to uphold College regulations. Any unauthorized property or prohibited items may be removed without notice or reported to the relevant authorities.

Designated air conditioned rooms are not to be left unattended with air conditioners still turned on. Room heaters are not to be left on if room is unoccupied.

College furniture and equipment must not be removed from your room or from any of the common areas of the College. Members are required to use supplied furniture whilst residing on College.

No items of any kind, including shoes, bicycles, baggage, boxes or rubbish are to be left in the corridors or foyers of floors, or any public area.

ANTS & INSECTS

Insects are part of tropical Queensland and therefore we advise you to keep all screens closed and avoid leaving any food on benches

2.2 (a) Room Maintenance

Any maintenance work required to be undertaken to your room or the building/grounds generally should be brought to the attention of the staff as soon as possible by completing a maintenance request form which is available from the College Office and/or Residential Assistants/Senior Residential Assistant.

Members are required to fill out the appropriate form for any maintenance, cleaning requirements, data and telephone problems and the administration staff will contact the relevant on campus/external tradesperson. Members are NOT to contact external tradespeople (e.g. carpet cleaners).

2.2 (b) Housekeeping

Your room will be cleaned once a week by the Housekeeping staff. It is a requirement of the College that your room is cleaned weekly. Please do not request the housekeeping staff to do otherwise. It is your responsibility to keep your room tidy and prepare for the Housekeeper's weekly clean. The Housekeepers will not do this for you. If your room is consistently untidy you may be asked to justify why you should be allowed to remain as a Member. If you are not present in your room, the Housekeeper will lock your door at the conclusion of cleaning.

2.2 (c) Cooking

is not permitted in your room . Only the provided microwave and kettle can be used in the kitchenettes.

2.2 (d) Smoking

is not permitted in your room (Refer Smoking, Alcohol etc)

2.2 (e) Pets

of any kind (this also relates to fish in bowls/tanks) are NOT allowed in your room or within Members' residential buildings.

2.3 Room Inspection

Members are required to inspect and verify the condition of their room, furnishings and fixtures upon arrival and departure. This inspection better protects both the Member and College against the costs of damage and/or loss to a room during a Member's stay. On departure the Member's room will be inspected and any damage/loss etc. except for "fair wear and tear" will be noted and recharged directly to the Member.

2.4 Room Changes

The College will endeavour to allocate rooms to Members on the basis of seniority, need and preference. Members should be aware that requests for particular Houses and Rooms will be accommodated where possible but guarantees cannot be made. Requests for room changes require a consideration of gender, academic discipline, year levels and other parameters to determine the outcomes of any such requests. Requests for room changes should be made to the College Administration (Office).

3. Communications

3.1 General

The College telephone number is 07 4930 9766. The College fax number is 07 4930 6581.

Email address: capcollege-enquiries@cqu.edu.au

Website: www.college.cqu.edu.au

College office hours are Monday to Friday 8.00am - 5.00pm and the office is located in building 51, Swanson Court, at the end of Woodcroft Court.

3.2 Mail

To ensure that you receive your mail, it should be addressed as follows:

Your Name
Capricornia College
CQUniversity
554 – 700 Yaamba Road
NORMAN GARDENS Qld 4701
AUSTRALIA

Mail deliveries arrive twice daily and are then sorted and placed alphabetically in the mail cabinet in the Common Room.

Any certified or registered mail or any item which Office staff suspect contains valuable or confidential material will be held by Office staff for personal collection. A note will be left in the mail cabinet advising of mail to be collected. During vacation breaks, all mail will be held at the College Office.

Outgoing mail may be left at the College Office provided it is adequately stamped. Australian standard letter postage stamps can be purchased from the Office.

The College can forward mail during vacations and following departure from College if labels with a forwarding address are provided.

3.3 Telephone

Each Member's room is equipped with an Ericsson telephone. The versatility of this telephone system is immense and includes such features as:

- Free voice mail (answering service)
- Free calls throughout the College and University's extensions
- Prepaid system. When credit expires, no outgoing calls can be made until further credit is placed on your telephone account but it is quite possible that during a call your telephone "credit" may run out and develop into a "debt" as the College's telephone system software is unable to "cut off" during a call.
- This telephone service improves communication, security and privacy.

When Members arrive at College they should promptly follow the 'Voicemail Instruction' to record their outgoing message and name/extension number.

NB: Inhouse nuisance calls are easily traced and offenders will be subject to a variety of disciplinary actions including expulsion. Likewise inappropriate or offensive "VOICE MAIL" introductions are also viewed with similar concern.

Each Member's telephone has a "VOICE MAIL" answering and message storage facility. The operation of this facility is important to both the Member and the College. Members are **REQUIRED** to use short and appropriate answering messages on their VOICE MAIL service. **OFFENSIVE, ABUSIVE** or any inappropriate answering message will not be accepted or tolerated.

Capricornia College's internal telephone system is a "credit-based" system that necessitates the prepayment of money/credit to activate the "external call" facility - to enable local, interstate and international calls to be made. Payment for telephone credit may be made at the College office during office hours. As external calls are made the "credit" on the Member's phone is reduced accordingly. Internal calls using last four digits of telephone number at the College and the University are free of charge. The abbreviated (quick) dial numbers for the College's after hours Duty Team are free calls i.e. 1600, 1601, 1602 and University Security 1331. The duty team should be the first point of contact for security concerns on the College precinct.

All other abbreviated (quick) dial numbers **are not free calls** but are charged at higher (mobile) telephone rates.

Important Note - The College's telephone system is quite sophisticated in its features and abilities to track and trace calls. **Members are warned that the use of the College telephone system can be monitored if offensive or prank calls are made or inappropriate use of the phone system is discovered.** Severe penalties are in place for the misuse and interference with telephone systems.

