

UniLodge

ON FLINDERS

Where I want to be

RESIDENT HANDBOOK

238 Flinders Street, Melbourne VIC 3000

WELCOME

Welcome to UniLodge On Flinders

Dear Resident,

Welcome to UniLodge on Flinders. We trust that your stay here will be both enjoyable and productive.

UniLodge strives to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying.

All the members of the UniLodge team understand that you are here not only to enjoy yourself but also to study and at times you will be under pressure to complete assignments and revise for exams. Therefore, the Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all residents can have both an enjoyable and successful stay. Most of the issues in the Resident Handbook are based on common sense and much of the content will already have been explained when you checked in. It is also important to remember that all the regulations are designed for your comfort, safety and security.

We hope that this handbook will prove useful in answering any questions you may have and in assisting with common issues that may occur.

And remember, everyone on the UniLodge team are here to help you settle in and feel at home throughout your stay so always feel free to come and have a chat with any member of staff.

Lisa Zailanee

Property Manager Operations

Enjoy your stay!

CONTACT DETAILS

RECEIVING MAIL

YOUR POSTAL ADDRESS IS:

(YOUR NAME)

UNI LODGE ON FLINDERS

(YOUR ROOM NUMBER) /238 FLINDERS STREET MELBOURNE VIC 3000

ALL MAIL WILL BE DELIVERED TO RECEPTION AND PLACED IN YOUR PIGEON HOLE FOR COLLECTION.

IF YOUR MAIL DOES NOT INCLUDE YOUR NAME OR APARTMENT NUMBER IT WILL CAUSE DELAYS IN DELIVERY, AND MAY RESULT IN BEING RETURNED TO SENDER.

SENDING MAIL

THE CLOSEST AUSTRALIA POST OFFICE IS LOCATED AT 440 COLLINS STREET MELBOURNE CBD.

IMPORTANT CONTACTS

UNI LODGE OFFICE / RECEPTION	03 9224 1500
AFTER HOURS CONTACT <u>RECEPTION</u> <u>HOURS</u> MONDAY TO FRIDAY SATURDAY SUNDAY	0434 005 042 8:30AM TO 5:00PM CLOSED CLOSED
EMERGENCY (POLICE, FIRE, AMBULANCE)	000

THE UNI LODGE MANAGEMENT IS ON CALL 24 HOURS A DAY

SETTLING IN

We understand that as an overseas student coming to reside and study in a new country; you may experience a certain amount of 'culture shock'.

The people, the weather, the food, the buildings, etc will be new and may seem different in the beginning. It may take you a little time to get used to your new surroundings and a feeling of homesickness and/or loneliness is not unusual.

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in student activities and events, so that you will make new friends and begin to feel more 'at home'.

There are many different nationalities represented at UniLodge. If you are having difficulty settling in or getting used to the language, or if there is anything you are unsure of, our friendly staff are here to help you. For after-hours assistance, we have Residential Advisors on site who can help you with security problems, issues relating to your room/apartment and any general questions or queries you may have.

Please come and see us even if it's only for a chat! UniLodge wants your stay to be an enjoyable and memorable experience. We want you to achieve your goals, but to also gain independence, confidence, useful abilities and resourcefulness.

Our staff will not only assist with questions and queries you may have regarding the complex, but they also have a wide range of knowledge concerning the local area, medical assistance, travel, general information etc. They are always there to help you.

In order to assist students, the Resident handbook has simplified the rules of the Owners Corporation. For a more detailed and comprehensive look at these rules, please see Reception to view the complete copy.

Please note that it is your responsibility to read the Resident handbook and understand the rules of occupancy. Ignorance is not an excuse.

We hope that you enjoy your stay here at UniLodge on Flinders! If you have any questions after reading this handbook, please do not hesitate to see Reception and we will assist you in any way that we can.

STUDENT LIFE

Connecting students with life

Connecting you to services, people and places is just one of the important roles we play here at UniLodge. So, whether you want to connect with other students, the local community or just know the best places to 'hang out' we can help you. We want to assist you were ever possible to fit into your home away from home as quickly, safely and securely as possible so you can get on with the job of studying and enjoying your time here.

At UniLodge we strive to provide community-based support. One of the big advantages of living in a community is that there is always someone there. If you become worried or concerned over anything the sooner, you discuss it the sooner we can connect you to someone who can help. You can be assured of a sympathetic ear, regardless of the size or nature of your problem. Your privacy is paramount and confidences are kept.

As a new Resident you may face some of these challenges:

- The transition from school to tertiary education / university life
- A different education system and different demands
- Living away from home and being wholly responsible
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Lifestyle and cultural changes, which can include such things as:
 - Finding your way around i.e. transport, clubs, churches etc
 - Setting up bank accounts

OUR STAFF

No matter what your inquiry, question or requirement our staff are here to assist and help you wherever we can.

Please feel free to pop by Reception and we will be happy to give you the information you need.

Anyone affected by illness, accident or death of a relative should talk to the Manager at Reception. If necessary, we can connect you to the appropriate counsellors for further support.

SOCIAL SUPPORT

At UniLodge, we organise social activities throughout the year and you are encouraged to attend these activities as they provide the perfect opportunity to get to know the UniLodge staff and most importantly other Residents within the building.

Participating in the organised social events will assist in overcoming any loneliness you may experience, give you an opportunity to make friends through your student-life and develop long-lasting relationships that will enrich your experiences here at UniLodge. Please feel free to talk with Reception should you have any suggestions or queries.

GET TO KNOW YOUR NEIGHBOURS

Here are some handy hints towards getting to know and living happily with your neighbours:

- Introduce yourself to your neighbours and have conversations with them whenever you can – don't be shy, you may have lots in common!
- Respect others' sleeping and studying habits by not creating excessive noise
- Don't leave your belongings lying around in shared areas
- Cleaning up after yourself
- Have consideration and respect for others in all facets of life
- Remembering that most residents of UniLodge are students. You could assist each other with study and/or have study groups together
- Suggesting social activities that you and your neighbours could attend together within or outside of UniLodge may be a great way to make new friends and meet more people!

PERSONAL PROBLEMS

Please talk to us if you are experiencing any difficulties, personal issues, study problems or just anything that may be getting you down. Our staff are here to support you and provide guidance, assistance and referral where necessary. We have connections with University counsellors (for University students) or community provided health specialists, should you require specialist support.

FINANCIAL PROBLEMS

If you are experiencing any financial difficulties, please speak to us. Often, these difficulties can be managed by the implementation of a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Students Services department.

Please advise us if there will be a delay with your rent being paid on time. We understand that financial problems can occur. But you need to let us know and we can discuss it.

COMMUNITY SPIRIT



What is Community Spirit?

