



LISA
BELLEAR
HOUSE

Student Accommodation Handbook



THE UNIVERSITY OF
MELBOURNE

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Acknowledgement of Country

Lisa Bellear House acknowledges the Traditional Owners of the unceded land on which our community lives, works and learns: The Wurundjeri Woi Wurrung people.

We acknowledge and are grateful to the Traditional Owners, Elders' and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey. We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years.

We also acknowledge their enduring cultural practices of caring for Country. We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff, and students we are privileged to work and learn every day with Indigenous colleagues and partners.



Your Resident Handbook

This Resident Handbook is a useful guide that provides information on all aspects of your time as part of the Lisa Bellear House community, from house rules to important contact information. However, we understand that you may still have questions. If so, our friendly and dedicated team of professional staff and Residential Assistants are always available to assist you.

When you sign your Student Accommodation Agreement, you confirm that you have read, understood, and agreed to be bound by the rules and policies set out in this Resident Handbook. Breaches of these rules and policies will constitute a breach of your Agreement and may result in disciplinary action.



The story of Lisa Bellear

A Minjungbul, Goernpil, Noonuccal and South Sea Islander woman from Minjerribah (North Stradbroke Island, Queensland), Lisa Bellear was a prolific and widely admired activist, photographer, broadcaster, poet, feminist, academic and performer.

Lisa gained a Bachelor of Social Work and Master of Arts (Gender Studies) (Hons) at the University of Melbourne and then went on to complete a second masters and commence a PhD at La Trobe University. During her academic career, Lisa lectured in Indigenous Studies at the University of Melbourne and several other universities. She was an advocate and champion of Indigenous student wellbeing on campus, working as an Aboriginal Liaison Officer at the University of Melbourne.

Lisa's influence extended well beyond the academic community. She documented the highs and lows, tensions and celebratory moments of Melbourne's Indigenous community, ensuring that these people and events are remembered as integral parts of Melbourne's history. Her photographs are now held by the Koorie Heritage Trust – a collection of more than 25 years of protest marches, community celebrations, portraits, signs and graffiti, and personal photographs. She used radio to raise the profile of Indigenous voices for 20 years, co-founding *Not Another Koori Show* on community radio 3CR, among others. Lisa's poetry was published widely in Australia and internationally, with collections such as *Dreaming in Urban Areas* (1996) exploring the lived experiences of Aboriginal people in contemporary Australian society.

A member of the Stolen Generations, Lisa served on the Victorian Stolen Generations Taskforce, the Victorian Sorry Day Committee and was a council member of Reconciliation Victoria until late 2005.

Following her unexpected death in 2006, Lisa Bellear was inducted into the Victorian Honour Roll of Women and was conferred a Doctor of Letters (*honoris causa*) by La Trobe University.



Lisa Bellear, Aboriginal Liaison Officer, 16 September 1987, The University of Melbourne Archives, (2003.0003.00891) Photographer: Norman Wodetzki

Welcome from the Head

‘Womenjika’ means ‘welcome’ or ‘come with purpose’ in the local Woi Wurrung language of the Wurrundjeri people of the Kulin Nations where Lisa Bellear House is situated, here in Narm or Melbourne. The team at Lisa Bellear House is looking forward to meeting you, or welcoming you back, whether you are with us to study abroad for a semester or for your whole degree. This Resident Handbook contains much useful information about how we live together, how things work here, and who to talk to when you need help.

Lisa Bellear House is welcoming to people of all cultures, backgrounds and life experiences. We are not affiliated with any religious or political group, but rather seek to include all students to feel included and to be at home here.

Lisa Bellear House (or LBH) is a vibrant, diverse and creative community of 285 students of all genders, studying all subjects at undergraduate and graduate levels at the University of Melbourne. With Princes Park across the road and Royal Park over the back lane, we are in a quieter, greener part of Parkville, but still only 10 minutes walk from all the busy life of the campus, and a quick tram ride to the bustle of Sydney Road or Melbourne Central.

Lisa Bellear House is the only building at the University (so far!) to bear the name of a First Nations person. Lisa Bellear was a truly inspiring human being, as an author, photographer, broadcaster, city councillor, academic, advocate for students, and activist for Aboriginal and Torres Strait Island people’s rights. Her spirit and legacy is an important part of who we are today, and who we aspire to be tomorrow. We work together with her family and the wider community to recognize and celebrate her heritage and her message.

My own time as an international student in residence were some of the most fun, exciting, and world-expanding years of my life. I hope that you have similar opportunities to learn new things, meet life-long friends, be supported when you face challenges, and dream about your future study or career. We’re here to help you on that journey.

Dr. Katherine Firth



The Lisa Belleair House Team



Head

Leads all aspects of the community, including working with the wider University, external stakeholders, alumni, and of course current staff and students.

Hall manager

Provides leadership to staff and is responsible for the overall management and operations of the residence.

General Manager

Ensures a high quality and consistent student accommodation experience across all facilities.

Community Manager

Plans our Residential Life programs and provides pastoral care and other support to residents. They also supervise all Residential Assistants.

Customer Service Manager

Runs the day-to-day operations of Lisa Belleair House and supervises the Reception team.

Programs Team

Supports you with your study and career goals, developing leadership and providing cultural opportunities.

Reception Team

Supports all residents and the day-to-day operations of Lisa Belleair House. The team is available daily from 10am – 6pm.

Residential Assistants

As full-time students like yourself, they assist the delivery of your Residential Life events, helping with pastoral care concerns and dealing with any after-hours issues.

Before you arrive

The following section explains what you need to do before moving in, as well as a few things to consider, to help make your stay as comfortable as possible. If you are unsure of what you need to do, our team is always available to help.