Please note:- Advertised special rates with Telstra and other carriers **ARE NOT** available through the College's telephone system.

Additional telephone information and detailed operating guidelines are to be found in Appendix A – Telephone Information.

4. Awards & Scholarships

Each year the College and the University Faculties jointly sponsor and present awards in recognition of academic achievement. The College presents an award for outstanding academic achievement and also offers four Capricornia College Scholarships to the value of \$1000 each per year as a reduction on residency fees in recognition of academic achievement, community service and leadership by Members during their residency.

5. Risk Management Child Protection Policy

This policy is established for ensuring the safety and wellbeing of children and the protection of children from harm.

Capricornia College strives to create a safe and friendly environment for resident student members by recognising that respect for all members is the foundation upon which all policies and procedures are developed. We are committed to promoting and to protecting the security, safety and wellbeing of the students under our protection.

Student Members under the care of Capricornia College should be provided with the knowledge and information they require to feel empowered to take action in the event of abuse or neglect. This will be achieved through the use of written policies and procedures, including information and training for all staff involved.

Capricornia College's Risk Management Child Protection Policy is available to current or potential College Members and/or their parents, upon request from the Capricornia College Administration Office.

6. Information Technology

6.1 The Computer Lab

This room is available at all hours and resources and facilities are provided only for current Members. (Non-Members are not permitted in the Computer room at any time.) To gain entry you use your room key and combination code (available from Residential Assistants and College Office). Those who are not familiar with computers or the programmes provided in the computer room should seek assistance from the College's Network Co-ordinator.

The Computer Lab is for College Members to study and work on University related activities. Downloading or sharing offensive material on the college network is not permitted. The computer lab is not to be used for playing loud, disruptive games with each other. If you wish to play games, you should access the internal College network. Any questions regarding this matter, please contact the College Manager or Network Co-ordinator.

6.2 Network/Internet Connections

Each Member's room is equipped with a data point for a network and internet connection. Once you have agreed to and signed the necessary documentation you will receive the relevant information for access to the University's network.

6.3 Computer Problems

The College Network Co-ordinator is available to provide advice and technical support, however it is not a duty of the Network Co-ordinator to repair faults with Members' computers.

7. Student Responsibilities

7.1 General

7.1 (a) Students have the responsibility to:

- Protect their environment and living conditions
- Monitor and accept responsibility for behaviour of visitors
- Meet expected fee payment schedules
- Respect the rights of others
- Adhere to rules and regulations
- Report violations of rules and regulations to appropriate staff
- Comply with reasonable requests made by staff
- Contribute positively to the development and well being of the College
- Attend and participate in College programmes, activities, functions and formal dinners.

7.1 (b) Electrical Safety Procedures

Electrical equipment and appliances are not to be left on when a Member's room is unattended. **Items such as mobile phone chargers, computers etc. are to be switched off at power point to avoid overheating.** Designated air conditioned rooms are not to be left unattended with air conditioners still turned on.

Multi-outlet power boards & double adaptors

The use of double adaptors and multi-outlet power boards is unsafe due to the potential for overloading, and inadequate protection of circuits. Double adaptors are particularly prone to the connections working loose with the potential to overheat or persons to come into contact with live terminals. In addition, where multi-outlet power boards are not secured they are vulnerable to damage and have been found covered with water or conductive solutions in laboratories, workshops and outdoor locations. It is recognised that at times it will be necessary to use multi-outlet power boards. To control the potential for abuse of these items, periodic reviews should be undertaken to determine any risk associated with their use. The following specific procedures have been established in relation to adaptors and multi-outlet power boards

Double adaptors and piggy-back plugs

The use of double adaptors and Piggyback plugs is prohibited within CQUniversity and are to be removed. Any equipment purchased with Piggy backed plugs fitted must have them removed during its initial test and tag before being approved for use in the university. Computers and monitors that have mould piggybacked plugs already fitted, as part of manufacture will be permitted, however no retrofitting of piggy backed plugs is permitted.

Multi-outlet power boards

Power boards must comply with Australian Standard 3105. 'Approval and test specification - Electrical portable outlet devices' including current overload protection and a switch controlling the whole board. However individual switches for each power outlet is preferable. Multi-outlet power boards are not waterproof and should not be used in wet areas or where there is a possibility of water or moist conditions coming in contact with the fitting. 'Gang Couplings' allow the potential for a greater number of appliances to draw large amounts of power from the power boards, creating a potential overheating hazard or fire and therefore are not permitted.

Electrical extension leads

Electrical extension leads are categorised as Specified Electrical Equipment. Electrical extension leads are to be tested and tagged and in good condition prior to use. In addition to periodic testing, users should check to see whether the lead has a current test tag, whether the plug and socket are properly secured to the cord and that there are no cuts or tears in the outer insulation. Significant amounts of heat can be generated by electrical leads, which may lead to fires, especially if the current rating for the lead is exceeded. Coiling of leads or placing them under mats or rugs intensifies the heating effect. When using extension leads

ensure that they are fully extended, not covered by mats, and not placed where they could be a tripping hazard (e.g. across aisles, corridors or other trafficable areas).

For further information contact CQUniversity Policies website at <http://policy.cqu.edu.au>

Personal electrical equipment

It is recommended that all personal electrical equipment be tested and tagged on a regular basis.

7.2 Behaviour

Every member has the right to a safe, private, secure and comfortable living environment. It is expected that Members will display considerate and respectful behaviour to others at all times. Abusive behaviour, including physical, psychological, sexual and racial harassment or bullying of any kind will not be tolerated. Abusive behaviour by visitors will also be dealt with severely and may jeopardise the continued Membership of the host (Member of College). Any presence of the above-mentioned behaviours may warrant the involvement of relevant advisers, authorities or personnel.