Community Spirit is an integrated and contemporary residential life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents - Residential Advisors, customer service staff and the Property Manager.

UniLodge' s Multicultural Vision

We promote a cultural of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. So that everyone feels respected, looks out for everyone else, belongs and shares a sense of family, friendship and belonging, interacts with, learns from, and values - all peoples.

What does the Program Aim to Achieve?

It offers a balanced program of activities that supports resident life across many dimensions such as: standard of living and quality of life, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

What Types of Activities Underpin the Community Spirit Program?

- Socially responsible activities such as getting residents involved in raising much needed funds for charities such as Movember, or participation in community activities.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights.
- Sporting activities such as netball, basketball, football, cricket – it's up to you!
- International parties and cultural activities.

Attending Events

Attending and signing up for events is easy, just go to the UniLodge on Flinders App! A series of events will be available for the month so that you can choose the ones you wish to attend, so simple! Our customer service staff at reception can assist you or answer any questions you may have.

RULES OF OCCUPANCY

This handbook contains the Rules of Occupancy and forms along with your Residential Tenancy Agreement the terms and conditions you agree to abide by during your stay at UniLodge. Residents must read the information contained in this handbook and sign the acknowledgement form located inside the front page and return it to Reception within 3 business days of moving in.

RIGHTS & RESPONSIBILITIES

UniLodge Acts as the managing agent for the Landlord of the property.

Resident Rights

- Access to an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.

Resident Responsibilities

- Pay the rent by due dates and through the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not smoke in your apartment or in the common areas such as hallways, common room and stairwells. UniLodge on Flinders is a smoke free zone.
- Dispose of your rubbish in the garbage chute. If the item is bigger than a grocery shopping bag bring to reception during business hours and the customer service team will advise how to dispose of it.
- Do not leave boxes, rubbish or furniture in the stairwells. These are fire exits and they must remain clear.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions.
- Report to UniLodge on Flinders any damage to the premises. We understand accidents can happen.
- Pay applicable charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement and rules and regulations of the building.
- Only use the premises for residential purposes.

LANDLORD Rights

- To issue notices of breach to Residents who break the terms of The Residential Tenancy Agreement/Resident handbook and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue a notice to vacate to residents defaulting on their rent payment/s.
- To issue a breach notice to Residents who fail to comply with the terms and conditions of the Residential Tenancy Agreement and building regulations.
- To inspect the condition of the apartment during reasonable hours, after issuing a notice to inspect.
- To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.

LANDLORD Responsibilities

- To make sure the apartment is clean and fit to live in at the start of the agreement.
- Provide a reasonable level of peace, comfort and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health and safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep common areas clean.

Eligibility of Residents

- All Residents must complete an application form and receive approval to reside at UniLodge on Flinders.
- All Residents must be registered and sign a Residential Tenancy Agreement.
- Residents must not sub-let the apartment under any circumstances.

Bond

The Bond is sent to the RTBA – a government organisation and held in trust for the term of the tenancy. The Bond cannot be used for rent at any time. The cost of any repairs or excessive cleaning may be deducted from the Bond upon departure.

Condition Report

At the commencement of the Residential Tenancy Agreement, a condition report will be completed and signed by both the Resident and a UniLodge on Flinders representative. This condition report will be checked upon you vacating to assess any damage to your apartment, its furniture and equipment.

The completed and signed condition report must be returned to Reception within 3 Business days of your arrival. Forms received after 3 Business days will not be accepted.

Failure to do so will result in the original Condition Report forming the basis for any Bond claims at the end of your tenancy.

RENTAL PAYMENTS

Rent is always to be paid in advance. Failure to pay rent in accordance with the residential tenancy agreement will result in eviction.

THE PREFERRED METHOD OF PAYMENT IS BY DIRECT DEPOSIT

Direct Bank Deposit at any *Bank of Melbourne* bank or Internet Banking Transfer to:

Bank Name: Bank of Melbourne
Account Name: College House Management Pty Ltd
BSB: 113-879
Account No: 420 220 350
Reference: ***All rental payments MUST be transferred with your room number for UniLodge to clearly identify your payment.***

OR

Bank Cheque or money order made payable to 'UniLodge on Flinders.'

We also accept EFTPOS & Credit Card payment. (Surcharges apply for these methods)

Please be aware that we do not accept personal cheques or cash.

All rental payments MUST be transferred with your room number for UniLodge to clearly identify your payment.

TERMINATION OF RESIDENTIAL TENANCY AGREEMENT

A Residential Tenancy Agreement may be terminated if:

1. The Resident fails to pay the rental within fourteen (14) days of the due date. Also, if the Resident fails to pay all outstanding expenses within seven days after receiving their account.

Eviction notices require the resident to vacate the property within fourteen (14) days.

2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.

At the termination of a Residential Tenancy Agreement, the Resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Act 1997.

The Residential Tenancy Agreement is a legally binding document, which if broken, will incur penalties. Where a resident believes that they cannot continue to stay in the apartment, they must notify UniLodge on Flinders management as soon as possible.

When considering the premature termination of your Residential Tenancy Agreement, it is your responsibility to:

- Continue to pay all rent charges until a new resident can be secured or the Residential Tenancy Agreement ends whichever comes first.
- Pay all associated costs including applicable advertising and reletting fees as set out in your Residential Tenancy Agreement.
- In all cases, a departure cleaning fee applies.

Important reminder to Residents

The Residential Tenancy Agreement you have entered into is a legally binding contract.

The Landlord reserves the right to seek recovery of these monies should you fail to meet your legal requirements. UniLodge have the resources to recover monies owed outside of Australia.

Behaviour

Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by Management. Repeated offences by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement, however, they will still be held responsible for rental until the apartment is re-let.

Noise Levels

All residents must observe consideration for their neighbours. No excessive noise is permitted after 9:00pm to 7:00am. Noise disturbances can potentially lead to eviction and / or legal prosecution. Students are here to study, please use **common sense** and **consideration**.

Smoking

Smoking is NOT PERMITTED anywhere inside the building. Smoking is only permitted outside of the building so please exit before lighting up.

Alcohol

Alcohol is NOT PERMITTED to be consumed in the common areas of the building.

Drugs / Illegal Substances

The use of / or being under the influence or in possession of any illegal substance in the building is strictly forbidden. This means that under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule will result in eviction.

If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to Management. We are here to assist in every way possible.

We can certainly put you in touch with people who can help you.

Insurance

Residents acknowledge that the landlord's insurance *does not* provide cover for the resident's possessions. (*Note: it is strongly recommended the tenant takes out contents insurance to adequately cover their possessions.*)

Intruders

- If you see anyone behaving suspiciously, call your residential advisor immediately and watch the person or persons from a distance, but do not put yourself at risk.
- At no circumstances give access to unknown person/s.
- Respect others privacy by referring visitors to Reception or the residential advisor.
- Do not give out another resident's room number to others.