Get your paperwork in order

Make sure you read, sign and return your Student Accommodation Agreement and pay your security deposit (referred to as the Room Deposit in your Accommodation Agreement).

You are required to read this handbook then sign and return the Resident Handbook Acknowledgement Form, along with your signed Student Accommodation Agreement acknowledging that you have understood the information in this handbook and to abide by the Conditions set out in your Student Accommodation Agreement. Please email to lisabellelearhouse@unimelb.edu.au

Get connected

Getting ready to move into new accommodation can be daunting. Reading this Resident Handbook is a great first step in learning about Lisa Bellelear House and its community. We encourage all students to connect with us as soon as possible so you don't miss out on any important information.

There are four places where you will find and receive information about events, new opportunities, and support.

Instagram @Lisabellelearhouse

- Discover the latest news and events happening in the community
- Join us and click [this link](#) to follow.

Residential Uni Life app

- Manage your social calendar and see what events are on offer
- How to join: You will be sent an email with your login details close to your arrival date.

Lisa Bellelear Canvas (LMS) Community

- Find video guides and manuals for everything in your apartment
- How to join: You will be added to the community with your UoM login details.

Lisa Bellelear House Resident Portal

- Find details of your Accommodation Agreement
- Lodge maintenance requests.

Items you will need

Here is a list of items that we recommend you have set up ready to go before classes begin. You could bring them with you, but if you are traveling from overseas or interstate, Melbourne's CBD is mere minutes away; you will be able to purchase anything you may need.

Study

- Laptop
- Headphones
- Chargers
- Stationery and books.

Sleeping

Share Apartments: King single bed

Studio Apartments: Double bed

- Pillows
- Sheet sets
- Quilt and quilt cover.

Living

- Coat hangers
- Clothing
- Storage bins
- Cleaning items
- Adapters
- Umbrella and/or rain jacket
- First aid kit
- Personal medication
- Decorative items.

Toiletries

- Toothbrush and toothpaste
- Shampoo/ conditioner
- Deodorant
- Hand soap
- Towels and facecloths
- Bathmat
- Laundry bag
- Toilet paper.

Cooking

- Pots and pans
- Cooking utensils
- Chopping boards
- Cutlery
- Crockery
- Tea towels.

If you don't want to go through the hassle of having to buy your kitchen equipment, bedding, or both, you can purchase a pack of these items from our team! You can ask us about this before you arrive or upon arrival.

Please note!



The pricing of these packs may change without notice at any time.

Confirm when you plan to arrive

Prior to your arrival, our team will ask you for your move in date and time so we can manage student arrivals on the day. You can also use this opportunity to let us know if you have any special requirements for check-in, such as self-isolation.

When you arrive

On the day of your check-in, proceed to Reception where you will be issued with your swipe access to your room and the building, along with a Condition Report. Our Reception is open daily from 10am-6pm. Please let us know if you need to check-in outside of these hours and one of our staff will be there welcome you and help you get set up.

Room allocation

Your Offer Letter describes the type of room that will become your home at Lisa Bellear House. You may request a room change during your stay with us. While we make every effort to accommodate these requests, this may not always be possible. A room relocation fee, along with a cleaning fee will apply for your new room.

Condition Report

The Condition Report describes the state of your room at check-in and is used at the end of your stay to assess any damage to your room, its fixtures, fittings, and furnishings. If you find anything contrary to what is described in the Condition Report, you must make a note of it in the relevant section, to inform us when you move in. Please be as detailed as possible when completing the initial report. When you move out, you may be liable for any damage not recorded in the initial Condition Report.

The completed Condition Report must be returned to the Reception within five business days of your arrival. Failure to do so will result in the original Condition Report issued at the start of your Agreement forming the basis for any security deposit claims at the end of the Agreement.

Induction

Attending an induction session, in person and online, is compulsory for all residents. Inductions provide an overview of everything you need to know about living in the Lisa Bellear House community and grounds: safety information, emergency procedures, rules, and guidelines. It is also an opportunity for you to meet your fellow residents, Residential Assistants and staff, and to ask any questions you may have about your new home.

Please note!



You must attend an induction session within five days of your arrival. Failure to attend an induction will result in a breach notice.

Settling in

Moving into a new space, away from home fills everyone with different emotions. For some, it is exciting: new space, new people and new opportunities. For others, it can be met with cautious optimism. No matter how you are feeling, the Lisa Bellear House team is here to make your transition to life at the University of Melbourne as comfortable as possible.

Here are the team's top tips to settle in:

- Get to know people: Explore the building and introduce yourself to your new neighbours
- Make your room feel like yours: Bring along familiar things from home to decorate your room with and make it your own space
- Get involved: Come along to our events and activities, especially in the early weeks, which you can register for via our app
- Reach out if you need help: Speak to our Residential Assistants or Community Manager if you are feeling overwhelmed. They are here to help!



Fees

Accommodation Fees

Your Accommodation Fees are charged fortnightly in advance. We encourage you to sign up for our direct debit system to ensure you are always up to date with your payments. To set up direct debit payments, please complete the direct debit form. You will receive this before you arrive or ask our Reception team when you arrive.

If you experience delays or difficulty paying your Accommodation Fees, please contact the Reception. Talk to our team as soon as you are concerned about your financial situation, so we can discuss how best we can support you. Lisa Belleair House and the University can give you some tips on how to look for work, how to apply for the University's Financial Aid program or organising a payment plan.

Security Deposit (Referred to as Room Deposit on your Accommodation Offer and Agreement)

The Security Deposit you have paid at the confirmation of your booking is held in an account on your behalf for the term of your residency, and for any further period in which you occupy your room.