7.2 (a) College Property

The cost of damage to College property by a Member or a Member's visitor is the responsibility of the Member. This debt cannot be offset against the Member's Residency Bond.

No sporting games or boisterous activity of any kind to be played inside buildings. If any damage to College property results through this activity person/s responsible will be liable for cost of repairs and or replacement of property.

If damage occurs to College property and offenders are not identified then all House Members will be responsible for the cost of repairs/replacement.

7.2 (b) Noise Policy

NOISE - Low levels of noise are acceptable up to 10pm. After this time a quieter environment is expected and the noise level should not be heard from outside a member's room or balcony. The College also recognises a "Low Noise Policy" during review & examination weeks where noise levels should not be heard from outside a member's room or balcony at any time of day/night. This ensures the College functions as an ACADEMIC RESIDENTIAL COMMUNITY. All stereos, televisions, amplifiers and other sound equipment which emanates beyond a Member's room must be accompanied by a set of headphones.

7.2 (c) Parties

Parties are deemed to be a social gathering of a group of people and are not permitted without the prior permission of the Manager.

7.2 (d) Intoxication

Intoxication will not be accepted as an excuse for unacceptable behaviour.

7.3 Discipline

It is an expectation that the behaviour of Members will not require any mechanisms of regulation. However, should such mechanisms be necessary, the following process will apply:

7.3 (a) Level 1:

Members themselves can/should request other Members to cease or modify their behaviour. This may include requesting a noisy person to be quiet or someone who is behaving in an offensive manner to stop. It is likely this will be the most frequently used method of checking unacceptable behaviour.

7.3 (b) Level 2:

If Level 1 is not successful or appropriate then a Residential Assistant should be sought to assist to overcome the problem.

7.4 (c) Level 3:

Where Level 1 and 2 are not successful, the offending Member will be referred to both House Residential Assistants for their involvement/action in an informal discussion.

7.5 (d) Level 4:

College Management will generally be involved with the resolution of more difficult and/or serious issues. Often these occur through the continuance or escalation of previous actions/behaviours or attitudes or as a result of external complaints.

Disciplinary action may take many forms including relocation within the College, allocation of Community Service duties or even cessation of Membership from the College.

It should be stressed however that if Members live responsibly and out of concern and respect for each other, it should not be necessary for College Management to exercise any disciplinary action.

7.4 Discrimination and Harassment

7.4 (a) Discrimination

The *Anti-Discrimination Act* makes discrimination unlawful on grounds which include sex, race, age, religion, impairment and political belief or activity. A discriminatory act is one which treats a person less favourably than another because of one of the attributes listed above, and may result in heavy penalties.

Discrimination of any form will not be tolerated and offenders may be excluded from the College. If you believe you are the victim of discrimination, you should contact the Residential Assistant, Senior Residential Assistant, Residential Co-ordinator, College Facilitator, Manager or Grievance Contact Officers.

The College expects that Members will act as responsible adults and respect the wishes and values of fellow Members.

7.4 (b) Harassment

Sexual harassment includes actions, such as gestures and the display of offensive pictures, comments of a sexual nature, implied or explicit demands for sexual activities, or physical contact, any of which is unwelcomed, unsolicited or unreciprocated. Sexual harassment does not arise in the context of mutual attraction or sexual flirtation based on choice and consent.

If you believe you are the victim of harassment (sexual or otherwise), you should take action. Doing nothing will not resolve the problem, and putting off action because of fear of reprisals or getting someone into trouble is not in your own best interests. If possible, speak to the offender(s) or contact your Residential Assistant, Senior Residential Assistant, Residential Co-ordinator, College Facilitator, Manager or Grievance Contact Officers.

Harassment is illegal and may result in heavy penalties. Offenders may be excluded from the College.

The University and College have duly appointed Grievance Contact Officers who are trained personnel available for advice and information. Harassment is any form of unwelcome, unsolicited or unreciprocated behaviour.

8. Smoking, Alcohol, Drugs and General

8.1 Smoking

CQUniversity, recognising the growing community concern about the effects of passive smoking on the health of non-smokers, has adopted the following policy:

Smoking is not permitted in any building wholly occupied by CQUniversity/Capricornia College, **or within FOUR metres of the entrance(s)** to such building(s), in the proximity of buildings where smoke might drift into or be drawn into such buildings, in parts occupied by CQUniversity/Capricornia College in other buildings and in any signed areas on all campuses. This policy also extends to all the University vehicles (land, water or air).

A building for the purpose of the above policy is defined as a fixed structure roofed, with wholly or partially enclosed walls (a roofed balcony with at least one wall will be considered as a building) or a covered walkway between adjacent buildings.

Smoking within the confines of any College building is prohibited. Members who choose to smoke outside the buildings may do so provided the smoke does not track back inside the building through doors, windows or air vents and cannot be within four metres of the entrance(s) to buildings. Smokers should ensure that any litter, including cigarette butts and empty packets, is disposed of properly. An accumulation of such litter around any building will result in the cost of the necessary cleaning to be met by the Members residing in that building or House members will be required to clean area of litter.

Incense, open flame lamps, burners and candles must not be used/lit within the accommodation buildings or common rooms.

Smoking is also prohibited on any veranda, balcony and immediate outdoor area where smoke can easily track back into Members' rooms and public areas (dining hall, foyers, entrances, laundries and bathrooms).