If in doubt – please contact UniLodge Management.

BUILDING SECURITY

- All Residents and visitors agree to be bound by the security regulations or as instructed by Management.
- We suggest that you **always keep your doors locked**.
- Under no circumstances must residents loan out their proxy card or swipe card. Such an action will result in confiscation.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the building rules whilst in the facility.
- Residents should NOT allow access into the building to person/s unknown.

Access to other apartments

Entering another Resident's apartment without consent will result in the same action as a member of the general public entering anyone's home without approval. That is, offenders may be detained and charged with trespass by the appropriate authorities. To prevent trespassing and theft, all Residents should keep their doors closed and locked regardless of whether they are in or out of their apartment.

Keys

- Keys should always be carried with you. Your door should always be locked.
- Your swipe card will allow you to access your apartment.

Lockouts

- A lockout fee will apply should you lock yourself out of your apartment and you require a spare key for access.
- If you have lost your apartment swipe card and/or proxy card, charges will apply to replace it.
- A fee will be charged to replace a lost swipe card/proxy card, or if the card is not returned at the end of tenancy.

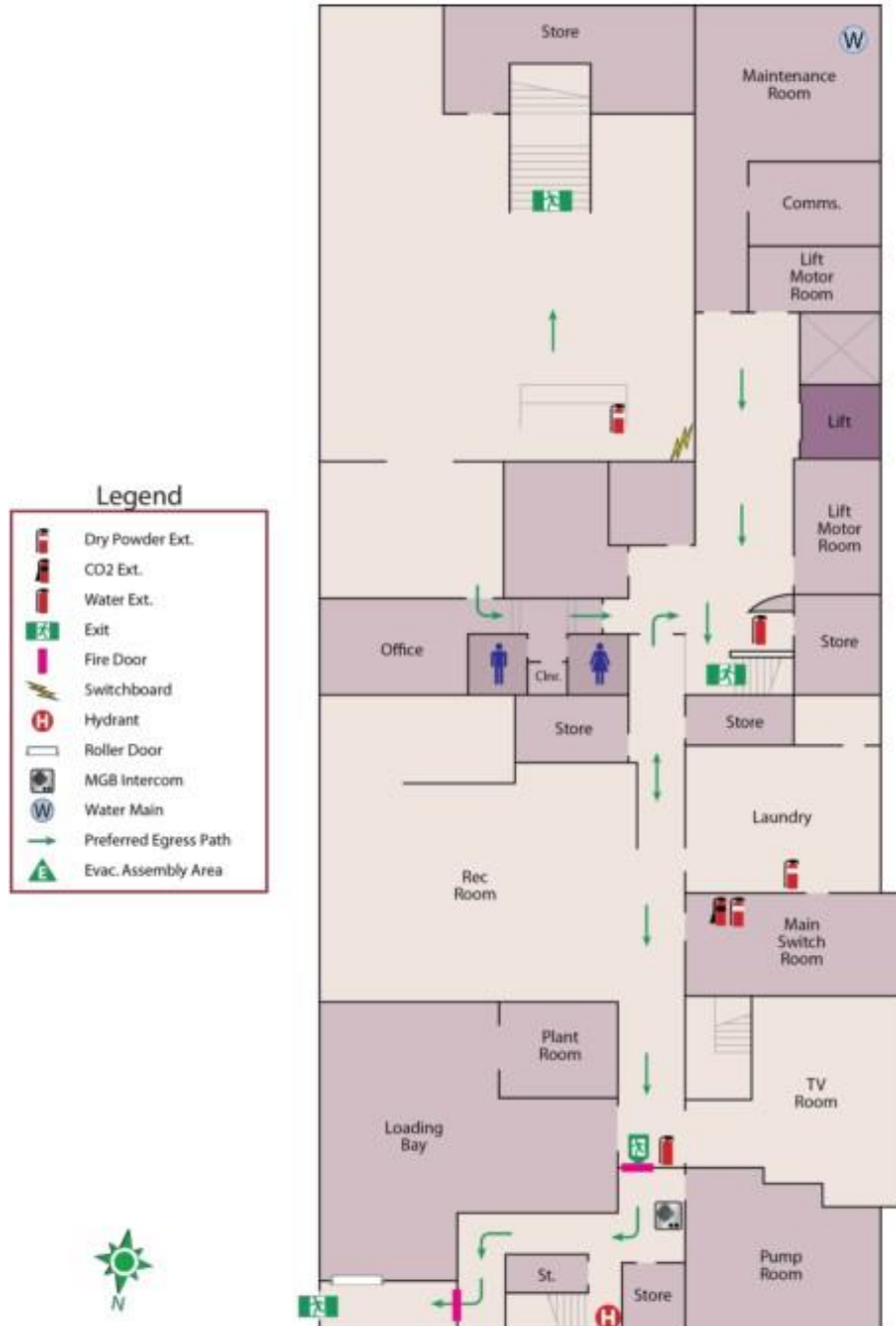
EMERGENCY FIRE PROCEDURES

- Assist any person in immediate danger, only if safe to do so
- Close the door
- Call the fire brigade on 000
- Extinguish the fire if safe to do so
- Evacuate to the assembly area – do not use lifts if there is a fire (*evacuation details and instructions are on the back of your apartment door*)