The cost of any repairs or excess cleaning may be deducted from your Security Deposit when you vacate your room. See clause 2.9 of your Student Accommodation Agreement for more details. Please note, your Security Deposit cannot be used for Accommodation Fees unless authorised by the University.

Please note!

Your occupancy period is fixed.



You are required to pay for your Accommodation for the full period you have agreed to, even if you arrive later than your Occupancy Start Date or leave prior to your Agreement End Date. Please see your Student Accommodation Agreement for more details.



Amenities

Lisa Belleair House has a range of amenities for the enjoyment of all residents. We encourage you to make use of these spaces. Please remember to be respectful to other residents by keeping noise at a reasonable level and cleaning up after yourself. If you find any damaged or faulty items, please report them immediately to Reception or the Duty Residential Assistant.

Common spaces

Resident spaces are open 24/7.

Our dedicated music room is in the basement, with a baby grand piano, drum kit, guitars, synthesizer and other instruments. Please do not play loud music after 10pm.

On the ground floor is a pool and ping pong table and a study area. Board games and large outside games are also stored in this area, and can be used inside or in the adjoining outside terrace.

On level 1, next to our common kitchen and dining area is a large-screen TV and viewing area. The TV is connected to Foxtel, Kayo Sports, Disney+, Star, Binge, Netflix, Stan, Apple TV, Amazon Prime Video, HayU, iView, SBS on Demand, Plus7, 9Now, TenPlay, Spotify and YouTube.

On Level 10 is our quiet study space. Find desks, power plugs, and the LBH book swap, as well as regular study groups.

Communal kitchen & dining

This area is located on Level 1 and includes ovens, cooktops and microwaves. Professional cleaners regularly clean this area; however it is the residents' responsibility to wash dishes and remove rubbish. The Level 1 kitchen is also home to our coffee machine, tea collection, and free hot chocolate and chai.

Remember to label items you store in the refrigerator with your name and room number and take all other items with you. The fridge is regularly cleared, so do not leave items there for extended periods. Any unsealed and unlabeled food items will be removed without any notice.

Gym

The gymnasium is open 24/7 and is located in the basement.

Gym Rules

- The gym is for residents only. Visitors are strictly not allowed
- No eating or drinking (bottled water is acceptable)
- All gym equipment is used at your own risk and must be returned to its original and correct position and wiped down after use
- Appropriate fitness clothing and equipment, including enclosed footwear must be worn at all times
- Residents must have their own cotton gloves to use boxing equipment
- You must have a towel – no towel, no gym.

Courtyards/BBQs

The rooftop has two outdoor terraces, which are open from 10am – 10pm.

The BBQ is located on the rooftop outdoor terrace. The BBQ must be cleaned after use and all outdoor furniture returned to its original position. You will be liable for any costs associated with cleaning, repair, or replacement.

A courtyard with large shade umbrellas on the north side, and an outdoor basketball court and ping pong table are available on the south side of the building.

Laundry

The laundry is open 24/7 and is located in the basement. You will need to supply your own washing powder/liquid. Each cycle requires card payment, details about this fee are outlined in your Offer Letter.

Remember to collect your items at the end of each cycle. Lisa Belleair House takes no responsibility for items left unsupervised at any time. Please do not remove another resident's laundry from the machines even after the cycle has finished. If no other machines are available, please contact Reception for assistance.

Ironing boards and irons are available in the laundry area. Please ensure the irons are turned off after each use and returned to their original storage position along with the ironing boards.



Rubbish

Rubbish chutes are located on each level for your convenience. Please follow the signage and ensure only recyclable items are placed into the recycling chute and all your general rubbish is placed into a securely tied bag before using the general waste chute.

Bulky items cause serious blockages. If you have blocked the chute, you will be charged the cost of clearing the blockage. If you have any oversized rubbish, such as cardboard boxes, please dispose of them in the bin stored at the back of the building.

Bicycle storage

Bicycle racks are located in the basement with access via the driveway using your security card. Your bicycle must be registered with Reception and stored in the allocated area. In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into or stored in any area of the building other than the allocated area.

The University assumes no responsibility for your bicycle while it is parked or stored within our premises. We strongly recommend that you insure your bicycle and keep it securely locked with a D lock at all times.

Mail & parcels

All mail is delivered directly to Reception, logged, sorted, and made ready for collection during office hours. The name on the parcel must match your name in our system and you will be asked to provide a form of photo ID during collection. All mail/parcels should be addressed in the following format:

Mailing address

[Your Full Legal Name]

**[Your Room Number]/303 Royal Parade
PARKVILLE VIC 3052**

Any mail or parcels delivered after a resident has moved out will be returned to the sender. Please ensure any mail/parcels are directed to your new address before your departure. Food or grocery deliveries must be collected immediately.

Printing

Our student printer is located in the ground floor common area. You will be sent instructions via email on how to set up an account via our Papercut app to be able to print. Ask the Reception if you are having trouble setting this up.

Printing costs

- 11c/page for single-sided black and white
- 21c/page for double-sided black and white.
- 20c/page for single-sided colour.
- 38c/page for double-sided colour.

Equipment hire

Residents can borrow trolleys, vacuums, and steam mops from Reception to assist with cleaning and moving. Please ensure you return these items quickly so other residents can use them. Residents can also borrow a range of sporting equipment and umbrellas for those rainy Melbourne days. You must provide your ID when requesting to borrow items and take responsibility for any damages or costs associated with any damage or failure to return items.



Your room and apartment

Scan here
for Resident
Portal access



Your room is furnished with a bed, study desk, study chair, shelves and a wardrobe. Your kitchen contains a fridge, cooktop, rangehood, and an oven or microwave depending on your room type. You need to supply your own linen, crockery, and cooking utensils. Alternatively, you can pre-purchase one of our packs which will be made ready for you in your room before you arrive.