(CQUniversity Policies at website <http://policy.cqu.edu.au>)

8.2 Alcohol

Alcohol may be consumed within the confines of a Member's private study/room provided that the quality of life and rights of other Members are not compromised, threatened or infringed. Consumption of alcohol in public/community areas is not allowed except on special occasions as sanctioned by the Manager, for example, College or Special Functions, or when Scholars Inn is operating. Public drunkenness by Members is not tolerated and may lead to penalties or termination of Membership. The College **does not** allow kegs of beer to be brought on to or consumed on the Capricornia College grounds or within buildings. **Binge drinking and drinking games are not permitted in Members' rooms or on College grounds.** (Refer to CQUniversity policies website <http://policy.cqu.edu.au>)

Consumption of alcohol will be permitted in the Common Room after 8pm and other times as sanctioned by the Manager.

It is highly inappropriate and unacceptable to be in a drunk and disorderly state in our College Dining Hall. If Members/guests decide to frequent local clubs, bars and pubs and consume excess quantities of alcoholic

beverages then it is inappropriate to enter the College Dining Hall/Courtyard area and attempt to acquire a meal.

Intoxication will not be accepted as an excuse for unacceptable behaviour. The message is quite clear – Members decisions and actions have consequences.

College staff (includes catering, administration and residential staff) have been instructed not to tolerate, accept or in any way accommodate any Member, resident guest or visitor entering our Dining Hall/Courtyard area in such an inappropriate and unwelcome state.

8.3 Drugs

Our aim is to ensure that the College remains an illegal substance free community for the benefit, protection and safety of all.

No Members or their visitors are to have in their possession any substance or article which is forbidden by either State or Federal laws. **Members or their visitors found in possession of such substances may be expelled from the College immediately depending upon the particular circumstances. The Police will normally be informed of such incidents and persons involved.**

8.4 General

Members and their guests/visitors are reminded that no firearms (guns) or weapons (refers also to ornamental varieties), ammunition, explosives/explosive devices or flammable liquids are to be brought onto College or stored in rooms.

8.4 (a) External advertising brochures etc.

No Member of College is to distribute any advertising brochures/pamphlets to other members (under doors, notice boards, etc.) for external organisations. The material is to be brought to the College Office for appropriate distribution if approved by the Manager.

9. Absences from College

It would be appreciated if you intend to be absent from the College for more than 24 hours that you notify the College office and/or a Residential Assistant so that you can be contacted in case of an emergency.

10. Accommodation during Vacation Periods

College accommodation is often required for external guests, conference/sporting groups throughout the year (depending on available rooms) and during vacation periods, however, if the nature of your program work or personal circumstances requires that you stay at College, accommodation may be provided for you. You must apply on the 'Remain in Residence' form and advise the office as accommodation is limited. Vacation relates to periods prior to & after contracted Term 1 & 2 dates. All residents staying on College after end of Term 2 will be required to move to one building during the balance of residency until the commencement of Term the following year.

Vacation charges are at the Members vacation rate and payments are required in advance before continued residency is approved.

Members returning to College after vacation or any period of absence are expected to return to College within a reasonable time. Arrivals after 11pm and before 6am will incur a \$10 per Member "call-out" fee for those arriving on their own OR a \$5 per Member "call-out" fee for two (2) or more Members arriving simultaneously at College.

11. The Dining Hall

11.1 Access/Use of Dining Hall

The College Dining Hall/Courtyard area is for the exclusive use of current Members.

Non-members are only permitted in the Dining Hall/Courtyard area if they have paid for their meal and are being hosted by a Member of College.

Non-members are not permitted to sit with, wait for or in any way accompany a Member in the Dining Hall/Courtyard area (except as a paying guest).

Breakfasts, lunches and dinners are provided in the Dining Hall, seven days a week, during the academic year.

The Dining Hall is open only at meal service times.

11.2 Meal Service Times

(The following times may be subject to change)

Weekdays:	Breakfast:	6:30am - 7am	Cereals/Toast/Fruit only
		7am – 9am	Hot Buffet + above
	Lunch:	12pm - 2pm	
	Dinner:	5pm - 7pm	
Weekends and Public Holidays: (Continental Breakfast only)	Breakfast:	7am – 9 am	
	Lunch:	12pm - 1.30pm	
	Dinner:	5pm - 6.30pm	

11.3 Alternative Meals

Any Member who requires a packed alternative meal, either lunch or dinner, will be required to complete the appropriate form at the kitchen. All alternative meals will be prepacked by kitchen staff. (Members cannot pack their own meals).

Packed lunch..Sandwiches/fruit/drink – Notice required 2pm on day before lunch required

Packed evening meal..Cold meat & salad – Notice required by 2pm on the day meal is required
(Subject to change)

11.4 Special Dietary needs

Special diets, such as vegetarian, are provided for upon request. Those who require a special diet should discuss their needs with the Catering Manager. **However it should be noted that there may be a limit to the extent to which special diets can be accommodated within the normal operation of the College's catering service.**

11.5 Visitors

Visitors are welcome to join Members for a normal every day meal, however the meal must be paid for in advance with payment being made to either the Kitchen Staff or Office Staff (\$13.00 per meal) and meal voucher to be clearly displayed on table beside the Visitor. Members will be held responsible for this

payment and for the behaviour of their visitor whilst in the Dining Hall/Courtyard area. **The College is pleased to be able to provide parents/family with a complimentary meal when Members are being settled in/moved out of College during the commencement, vacation period/s or conclusion of the academic term/year.**

11.6 Removal of Food/Culinary Equipment

NO food, cutlery, crockery, glasses and any other Dining Hall equipment may be removed from the Dining Hall/Courtyard area or kitchen.

11.6 (a) Exception

The only Exception to the rule will be the availability of taking one piece of fruit at any one time away from the Dining Hall and an ice-cream cone (dessert only) when available.