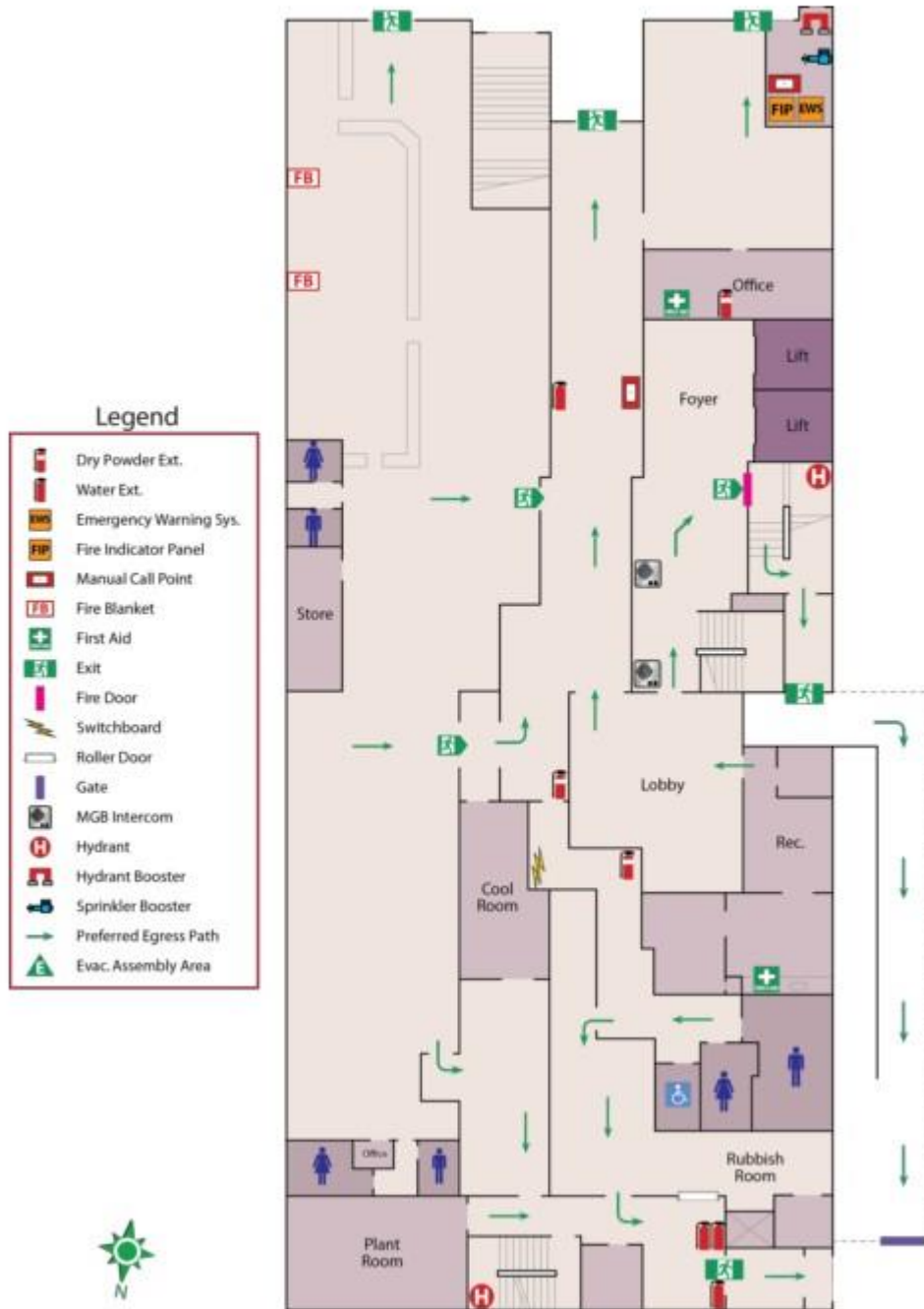
Remain at assembly area and ensure everyone is accounted for