The user manuals for all electrical devices are available on the Lisa Belleair House Canvas Community. If you have any questions on how to use any of the equipment or run into any issues, please get in touch with Reception or lodge a maintenance request on the [Resident Portal](#).

Internet

Unlimited internet is included in your Accommodation Fee. Login instructions will be sent to you via email.

Lockouts

If you find yourself locked out of your room or the building, contact Reception during office hours, or your Residential Assistants after hours. An extra fee will apply if you require a member of staff to provide you with access after-hours.

If you lose your key, please tell Reception or the on-duty Residential Assistant immediately. An extra charge will apply for the replacement of a lost swipe pass.

For extra charges, please refer to Annexure B of your Accommodation Offer.

Guests & visitors

Guests and visitors are welcome at Lisa Belleair House; however, it is your responsibility to ensure your guests and visitors comply with the rules and policies contained within this Resident Handbook and all reasonable directions by the Lisa Belleair House team. It is your responsibility to accompany guests at all times.

You may have a guest (minimum age 18) stay overnight for a maximum of three consecutive nights. We expect you will only have overnight guests once or twice a semester as a courtesy to your neighbours and flatmates.

You will need to complete the online Guest Form prior to their stay, which you will find on the Residential Uni Life app. Any guest staying after 10pm will be considered an overnight guest, and so will need to be registered. You need to provide bedding for any overnight guests yourself.

Your guest must be accommodated within your own room, they are not allowed to reside overnight in the common areas of your apartment.

Please note!



If you live in a shared apartment, you will need permission from all your flatmates before you bring guests into a shared apartment.

If any of the other residents in the apartment are not in agreement, you must respect their wishes. It is important that everyone feels comfortable and safe in their living environment.



Social gatherings

Social gatherings are an important part of university life, and you may host small gatherings inside your apartment, with the unanimous agreement of the other residents in the apartment. A small gathering is deemed to be no more than a 1:1 resident-to-guest ratio. For example, if you live in a 4-bedroom apartment, you could have an additional 4 guests for your gathering, a total of 8 people in the apartment.

Please consider noise and security when hosting gatherings and ensure you abide by the rules for the use of communal spaces. Any in-apartment event which has the potential to be disruptive to the community or has more people than the guideline above must take place in the common room.

Hosting gatherings requires you to take on a significant level of responsibility. You must plan for this and remain sober and present for the entire duration of the gathering, and you will be held responsible for any breach of the rules arising from these events.

Living with others

Living in a close-knit community can be a lot of fun, but it will take effort and compromise. As a community that prides itself on its social, cultural and geographical diversity there will be differences in every aspect of what our community does; living closely together highlights this.

Sharing with others can sometimes cause tension and, if not addressed early, can develop into conflict. It is always best to say something early, as other people may not realise something is bothering you.

We recommend having regular meetings with your flatmates to agree on how you will manage cleaning, noise and other aspects of living together. We will provide you with a sample cleaning roster, which can be a helpful starting point.

However, if that doesn't work, here are some pathways to get some help.

1. If you feel you are unable to come up with a solution, you can call your Residential Assistants to discuss your problem. They will be able to help you navigate your way through your situation. The Residential Assistants can arrange to discuss concerns and help resolve the problem.
2. If you have tried to resolve your concerns and you find the issues are still present, please contact the Community Manager or the Hall Manager for further assistance.

Sharing your space

If you live in a shared apartment:



Always do your fair share of cleaning in your own room and any shared spaces.



Keep the noise at a reasonable level, especially after 10pm.



Check in with other residents before bringing over guests to visit or stay.



Don't leave dirty dishes overnight.



Take out the garbage when the bin is full.



Decide if you are going to share the cooking, it's a great way to try new foods and cut costs.



Store all valuable items in the privacy of your room.



Be considerate with your use of shared facilities and equipment.

Absence from your room

If you are going to be away from your room for more than one night, you must let us know. This is because if there is an emergency, our staff know you are not on-site and the emergency services do not need to search for you. Letting us know is easy, simply fill out the online Holiday Form, which you will find on [Resident Portal](#).



Caring for your space

Raising a maintenance request

If you find a faulty or damaged item within your room or apartment, please report it to our Reception in person or via the [Resident Portal](#).

Urgent maintenance issues, such as gas leaks, clogged toilets and faulty locks, should be immediately reported to Reception in person or via phone during office hours (10am—6pm) or the Residential Assistant's line after-hours. If you notice any potential incidents, fire, or flooding please let us know by contacting Reception or the Duty Residential Assistant during after-hours.

Cleaning and room inspections

You are required to keep your room and apartment at a reasonable level of cleanliness and tidiness throughout your stay. Keep the floors clear of visible dust and debris. Bathrooms and kitchens should not have stains or marks on the surfaces. Bins should be emptied on time to ensure hygiene.

Our staff will conduct room inspections during your stay, after due notice is given. If your room is not up to the required standard, you will be asked to clean your room before a follow-up inspection. If your room is still not at the required standard after this follow-up inspection, professional cleaners will be sent in to rectify the areas of concern at your expense.

For residents living in a shared apartment, we will provide a suggested cleaning roster. We recommend you meet with your flatmates and decide if you would like to stick to this roster or make some changes.

Departure cleaning

Upon your arrival, you will pay a cleaning fee covering the cost of hygiene cleaning at the end of your agreement. Any cleaning required beyond the standard hygiene clean will be at your expense and deducted from your security deposit.

Cleaning tips



Do not use any powders, abrasive cleaners and materials, or solvents. Use soaps and water for bathrooms and kitchens. If in doubt, contact Reception for advice.



We have a stock of vacuums and mops that can be signed out to residents. Please ensure you bring these items back as soon as you are finished.