11.7 Other issues

It is expected that all College meals will be taken in the Dining Hall/Courtyard area during the set hours (except for the abovementioned alternative meals). The College is unable to supply substitute, take away or make up meals to Members electing to absent themselves from College for sporting, social or other reasons.

Generally, requests by Members for food and other provisions to be taken away for weekend/holiday excursions are unable to be granted by the College. The Residency fees paid by Members includes the 21 meals per week as provided in the College's Dining Hall and at the set times.

Members are required to return their used cutlery/crockery/glassware to the scullery after their meals and to clean away any mess on the tables resulting from their meal.

For health and safety reasons, Members must not enter the main kitchen production area. Concerns about the quality and variety of food and service should be directed to the Catering Manager, Head Chef or catering staff as soon as possible relative to the incident/issue occurring.

Smoking is not allowed in the Dining Hall/Courtyard area.

11.8 Dress Regulations

Dress regulations apply to the Dining Hall. **Footwear must be worn at all times. To maintain an appropriate level of dress standards hats, sleepwear, swimwear or other forms of brief attire including singlets are not allowed to be worn in the Dining Hall.**

At College and House Functions a higher standard of dress is required (smart casual or semi-formal attire is appropriate).

12. Cars, Bikes and Parking

12.1 Cars

Details of your car and/or motorbike, including the make, colour and number plate, are required in order for your vehicle to be registered to be parked in the College precinct. Members are advised that the abovementioned information must be supplied to the College Office as soon as you commence residency.

The upper speed limit within the College grounds is 25 km per hour.

All traffic regulations must be adhered to including speed restrictions, seat belts and helmets.

Vehicles may not be left derelict on College grounds for any reason. All vehicles must be currently registered and in good working condition. Any minor repairs to vehicles must be done within a reasonable time and all debris resulting from repair work must be cleared immediately.

The College advises all residents with vehicles that theft in university car parks is a sad reality. The College community encourages all vehicle owners to protect themselves against theft by having an electronic security system installed and by placing a steering wheel lock on at all times when the vehicle is unattended. Residents are also encouraged to remove all articles of value from their vehicles. The onus is on owners to ensure that their vehicles are not easy targets.

12.2 Bikes

Bikes are to be stored in the areas provided and not in the confines of your room. A secure bike shed is available for Members to use. Contact the College Office for security key. At no time should a bike, not being ridden, cause an obstruction to a pathway, door or in any way constitute a hazard to any pedestrian at any time. Bikes **must not be ridden inside any building** at any time.

12.3 Parking

Members are not permitted to park along roadways, in areas marked for visitors, marked NO PARKING or specified reserved areas.

The Office Car Park area is for the use of Visitors and Staff ONLY and is strictly off limits to Members of College & their guests/visitors at all times including weekends and evenings.

Vehicles are not to be parked in any other areas of the College grounds except in designated parking areas. As each House does not have a car park adjacent to it, it is necessary to park your vehicle in a designated parking area and walk to your House/room.

Vehicles must not be driven on College grassed areas, or parked adjacent to any House without permission from College staff. The only time this is acceptable is when a Member is moving into or out of College. During the wet season no vehicles can be driven on College grounds.

13. Transport

The College often provides transport for Members to access some of the major shopping centres for late night and Saturday morning shopping. From time to time the College may organise bus trips to certain functions, outings and activities and there may be a small charge for this service.

City buses regularly run from the University and timetables for this service are available from the Student Association at the University.

14. Visitors

14.1 Visitors staying in College

A visitor is defined as a non-Member who is present on the College precinct and is being hosted by a current Member. Please note that you need to be paying for your accommodation at College in order to be considered a Member. For example, you are not considered to be a Member during non-contracted periods if you have not paid to reside on-College during this time regardless of the fact that you are returning the following year.

A Member will be permitted to have a visitor stay a maximum of two nights per one month period. A visitor being hosted by a Member is only permitted to stay with one Member within that month. Permission for an overnight stay must be obtained in advance by completing the necessary forms at the College Office and where linen or other services are requested, the appropriate fee paid. No visitors are permitted during review and examination weeks when the College's 'Low Noise' policy is in place.

Any Member's visitor who wishes to stay longer than the standard two nights may stay in the guest accommodation area (depending on the availability of rooms at the time) at a special Member's visitor rate. Contact the College office for further information.

Visitors' vehicles are to be parked in the Members' car parks. The office parking area is reserved for office visitors only and staff.

Residential rooms will not be used for the shelter of uninvited visitors. Also invited visitor should not be in room without the presence of Member.

14.2 Responsibility of the Host

Any Member receiving a visitor into the College is responsible for ensuring that the visitor respects the ethos and customs of the College and respects the rights and property of other Members, the College and the University.

14.3 Unacceptable Behaviour

The Member who is the visitor's host shall be held responsible for the visitor's behaviour and for any damage to property caused by their visitor.

Where a visitor is, in the opinion of College Management, not behaving in a manner consistent with the Rules and Guidelines of the College and their intent, and does not respond to the counsel of the College Management, the College Management has the authority to ask a visitor to leave and take all necessary and reasonable action to ensure the person leaves the College precincts.

14.4 Meals taken by Visitors

Any meals taken by a visitor must be paid for prior to dining (\$13.00 per meal) and must be consumed in the Dining Hall with the host Member. Alternative meals will not be provided for visitors.

Any visitor to College who is not "hosted" by a Member, has no specific reason to be within the grounds or buildings and/or displays suspect or questionable behaviour may be considered a trespasser and as such the College Duty Team should be notified immediately (Quick dial 1600).

15. Pets

Pets (including fish in bowls/tanks) are absolutely forbidden within Members' residential buildings.