EVACUATION PLAN

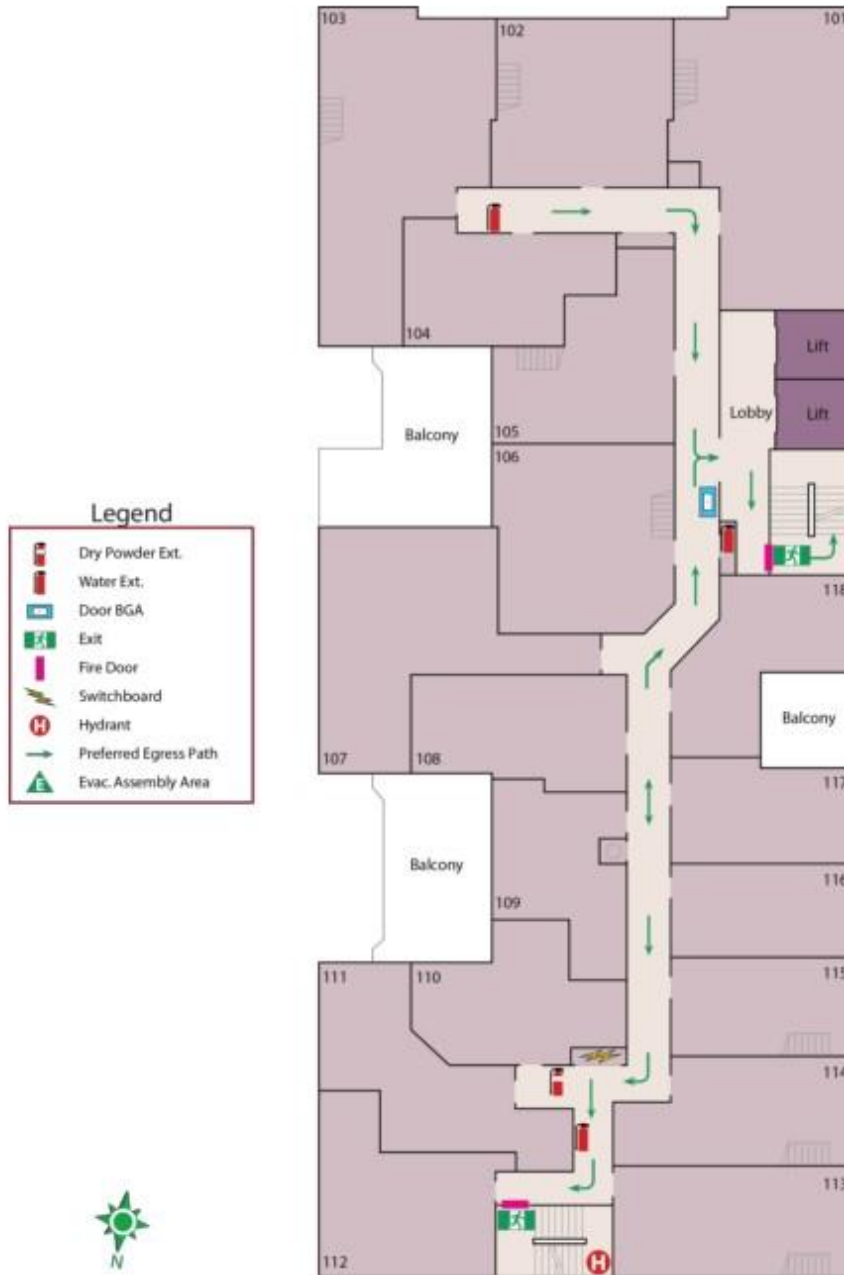
1) Evacuation Diagram Basement



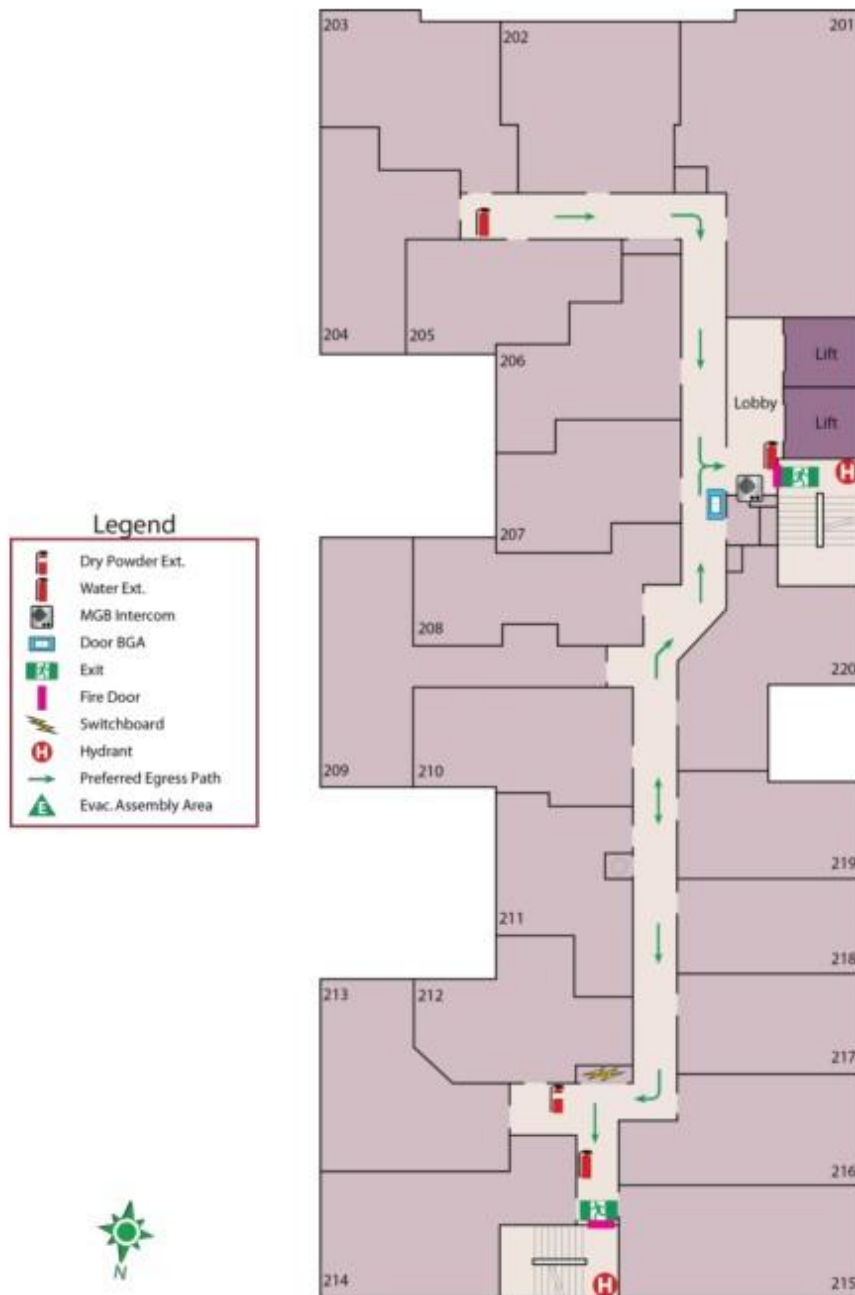
J) Evacuation Diagram Ground Floor



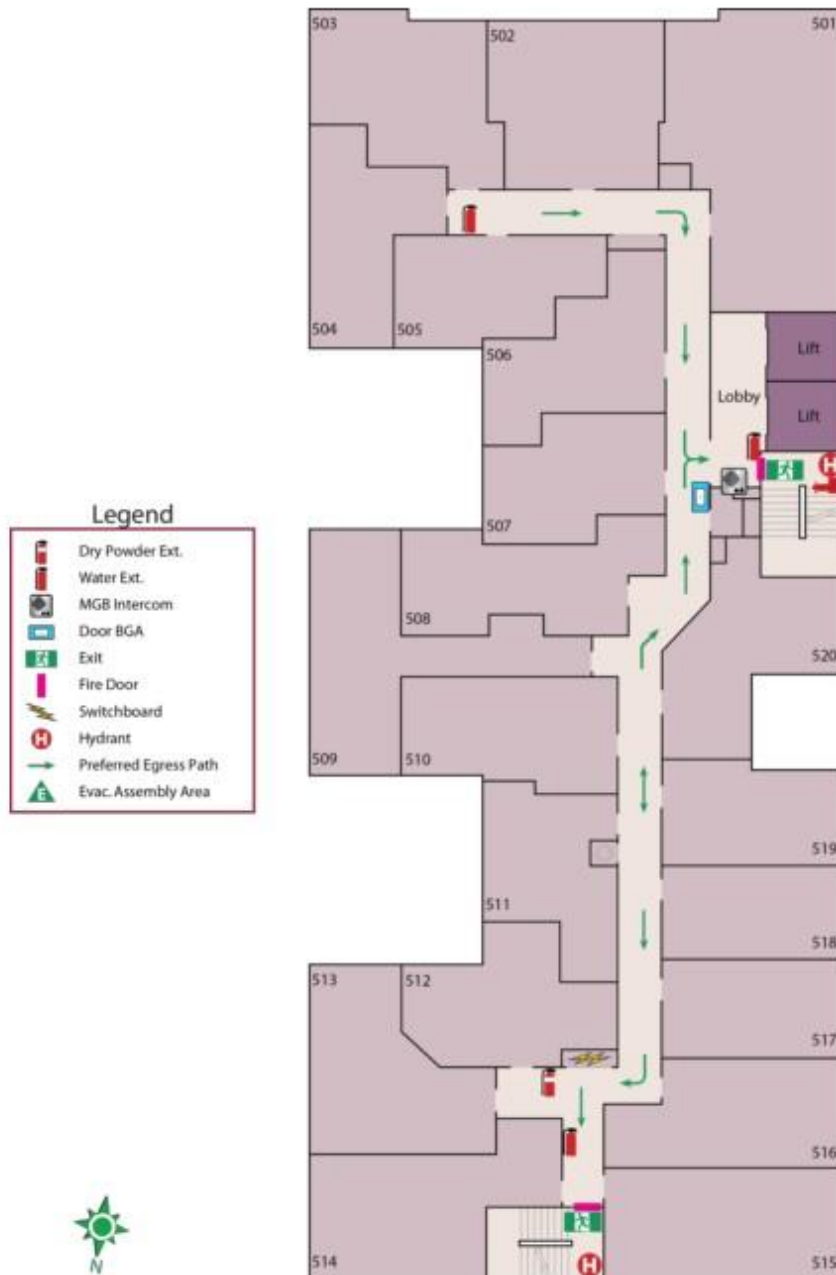