Start any clean by removing rubbish from surfaces and floors. Sweep or vacuum the floor to remove debris. Mop hard floors. Wipe kitchen and bathroom surfaces with soap and water, then wipe with just water to remove soap. Wipe other surfaces with a dry cloth to dust. If you are not sure how to do this, request Reception for help and advice.



For instructions on how to clean the appliance in your apartment, please login to the Lisa Belleair House Community page on Canvas where you will find instructional videos and manuals for all the appliances in your apartment.



Smoke detectors and fire alarms

Always remember to use the rangehood when cooking. Never leave your cooking unattended as this is a fire hazard. If the smoke alarm activates during your cooking, take your cooking off the heat, open external windows, and fan away the smoke until the alarm ceases.

If safe to remain in your room, **do not open the door to your apartment** as this may trigger the smoke detectors in the corridor, triggering the building's fire alarm and a call from the local fire brigade. If the fire brigade attends, you will be charged a fee. All additional fees and charges are detailed in Appendix B of your Accommodation Offer Letter.

Counter surfaces

If you slide heavy objects across the surface or chop ingredients directly onto the surface of your kitchen counters, you will scratch or leave marks. Please use a chopping board when cooking, and protect the surfaces when moving heavy objects or leaving hot cooking utensils on these surfaces. Fixing any scratches, marks and cuts is expensive, and you will be charged for the repair costs.

Heating & cooling

Your heater must not be covered or obstructed in any way. Do not hang clothing or laundry over the heater, as this is a fire hazard. Apartments at Lisa Belleair House do not have air conditioning, but there are wall-mounted fans in each bedroom and in the living areas of shared apartments.

Glass

Glass surfaces in your apartment can be scratched if you clean them with scouring or abrasive cleaners. Use a cloth or sponge, and a soap-based cleaner. Do not place items in contact with the glass as this can create a heat trap leading to thermal breakage. Extreme temperature changes, such as splashing hot water on cold glass or freezing water on hot glass, may also lead to thermal breakage.

Walls

Do not use sticky tape or Bluetack on the walls, this will lead to staining or paint damage. You can use temporary damage-free adhesive hooks and wall hangers. You must remove them, leaving no marks before departing.

Tiled surfaces

Take care when using bathrooms to not let excessive water accumulate on the floor as this is a slipping hazard, and could cause property damage to nearby hardwood surfaces.

Please note!



Electrical sockets

The standard voltage in Australia is 230V and the standard frequency is 50HZ. The associated power plug is type I. Double adapters are strongly discouraged and any powerboards should be fitted with surge protectors. International adapters must not be used.



Content insurance

All residents are strongly advised to take out insurance cover on their personal belongings.

Student belongings are not covered by the University's insurance policies. Any large residential complex is vulnerable to petty theft, and Lisa Belleair House is no exception. We suggest you keep your doors locked at all times. The University will not be held liable for the malfunctioning, loss or damage of a resident's property.



Resident experience and support

Your overall success is at the heart of what we do at Lisa Belleair House. We aim to create a supportive, engaging and educationally purposeful living environment, that supports you to get the best possible experience at university.

Our community program is based on the principle that all students should be able to agree with all the following statements while in residence:

- I am well
- I am resilient
- I am connected to others
- I am investing energy into my education
- I am both challenged and supported.

If any of these statements are not true for you, today, reach out to the Community Manager or your Residential Assistant for advice or support.

Residential Life Program

Lisa Belleair House is an inclusive and welcoming community. We celebrate events, organise activities, and raise awareness to celebrate our diverse members, with multicultural, LGBTIQ+, sustainability, and First Nations reconciliation, and disability inclusion themes. We also offer a mix of fun, social events; sporting and creative activities; and chances to get to know one another.

Our Community Manager and Residential Assistants organise a calendar of events throughout the year that provide opportunities for you to learn something new, get to know your fellow residents better, and improve your mental and physical wellbeing.

Check out our [Instagram page](#) for a look at what events we have had in the past. We are always open to resident suggestions and ideas to plan new events!

Academic and Leadership Development

Academic and Employability support

Every week, drop in to see our Academic and Employability Advisor for help with study skills, English for academic purposes, improving your CV, planning for graduate study or study abroad and more.

Resources, workshops, and other in-depth skills development are offered throughout the semester.

Become a student leader

Contribute to your community by becoming part of our wellbeing, community and cultural and fundraising committee, or put up your hand to run a one-off event or project for your fellow LBHers. We offer individual and group leadership development as you grow into peer leadership.



Student support services

Our community thrives on both individual and group contributions. This means that we look out for one another, support each other and have respect for each and every member of our community.

Our team is always here to support you or any fellow resident in a variety of circumstances. If you have experienced or witnessed behaviour that is concerning or would constitute misconduct, please report this to LBH staff as soon as possible.

Your privacy is important to us. Should you wish to discuss any matter in private, please ask.

The University also provides a number of free services that can safely and confidentially support you.

Financial aid

Provides student loans, advice about Government payments, grants based on financial need (including housing/rent assistance grants) and welfare support.

students.unimelb.edu.au/student-support/scholarships-and-financial-support/financial-aid

Safer Communities Program

Offers help, support and referrals to students who have experienced or witnessed unacceptable behaviours.

safercommunity.unimelb.edu.au/

Use the SafeZone app
unimelb.edu.au/security/safezone

T: +61 3 9035 8675

University Health Service

Conveniently located right by the Parkville campus at 138-146 Cardigan St, Carlton VIC 3053. Book an appointment with a doctor or sign up for a free health check.

services.unimelb.edu.au/health

T: (03) 8344 6904

Academic skills

Get individual advice and support by booking an appointment with an academic skills adviser. Bring along a copy of your work and your adviser can identify areas for improvement and strategies for skills development, revision and time management.

students.unimelb.edu.au/academic-skills

Counselling and Psychological Services

Provides free, confidential, short-term professional counselling to all University of Melbourne students, as well as free interactive workshops on topics like overcoming procrastination and looking after your mental health.

services.unimelb.edu.au/counsel/home

T: (03) 8344 6927

International Student Support Team

Personal support, advice and information on issues that can affect your study and life, including difficulties settling in, unexpected problems or emergencies, family issues, assistance understanding academic policies and procedures, housing, financial issues and more.