16. Security and Insurance

Members are urged to take out appropriate insurance policies (All-risks Personal Effects Insurance).

Members are encouraged to check that personal effects e.g. laptops etc may be covered under parents contents insurance policy.

Valuables should be kept in a discreet place in your room and you are advised to always lock the door when leaving your room.

The College will not be responsible for any damage or loss, however caused, to anything located on the College premises or within Members' rooms.

Should vandalism occur it will be subject to College, University and Queensland State law.

Security locks have been installed on all external doors to the residential buildings. Members are encouraged to ensure that these doors are closed/locked during non-daylight hours.

Storage space during vacation breaks is available but limited. Items are stored entirely at the owner's risk and will incur a storage fee if the Member of College is not returning to College – Please refer to the storage form for more/full details.

Any security concerns or problems should be reported immediately to Residential Assistants, Senior Residential Assistant or other College staff (after hours) or to the College Office during office hours. Members should contact the Duty Team after hours (Quick dial 1600).

17. General Assistance, Accidents and Emergencies

17.1 General Assistance

For general assistance during business hours (8am – 5pm Mon- Fri) contact the College Office on ext 9766.

For general assistance after hours contact the Duty Team on ext 1600 (freecall).

17.2 Medical/First Aid Assistance

In the event of medical and other emergencies and requests for first aid, Members of College should contact a College staff member immediately or the duty team (freecall 1600) after hours.

Members of College should be aware transport to medical facilities would normally only be given in circumstances of serious accidents or acute medical conditions only - e.g. severe asthma attacks, physical assaults, broken bones, uncontrolled bleeding and the like. Ambulance cover is provided free of charge to all Members.

However it should be stressed that the College would not normally provide transport for Members who have minor ailments or need to attend medical appointments. In these circumstances Members should organise their own transport (e.g. buses, taxis etc.)

17.3 First Aid Kits

First Aid kits are located with each Residential Assistant and at the College Office.

Any illness or accident requiring medical attention must be reported to the Office staff (business hours) or Duty Team (after hours) as soon as possible. Even if you consider it a trivial matter, let a Staff Member know so that full care can be ensured and any problems with equipment/facilities can be rectified.

17.4 Accidents

If a Member is injured, even if the accident has not occurred at the College, the Office staff or Duty Team should be notified immediately, especially if hospitalisation is required. In the case of any emergencies, College Management/Administration Staff should be contacted without delay.

17.5 Health Care

Members should be aware of the provision of their private health care cover policy in case of an emergency.

18. Fire Procedures

Fire alarms and smoke detectors are installed in all rooms in each building. When the alarm sounds, Members are required to vacate the building immediately, regardless of the hour and proceed to the assembly point. Each Residential Assistant is a designated Fire Warden for each House.

Fire drills will be conducted throughout the year. Members should familiarise themselves with the fire exits, fire procedures and assembly points.

Fire safety is assisted by tidy rooms that are free from litter, flammable materials and sources of ignition (e.g. multiple leads, fan heaters left on etc). All electrical equipment should be turned off before leaving your room. Anyone found to have caused a false alarm resulting in the fire services attending the College will be charged the cost of the call out - approximately \$1000.00 (subject to change without notice). **Interference with fire detection, safety or fighting equipment will be considered a serious action and may lead to expulsion from the College. Persons proven to have maliciously interfered with fire detection, safety or fighting equipment will be issued with a fine by the Queensland Fire & Rescue Service and will bear the costs of rectifying damage (e.g. refilling of extinguishers etc).**

19. College Resources; Access/Use of College Facilities

19.1 Laundries

Laundries containing washing machines and coin operated dryers as well as clothes lines are located conveniently to every House. Laundries are open for use from 7am to 10pm daily. These times are to be adhered to so Members/Guests are not disturbed by early/late usage. Please do not wash your laundry in any other sinks other than those provided in the laundry. Clothing should not be hung on balconies or from the windows of your room. **It is advisable to remove all clothing from the lines before nightfall as theft of personal items may occur.** The College laundry facilities are for the exclusive use of current Members and paying in-College guests ONLY. Non-Residents using the facilities should be reported to Residential Assistants and Senior Residential Assistant immediately.

19.2 Tutorial Rooms

The air conditioned Study/Tutorial rooms are primarily for Members. It is permitted for Members to host their non Member friends/study partners in these rooms ONLY whilst a Member of College is present. To gain entry you use your room key and combination code (available from Residential Assistants and College Office). Tutorials are organised by the College's Academic Tutors. A roster of tutorial times will be on display and during these official periods the Tutorial Rooms will be unavailable for individual or group study sessions.

19.3 Common Room

The Common Room is located downstairs at the southern end of the Dining Hall and is available to Members, resident guests and their accompanied and hosted visitors. It is important to note that non Members are not permitted in the Common Room without being accompanied by a Member.

There may be times in the week when the Common Room is a Members ONLY facility – i.e. Scholars Inn Openings and special occasions. When the Common Room is a Members ONLY facility, signage will be posted to denote such status.

Consumption of alcohol will be permitted in the Common Room after 8pm and other times as sanctioned by the Manager.

19.4 Gymnasium

A small and reasonably equipped weight lifting and exercise facility is provided on College for College Members ONLY during the prescribed hours (7am – 10pm). No non-members allowed.

20. Central Queensland Community Sports Centre

Members of Capricornia College have access to the Central Queensland Community Sports Centre consisting of swimming pool, tennis courts, gymnasium and other facilities. For further details regarding membership please contact the CQ Community Sports Centre.

21. Withdrawal from College Membership

An offer of Membership is made on the basis that Members sign a contract to stay at the College for a prescribed period.