K) Evacuation Diagram Level 1



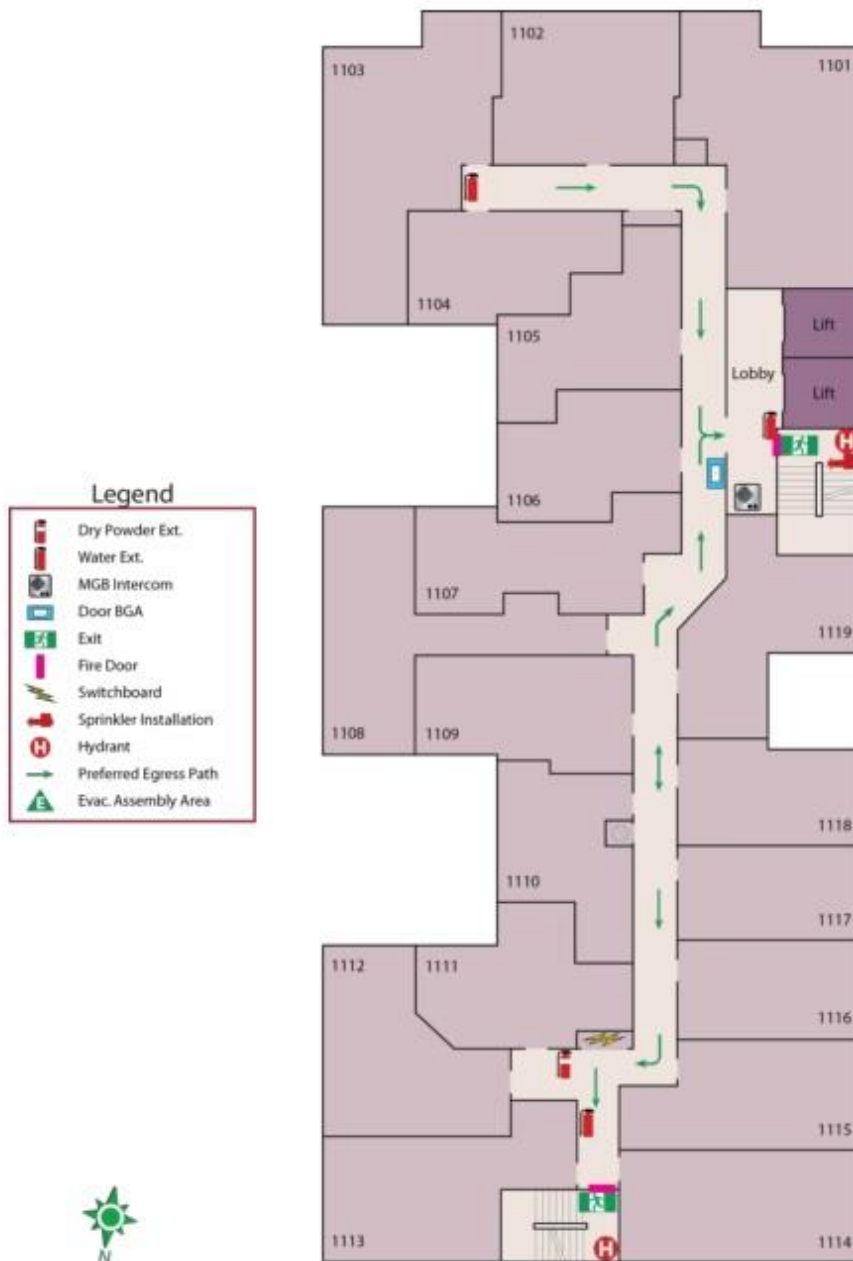
L) Evacuation Diagram Levels 2-4 (Typical)



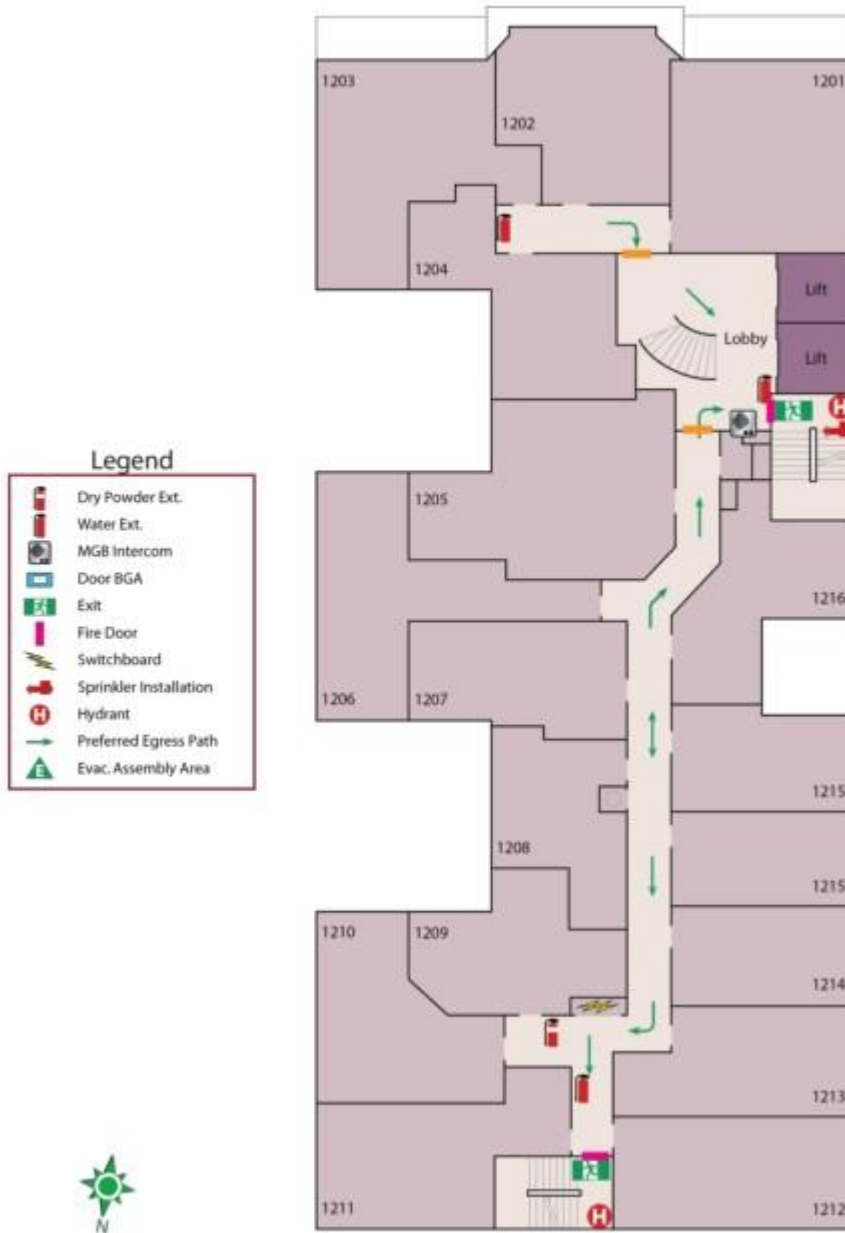
M) Evacuation Diagram Levels 5-10 (Typical)