Within Australia: 13 MELB (13 6352)

Outside Australia: +61 3 9035 5511

Campus security

If you ever feel unsafe getting around the Parkville or Southbank campus, or getting back to LBH from campus, trained security officers are available to escort you to locations on or near the campus. This free service is available to all students and staff from anywhere on campus.

Request this service by calling Campus Security.

P: (03) 8344 6666 or 1800 246 066 (free call).

SafeZone app



SafeZone is a free app for you to quickly share your location and details with Campus Security in the event of an emergency. It also has a check-in and check-out timer if you are studying alone for Campus Security to contact you if you fail to extend or cancel it. With a range of other features to keep you safe, it is a requirement for all residents to download this app. SafeZone can be downloaded from Apple's App Store or Google Play Store and instructions on how to download will be provided as part of your induction.

Student Equity and Disability Support Team

The University Student Equity and Disability Support Team provide support to students who need ongoing assistance with their studies. Please discuss any accessibility or inclusion needs with the team ahead of your arrival. We also recommend students work with this team about their needs including learning and accommodation.

To find out more about their services visit their website.

students.unimelb.edu.au/student-support/student-equity-and-disability-support

Code of Conduct

Lisa Belleair House is committed to a safe, inclusive, and respectful community where diversity is celebrated. There is zero tolerance for any form of bullying, harassment, discrimination or sexual harm.

You are responsible for:

- Treating everyone equitably and fairly
- Adhering to the [Student Conduct Policy \(MPF1324\)](#)
- Understanding and modelling the [Student Charter](#)
- Understanding consent - respecting each other's boundaries and consent decisions.

If anything happens that makes you feel unwelcome or unsafe, our team are here to help you. Alternatively, the Safer Community Program provides confidential help, support and referrals to students who have experienced or witnessed unacceptable behaviours.

You are expected to have full knowledge of and abide by, the following rules and guidelines which have been designed to ensure the comfort, safety and security of all Residents, staff and visitors, and the protection of property. The underlying principle is consideration and respect for others' right to peaceful enjoyment of the residence.

Behaviour rules

Noise

We don't expect you to be quiet all the time, however, we ask that you be courteous to your neighbours and keep noise levels to a minimum between 10pm and 7am and be especially conscious of others during SWOT Vac (Study Without Teaching Vacation) and exams. Our staff and Residential Assistants will monitor all noise complaints, and repeat offenders will be subject to disciplinary action.

Alcohol, drugs, smoking, and gambling

Alcohol

Responsible consumption of alcohol is permitted in Lisa Belleair House if you are over the age of 18. Regardless of where alcohol is consumed, disrupting the peaceful enjoyment of the building for other residents through intoxicated behaviour is considered misconduct and will be subject to disciplinary action.

Drugs

Under no circumstances are any illegal substances and/or any form of drug-related paraphernalia, such as bongs, permitted within the residence. The use of/ or being under the influence of any illegal substance in the residence is strictly forbidden. Residents found using or supplying drugs and other illegal substances will follow severe disciplinary action and be reported to relevant law enforcement authorities.

Smoking

The University of Melbourne is a smoke-free campus. You may not smoke or vape anywhere within The University premises, the residence or the grounds belonging to the University. E-cigarettes and vapes are subject to the same exclusions.

If your room, apartment or any communal areas have been contaminated or soiled by smoking or vaping, you will be charged. In addition to disciplinary action, you will be charged for the commercial cleaning of the affected space.

Gambling

Group gambling games are not permitted on the premises. This does not include competitions or raffles organised by the Residential Life Team or the University.

Alcohol rules

Residents must not possess or consume alcohol if they are under the age of 18 years.

Residents over the age of 18 years must not supply alcohol to any person under the age of 18 years. This is secondary supply of alcohol and is illegal.

Residents are not permitted to consume alcohol in any common areas of the residences other than the Rooftop and Level 1 Kitchen.

The following are not permitted in any residence, room/ or common space:

- Kegs
- Alcohol apparatuses that enables a person to consume large quantities of alcohol quickly
- Alcohol not specifically manufactured for human consumption
- Drinking games, competitions, challenges, dares, lotteries, or games of chance or "sculling" of any kind that encourages or is likely to encourage the rapid and excessive consumption of alcohol, and
- Alcohol must not be sold or distributed in the residence.

Promotional activities in cooperation with alcohol suppliers are not allowed in the residence.

Residents must not consume alcohol in any common areas of the residence during SWOT Vac and exam periods.

The consumption of alcohol in the permitted common areas is allowed on the basis that it is consumed in a responsible and legal manner. If the consumption of alcohol in these permitted areas has a detrimental effect on the community or its members, permission to consume alcohol in these spaces will be revoked.

Residents organising a gathering or event in the residence with more than 15 attendees and involving the consumption of alcohol, must seek explicit written approval from Senior Staff.

Disciplinary Procedures

Residents who breach the rules and policies, and any update or variation of them, contained in this Resident Handbook will be subject to the Disciplinary Management Procedure. The Procedure typically begins with an incident report submitted by a staff member or member of the Lisa Belleair House community.