If the Membership Contract is terminated by the Member before completing the prescribed period then:

- 2 weeks notice of termination is required in writing by the Member (no penalty applies)
NB: Termination notice must be given within contracted dates. Vacation periods will not be accepted as notice dates for termination.
- If Member leaves without giving 2 weeks notice 2 weeks residency fees will be forfeited in lieu of notice.
- If the Membership Contract is terminated by the College (expulsion) then Member may be required to vacate room without notice at the discretion of College Management.

Members are still responsible for Residency Fees at Capricornia College even though they may have practicum components of their program of study that may require them to be outside of Rockhampton during the contracted Residency period. No refund of residency fees will be given during the contracted period if a member's program dates differ from College Term dates.

A resident's Membership of Capricornia College may be terminated should it be in the best interests of the individual and/or the College community. College Management also reserves the discretion whether or not to re-admit a Member to College from one year to the next.

22. Checking Out

When leaving the College, Members' rooms are inspected by College Staff. Rooms should be left in a clean and tidy condition, including the removal of all rubbish. Any damage or loss of fittings from the Member's room will be charged back to the Member. Room keys must be returned to the College Office before leaving the College. Failure to return room key on departure will result in additional residency charges and/or costs of replacement key/lock. Members and guests are required to vacate their room by 10am on their day of departure (or earlier if required). If a Member wishes/needs to apply for permission for a later check-out then they should contact the College Office well in advance.

Members returning to College following vacation periods and wishing to store personal belongings (at their own risk) should make arrangements with the College Office prior to departure.

Bond money will be returned upon satisfactory completion of the above procedures providing that no monies are owing to the College for fees, no losses or damage to the room and provided that the Member has fulfilled their contractual requirements.

23. Refund Bond/Fees/Charges

The College's refund policy on over paid fees or other charges (including Membership bond) refers to the return of monies by way of a crossed "not negotiable" cheque made payable to the Member for them to deposit into their account. If refunds are to be returned to someone other than the Member, the Finance Coordinator or Manager is required to be notified/authorised in writing. Refunds can and will only be organised once all necessary departure procedures are completed i.e. room inspected, room key returned, return of linen package (if relevant), any damages/losses paid for and any debts repaid.

Capricornia College Bonds will only be refunded on the proviso that no outstanding debts remain with the University. If any debts are identified as being outstanding at the time of refund request, the remaining bond will be used to offset the debt - either in part or in full and applied to the applicable student account.

Refunds are never made in cash.

24. Re-admission to the College

Those Members wishing to return to the College in the following year should complete an Application Form for Re-admission when advertised late in the academic year. It is neither guaranteed nor automatic for returning Members to gain re-entry to College.

25. College Management

Comprising of Manager, College Administrator, Residential Co-ordinator and College Facilitator.

26. Events Team

The Events Team consists of a Senior Event Co-ordinator together with four Event Co-ordinators who assist College Management in the provision of social, recreational and cultural activities within the College.

An annual activity fee is set each year and appears on the Membership rate schedule. These fees provide the funds by which social, sporting and cultural activities are organized as well as any new services and facilities that may be provided each year.

27. Administration Staff

The Manager

provides the operational management for the College and attends to the day to day human, financial and physical resource management.

The College Administrator

is responsible for assisting the Manager in the day to day operation of the College and providing administrative support to the Manager.

The College Facilitator

is responsible for overseeing the College's Events Team and activities, guest relations, security, marketing and administrative responsibilities.

The Office Staff (Finance Co-ordinator & Administrative Assistants)

provide administration support, receipt of fees, issue of room keys, distribution of Member's mail and many other service duties.

The Catering Manager

oversees the total catering service for the College including staffing, ordering, menus and safety, health/hygiene.

The Catering Staff

consists of chefs, cooks and kitchen hands who are responsible for the food and beverage services to all Members.

The Housekeeping Staff

regularly clean and service all College facilities, including cleaning of Members' rooms and servicing of common areas and ablutions.

The Grounds Staff

are responsible for the ongoing upkeep and development of the College grounds.

The Maintenance Staff

ensure that College property is kept well-maintained and in proper operating order and/or condition.

Any request for a special service from the Housekeeping, Grounds or Maintenance staff should be directed through the Office staff, who will ensure that your request is dealt with expediently.

During Study and Examination weeks, staff have been instructed to minimise any noisy or distracting duties (such as lawn mowing) so that Members' study programmes and/or sleep requirements are unaffected.

Members are expected to be civil, courteous and co-operative with all College staff in the performance of their duties.

28. Residential Staff

The Residential Co-ordinator

co-ordinates the after hours Residential Staff of the College. The Residential Co-ordinator is charged with the responsibility of overseeing the College's pastoral care services, security and general after hours operations.

The Senior Residential Assistant

is responsible for directly assisting, overseeing and supervising Residential Assistants in their duties. Senior Residential Assistant provides, support to the Residential Co-ordinator in all areas of the College's operations.

The Residential Assistants

are located throughout the College and provide Members with information, support and pastoral assistance. They have the responsibility for the development of appropriate attitudes and standards of behaviour and conduct amongst the Members. Members will have significant contact with the Residential Assistants.

The Academic Tutors

are responsible for the provision of formal and informal academic services including tutorials, study skills sessions, Faculty liaison and general advice and assistance to Members.

The Network Co-ordinator

is responsible for the maintenance of the College's computer network and computer room. It is not a duty of the Network Co-ordinator to repair faults with Members computers.

29. Appendix A – Telephone Information

All “internal” telephone calls i.e. using last 4 digits of telephone number (to College rooms and University offices etc.) are free of charge. However, to make an “external” call from your private telephone, you must first make a payment at the College office to put credit on your telephone. It is also necessary to press “O” before the external telephone number.