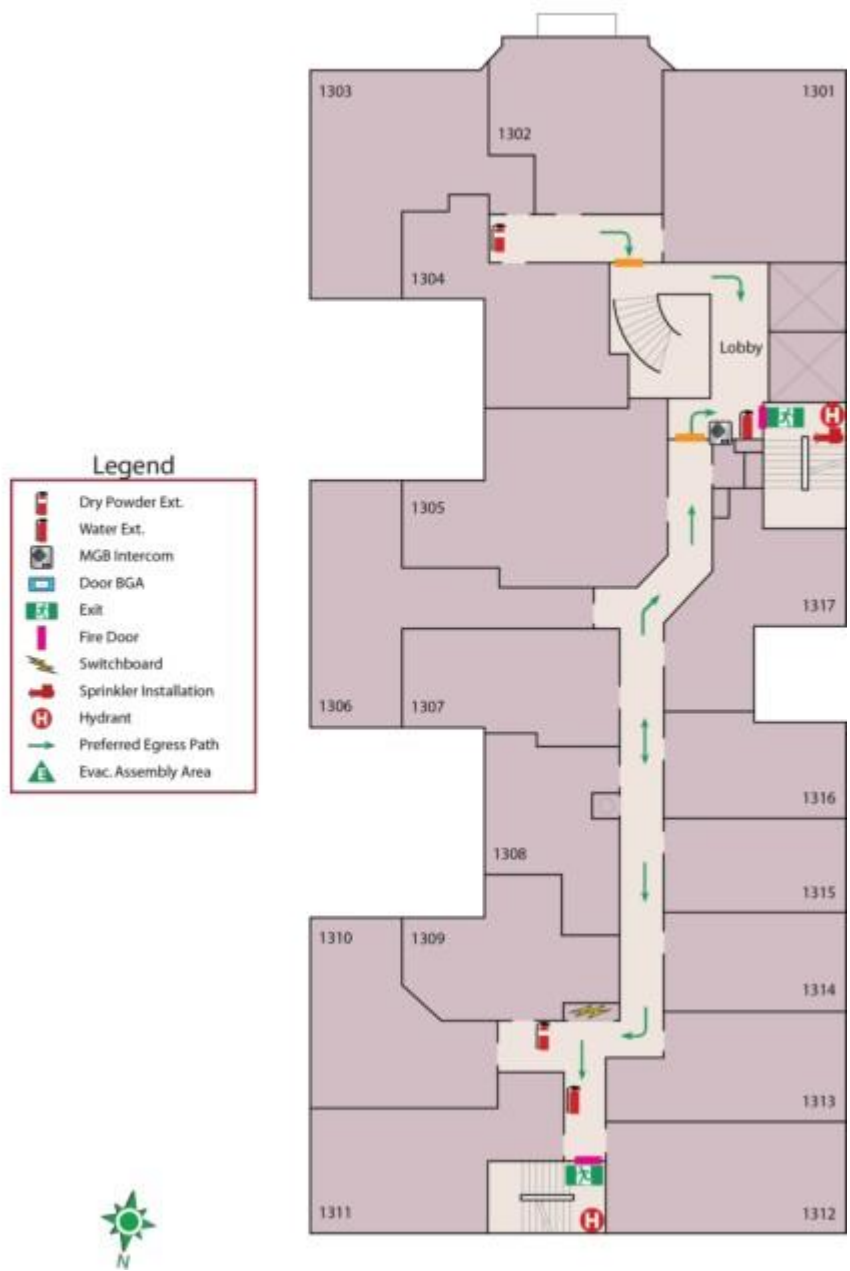
N) Evacuation Diagram Level 11



O) Evacuation Diagram Level 12



P) Evacuation Diagram Level 13



SMOKE DETECTOR & ALARM

Smoke detectors and alarms are located throughout the building including inside your own apartment. Please take note of the following:

1. Never cover or remove your smoke detector in your room, as this will put everyone else in the building at risk. The Metropolitan Fire Brigade may also fine you. This is a serious breach and if you are caught tampering with the smoke detector, there are severe penalties which may result in eviction and legal action being taken against you.
2. The smoke detectors in the apartments and common areas are connected directly to the Fire Control Panel, which relays the call to the Fire Brigade automatically when activated. If you are cooking or boiling water and the smoke or steam activates the alarm you will be liable for any costs from the fire brigade - \$1500 minimum charge.
3. In the event of your smoke detector activating in your apartment and there is no fire turn on your range hood and open your windows to allow the cooking smoke to dissipate. Do not open the apartment door if there is no fire as you will activate the common area smoke alarm and the Fire Brigade will attend. They can identify which apartment caused the false fire alarm and charges can exceed \$1500.00 at the tenant's expense.

DO NOT TOUCH OR COVER THE SMOKE DETECTORS

Note: As already stated in your Residential Tenancy Agreement, residents causing false alarms will be responsible for paying the heavy fines imposed by the Fire Brigade for false call outs.

Garbage

A garbage chute is in the hallway on each level. Only small, bagged items are to be placed in the garbage chute. Larger items are to be taken to reception where the customer service team will advise you on how to dispose of. Do not put large cardboard boxes, doonas, pedestal fans etc into the chute as it will block it. We can identify who caused the blockage and the tenant will be responsible for all costs to resolve the blockage which can be extensive.

Residents found incorrectly disposing of garbage or leaving garbage in common area will be heavily fined. The stairwells must remain clear of rubbish as these are fire exits and in the event of an emergency evacuation you would not want to be tripping over items left on the ground. Please assist us in helping you stay safe and do the right thing.

Please consider the environment and dispose of all rubbish thoughtfully.

Maintenance

UniLodge on Flinders employs maintenance staff and contractors to attend to any damage or problems that occur on the premises. The Resident is liable for all damages or loss caused by negligence or misuse and will be charged for any costs associated with rectification including labour.

Please follow the procedure below if there is something that requires maintenance in your apartment.

1. See reception so that you can be provided a maintenance request form.
2. Provide full details of what and where the problem is and be specific as to the problem.
3. The customer service team will give you an approximate time frame that you can expect for the maintenance to be completed.