A senior staff member will review the incident report and decide to either close the case with no action, request further information or conduct an investigation. Outcomes depend on the severity of the incident and may include serving breach notices, academic sanctions or termination of the Student Accommodation Agreement and eviction from the premises.

You are also expected to follow the Law, all the Policies of the University, and instructions from staff about acceptable behaviour.

The following behaviours are completely unacceptable at Lisa Belleair House

Carrying, using or distributing illegal drugs or other illegal substances.

Harassment, intimidation, abuse or discrimination of another resident, staff member or person.

Causing physical or sexual harm to another resident, staff member or person.

Theft of another person's property.

Significant interference with the peace, comfort, or privacy of another Resident or staff member.

Smoking or vaping in any space within the residence, or the grounds.

Tampering with or removal of the smoke detector in the room or any other safety equipment in the building.



Safety and security

Building safety & security

You should always carry your swipe card and ID, and when requested, show them to staff or security. Under no circumstances are you allowed to loan out your swipe card to anyone. Allowing the use of your swipe card by any other individuals or guests will be a breach of your Contractual Agreement.

If you lose your swipe card, you must inform Reception immediately. After-hours, call the Duty Residential Assistant. You will be charged a fee to replace any lost or damaged swipes.

If you see any suspicious people or behaviour in and around the residence, you must report this immediately to a staff member or a Residential Assistant. You must always accompany your guests around the building. Any person who is not a resident, or not accompanied by a resident will be asked to leave the premises immediately.

Emergency procedures & building evacuation

In the event of an evacuation or other emergency, you must follow the instructions by the fire wardens, staff and authorities. If you are instructed to evacuate the building, you must proceed to the nearest emergency exit and continue down the stairs to the assembly location as directed. You must wait at this assembly location until instructed by staff and the fire department that it is safe to re-enter the building.

Residents with accessibility needs will be provided with a Personal Emergency Evacuation Plan upon arrival at the residence.

Balconies

Residents and guests are not permitted on any of the balconies within the building.

Health and wellbeing

Our team is trained in first aid and mental health first aid. If you need assistance beyond basic first aid, we will call an ambulance on your behalf. Ambulance services are not covered under Medicare or many other health insurance covers. As these costs can be high, we recommend that all residents purchase ambulance cover with Ambulance Victoria.

Accessibility

Our public spaces are wheelchair accessible, and we strive to make our community accessible to everyone. Please discuss any accessibility or inclusion needs with the team ahead of your arrival. We also recommend students work with the [University's Student Equity and Disability support team](#) about their needs including learning and accommodation.

COVID procedures



If you test positive for COVID, immediately report your status to Reception via phone or email and stay in your room. The team will contact you for a wellbeing check and provide further instructions.

safety protocols to continue implementing all government requirements and guidelines. We provide support to affected residents to contain the spread, and ensure their wellbeing.



Property and building

Fire equipment

You must not attempt to touch, cover or tamper with any fire equipment including the smoke detectors and fire sprinklers. Any attempt to do so will lead to disciplinary action. You will be liable for the costs for any damages incurred and/or fines issued by Fire Rescue Victoria for false alarms caused by your actions.

Fixtures, fittings & furnishings

The fixtures, fittings, furnishings and other items provided in your room, apartment and common areas are to be used for the purposes for which they are made. You are responsible for the cost of repairs or replacement of this property if you or your guests are deemed responsible for missing and/or damaged items.

Alterations, additions or improvements to your room or its fixtures, fittings and furnishings are not permitted. This includes the hanging of any artwork with nails or other attachments that can damage walls and other fixtures and the purchase of additional furniture.

Pets

Lisa Bellear House cannot accommodate pets or 'emotional support animals' (companion animals or therapy animals) We can only accommodate trained disability assistance animals.

Assistance Animals

Residents with accessibility needs can request to be accompanied by a trained assistance animal that is permitted to access the premises and live in the residence. Please contact us if you require further information.



Departures

When it comes to departing Lisa Belleair House, we do our best to make the process as stress-free as possible.

Vacating your room

Your room must be clear and clean when you leave. You must remove all personal belongings before vacating your room. Personal items left behind will be disposed of and additional charges may apply if professional removers are required.

A member of staff will conduct a final inspection against your original Condition Report, and you will be liable for the costs of any repairs and/or replacement of furnishings, fittings and equipment, which were not flagged when you moved in, excluding regular wear and tear.

You will also be liable for any excess cleaning beyond the standard professional hygiene cleaning.

You must return your access swipes before your departure. An additional charge will apply if you fail to do so.

Early departure

You may make arrangements to depart early. However, as per your Student Accommodation Agreement, you are required to pay Accommodation Fees until the End Date of your contract.

In exceptional circumstances, you may request to be considered for Early Termination of your Student Accommodation Agreement. The process of Early Termination requires you to discuss with staff before you lodge a formal Early Termination Request. Please reach out to Reception for further guidance on this.

You must complete the Early Termination Form no less than 28 days before your intended departure date. When completing it, please include as much detail as possible and supply supporting documentation where applicable.

The University will consider your request in accordance with clause 3.2 of your Student Accommodation Agreement and inform you of an outcome. A cancellation fee equivalent to two weeks Accommodation Fee is also applicable if your request is approved by the University.

Departure checklist



Let us know your departure date: You must complete the departure process by 10am on the last day of your Accommodation Agreement.



Complete the Departure Form on the [Resident Portal](#).



Report about any damage, or broken items in your room.



Make sure there is no outstanding balance on your account.



Complete the Security Deposit Refund Form.



Prepare for your departure: Pack and remove all your personal items, leave behind all University provided items, dispose of or donate any unwanted items, remove all rubbish, and leave your room and apartment clean. The team will not take any responsibility for items left behind.