WARNING: The College's telephone system software is unable to “cut off” your call during your conversation when your credit has run out. Consequently, it is quite possible that during any call your telephone “credit” will not only run out entirely but may also develop into a “debt” on the telephone system (whereby you will “owe” the system money). This debt could be anywhere from 10 cents to many tens or hundreds of dollars depending upon duration and destination of calls.

PHONE CARDS: If using a phone card you will be required to press “9” before selecting from the menu.

Also some local call numbers shown on your phone card may not be a local charge on the College's phone system. e.g. Phone cards vary with the number you are asked to dial to activate your card. Please note if you use a 1300 number then the College's phone system will charge you the cost of a local call. ONLY the 1800 number is a free call within the College's telephone system.

When your pre-paid telephone credit has been reduced to \$5 or less then only “local” calls can be made from your telephone. However, when your credit is above \$5 then STD/IDD (long distance) calls can also be made. If your credit becomes a zero balance or has developed a debit balance (refer above) the telephone will deactivate for all “external” calls until more credit is established. If however, for any reason your phone is not deactivated then you are still liable for the cost of any calls made from your telephone.

DIAL 6667 if you wish to check the credit available on your telephone and follow the instructions given – (Enter 9, then your telephone number (four digits) followed by # key.)

If you wish to check the cost of a call ring 6667 before making the call to check your balance then after you have completed the call repeat the procedure. The difference between the 2 balances is the cost of your call.

Because of the timing device installed in the telephone system software the following practices are recommended to avoid being charged for a call that has never actually connected. The grace period for:

Local Calls	is approximately 40 seconds	} then hang up and try again
STD Calls	is approximately 30 seconds	
ISD Calls	is approximately 20 seconds	
Mobile Calls	is approximately 20 seconds	

Please note:- Advertised special rates with Telstra and other carriers ARE NOT available through the College's telephone system.

ABBREVIATED (QUICK) DIAL

The only abbreviated (quick) dial numbers that are free calls through the College's telephone system are the College's after hours Duty Team (i.e. 1600, 1601, 1602) and University Security (1331).

All other abbreviated (quick) dial numbers **are not free calls** but are charged at higher (mobile) telephone rates.

VOICE MAIL INSTRUCTIONS

Following is a list of voice mail instructions that may be helpful for users of the system.

Setting up your telephone for Voice Mail

Recording personal information

- a. Dial 9999 (Voice Mail Extension No) and when asked for Security Code enter 0000 (default security code in system).
- b. Press 3 for Telephone Manager.
- c. Press 1 for Personal Options.
- d. Press 3 to Record a Personal Greeting – listen to the operator and then do as instructed.
- e. Press 4 to change security code – listen to the operator and then do as instructed. Make your security code 4 digits (something easily remembered – do not use 0000). Your security code is used each time you wish to use the Voice Mail System.
- f. Press 5 to record your name and extension number – listen to the operator and then do as instructed.

Incoming telephone calls will divert to your voice mail either on no answer (after 4-5 rings) or on busy.

Listening to received Voice Mail Messages

- a. The Message Wait Light will flash when messages are waiting. Either press this button to enter the Voice Mail System or ring 9999. You will then be asked to enter your security code.

To access voice mail message from another extension on campus, dial 9999 to enter the Voice Mail System, and when asked for your security code press *#. You will then be asked to enter your mailbox no. (telephone extension no.) and then your security code.

- b. Press 1 to listen to new messages or press 5 to listen to saved messages.

Recording and sending messages

Access your mailbox by dialling 9999 and then enter your security code. Press 2 and follow instructions to record and send messages.

Key 2 - Start/Stop/Resume To pause whilst recording a message, Press 2.
Press 2 again to resume recording.

Key 4 - Discard Press 4 to delete the message you are recording and start over.

Key 5 - Send Press 5 when you are satisfied with your message. Follow instructions to send the message to more than one person.

Key 6 - Review Use this key to listen to your message before sending it.

Key * - Exit/Cancel Press this key once to cancel a function. Press this key several times to exit Voice Mail.

Using your handset keys

Key 1 - Start/Stop/Resume To pause while listening to a message; Press 1 again to resume listening.

Key 2 - Forward the message Follow the instructions to record an introduction and the message to another persons mailbox.

Key 4 - Discard If you do not need to save the message for future reference, press 4 to delete it - you may be asked to confirm this action.

Key 5 - Save To save a message for future reference, press 5.

Key 6 - Review Press 6 to repeat the whole message.

Key 7 - Skip Press 7 to skip to the next message without taking any action on the current message.

Key 8 - Reply Press 8 while listening to the message and then follow the instructions.

Key 0 - Information Press 0 at any time whilst listening to a message for information on the sender as well as the date and time it was sent.

Key # - Help Press # at any time to review all of the options available to you.

Key * - Exit/Cancel Press * to cancel a function. Press * several times to exit Voice Mail.

Useful Tips

1. When a call is answered by voice mail, you do not need to listen to the personal greeting. Press 2 to skip the greeting and get the recording beep.

2. If you don't want your telephone to ring, or you are going to be out of your room and want calls to go to voice mail, then you need to initiate what is called "follow me". You do this by keying in *21* 9999# on your handset. To cancel the "follow me" key in #21#. You can also divert your telephone calls to an extension other than voice mail by replacing the 9999 with the appropriate extension.

NOTE - IF WHEN DIALLING OUT LINE CONGESTION OCCURS PLEASE DELAY YOUR CALL. IF LINE CONGESTION CONTINUES TO OCCUR FREQUENTLY PLEASE ADVISE THE COLLEGE OFFICE.