Maintenance contractors will attend to maintenance during their own operational hours Monday – Friday. Please remember that they are not UniLodge direct employees therefore will schedule your repairs to be completed along with their existing workload.

Furniture and Equipment

The furniture, and other items provided in the apartments and common areas are to be used for the purposes which they are designed for. The Resident is liable for damage to this property.

The Resident is not permitted to make any alterations or additions to the apartment or the furniture and equipment within the apartment, unless the request has been given in writing and approved by Management.

Walls, Doors and Windows

Residents must submit a written request including diagram to hang or install anything onto the walls and doors for approval by your Landlord. Hanging items in common or shared areas including the front of apartment doors and windows is strictly prohibited.

Pets

Under no circumstances are you permitted to bring pets and animals into the complex.

Requests of Staff

Residents must comply with all reasonable requests from UniLodge Management including those regarding –

- YOUR AGREEMENT WITH UNILODGE
- CLEANING

It is expected that you will always keep your apartment clean and tidy.

BLINDS

You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off it will be at your cost to have it re-attached. Do not leave the blinds in the down position with the windows open. Any damage will require you to pay for a new blind to be installed.

WINDOWS

No items are to be hung in, on, at or attached to your window. Clothing can be hung on a clothes horse in your room or can be dried by using the drier in the laundry.

Any item placed in, on, at or attached to your window is a direct breach of your tenancy agreement.

FURNITURE AND FIXTURES

It is expected that all care will be taken to avoid damage to fittings inside the apartment. This includes carpets, blinds and furniture.

Residents are asked not to remove from their apartment any item, furniture or equipment that has been provided at UniLodge on Flinders. Also, items in common areas are not to be moved or taken to your room.

COMMON AREAS

Residents must not interfere with or damage any common property or equipment, nor leave anything on or obstruct the use of common property. The resident is liable for all damages caused.

STUDENT COMMON ROOMS

There is a ground floor common room for all residents. Please show consideration by ensuring these areas are always constantly kept clean and tidy and be considerate to other people using these areas.

COMMON AREA CLEANING

The regular cleaning of your common areas will assist you in maintaining a comfortable living environment.

Any Item left out in any common areas will be thrown away into the rubbish. Charges will apply to the person who left the item in the common area.

Are you going on a Vacation?

Residents must visit Reception to complete a 'Vacation Form'. Please notify Reception if you will be giving anyone access to your room / apartment while you are away. You are required to ensure that your rent is still paid in a timely manner whilst you are away.

FACILITIES & SERVICES

INTERNET

VostroNet and UniLodge have teamed up to deliver the best available student internet solution on a next generation high speed network. Once connected you also have access to the VostroNet network. Students find VostroNet Internet is the smart, safe and easy solution for their internet needs. No waiting to be connected, connect in minutes from the comfort of your room.

SEXUAL HARASSMENT

Sexual Harassment contravenes Australian legislation and occurs where:

- A person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person;

And the person engaging in the conduct described above does so:

- With the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would anticipate the possibility that the other person would be offended, humiliated or intimidated.

The Anti-Discrimination Act makes discrimination unlawful on grounds including:

- Gender, race, age, sexual preference, physical, religion, political belief or activity.

UniLodge is a friendly and supportive community and it is expected that residents will be pro-active in ensuring that it remains so. If you think you have been subjected to any form of discrimination, please contact the Manager.

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, UniLodge on Flinders is recognized as a workplace and, as such, this puts responsibilities on both UniLodge Management and residents. As residents you must not be negligent in terms of causing or contributing towards an accident e.g. Preventing easy access or exit from the building by leaving personal articles or rubbish blocking any thoroughfare including exits or interfering with any fire safety notice or equipment.

At no times are Residents to use the Fire Stairs as a form of access in and out of the building unless instructed to do so by UniLodge Management. Fire stairs and fire doors are only for evacuation purposes in an emergency. It is an offence to use these areas at any other time.

Heavy fines will apply when used inappropriately.

PRIVACY

Your privacy is important to us. Our privacy policy clearly outlines how we handle all confidential material. Should you wish to discuss any matter in private, please ask. All matters discussed will remain confidential.

COMPLAINTS AND SUGGESTIONS

Should you at any time be unsatisfied with any outcome regarding your rights of occupancy, please contact the Customer Service Manager.

Anna Nguyen – Customer Service Manager

238 Flinders Street Melbourne

Email: onflinders@unilodge.com.au

Our grievance policy outlines steps for making a complaint at UniLodge; please ask Reception if you require a copy.

GETTING AROUND MELBOURNE

Melbourne is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture.

For more information on Melbourne or to check out local events visit

<https://whatson.melbourne.vic.gov.au/things-to-do>

Getting around Melbourne is easy with Flinders Street Train Station located across the road from our building and Tram Stops directly out front. From here you can catch all metropolitan and interstate trains.

Trams run along Swanston Street and Flinders Street which are both close to UniLodge. Trams on these lines head to all suburbs including the CBD.

Information on public transport can be obtained from: <https://www.ptv.vic.gov.au/>

SHOPPING CENTRES & SUPERMARKETS

Supermarkets	Distance from UniLodge on Flinders
Coles Central Melbourne CBD	150m
Woolworths Metro Flinders Street	83m
Shopping Centres	Distance from UniLodge on Flinders
QV Centre - Corner Swanston and Lonsdale Street	800m
Melbourne Central - Swanston Street	1.0km
Markets	Distance from UniLodge on Flinders
Queen Victoria Market, Victoria and Elizabeth St, Melbourne	1.7km
Restaurants	Distance from UniLodge on Flinders
Lygon Street - Italian restaurants	2.0km
China Town - Corner Swanston and Little Bourke Street	1.0km

HOSPITALS & EMERGENCIES

Hospitals

	Telephone Number
Royal Melbourne Hospital	(03) 8387 2000, 34-54 Poplar Rd, Parkville
Royal Melbourne Hospital	(03) 9342 7000, 300 Grattan St, Parkville
The Alfred Hospital	(03) 9076 2000, 55 Commercial Rd, Melbourne

Doctors

	Telephone Number
Carlton Family Medical Clinic	(03) 8330 3900, 88 Rathdowne St, Carlton
Swanston Street Medical Centre	(03) 9205 7500, 3/255 Bourke Street, Melbourne

Dentists

	Telephone Number
Royal Dental Hospital	1300 360 054 or (03) 9341 1000 720 Swanston St, Carlton

COUNSELORS

Melbourne Uni - <https://services.unimelb.edu.au/counsel>

RMIT Uni - <https://www.rmit.edu.au/students/support-and-facilities/student-support/counselling>