Professional cleaners will conduct hygiene clean. However, any excessive cleaning or rubbish removal will result in additional charges.



Return your access swipe(s).



Feedback

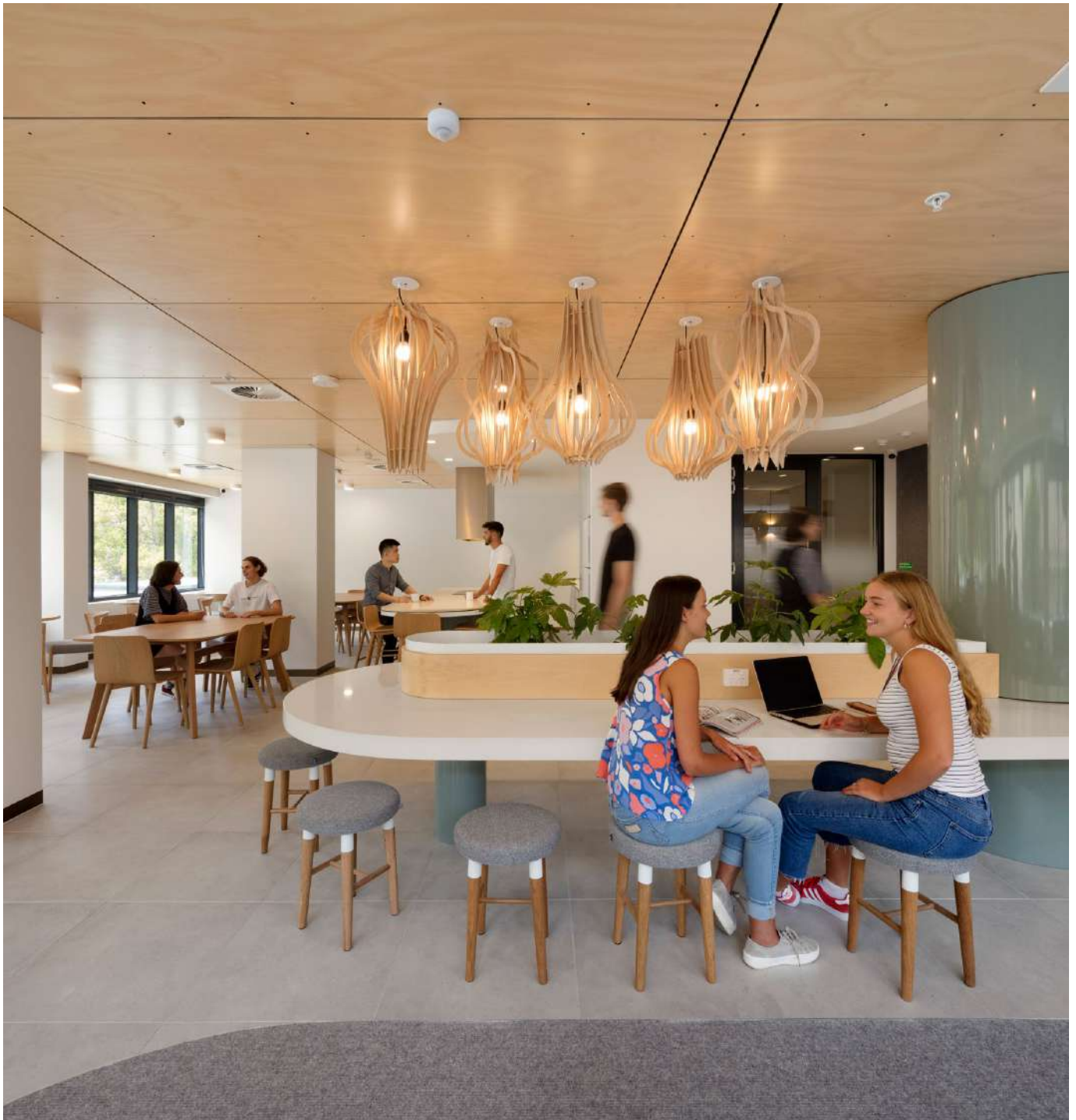
We aim to make living on campus the best possible experience. Please let us know if there are aspects of our service you believe we have not done well, could do better, or were not satisfied with. You can provide this feedback directly to Reception or anonymously by dropping a note into our suggestions box located at Reception.

Resident Satisfaction Survey

Every semester, the University's Residential Services Team runs a Resident Satisfaction Survey to collect your thoughts on your experience at Lisa Bellear House. Complete the survey for your chance to win some awesome prizes!

Feedback welcome!

You can also leave anonymous feedback any time using our online [Resident Feedback Survey](#).



Key contacts

Reception

A: 303 Royal Parade PARKVILLE VIC 3052

P: +61 3 9109 0900

E: lisabellearhouse@unimelb.edu.au

Reception is open 10am – 6pm daily

Residential Assistants (after hours support)

P: +61 408 380 283

Phone Hours: 24 hours, 7 days a week

Emergency Services

P: 000

Phone Hours: 24 hours, 7 days a week

Lifeline (crisis support)

T: 13 11 14

Phone Hours: 24 hours, 7 days a week

The University of Melbourne Health Service

A: 138-146 Cardigan St, Carlton VIC 3053

P: (03) 8344 6904

Opening hours: 8.45am – 5pm,
Monday to Friday

The University of Melbourne COVID-19 Hotline

P: (03) 8344 6905

Phone hours: 8.45am – 5pm, Monday to Friday.

For assistance outside these hours, call the
Department of Health Coronavirus Hotline on
1800 675 398.





LISA
BELLEAR
HOUSE

UniMelb on-demand



Get to know us better in
your own time

The University of Melbourne (Australian University) PRV12150 / CRICOS 00116K

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