

UniLodge



Where I want to be

RESIDENT **CODE OF CONDUCT**

UniLodge JCU Halls of Residence

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Alcohol

Alcohol is permitted only in certain areas, please refer to your Resident Handbook specific to each hall. Residents should also familiarise themselves with the Policy for [Alcohol Consumption on University Property](#).

Alcohol Free Period

JCU Halls of Residence are alcohol free prior to and during Orientation Week each semester as well as study and exam periods, unless otherwise notified. To ensure all new members of the Halls community may settle into their new living environment, all residents must observe an alcohol-free period at the beginning of each semester.

Alcohol Ban

Residents found guilty of drunk and disorderly behaviour may have an alcohol ban imposed. Residents subject to an alcohol ban must agree not consume or be in possession of any alcohol whilst in residence. If the resident chooses to drink elsewhere, they must not return to the Halls until completely sober (zero blood alcohol content).

If the conditions imposed under the alcohol ban are refused or breached, the resident will be required to show cause as to why their residency contract should not be terminated.

Breaches and Misconduct

Each of the following is prohibited and a breach of the Resident Code of Conduct giving rise to disciplinary action under the Disciplinary Procedures and in some instances a prosecutable offence.

Misconduct

Penalties apply – see “Misconduct constituting a breach of the Resident Code of Conduct: Disciplinary Procedure.

- Burning of incense, candles or other flammable substance.
- Cooking in rooms and other non-cooking areas.
- Smoking upon any part of the JCU campus.
- Creating or permitting noise which disturbs or is likely to disturb residents.
- Failure to sign in overnight guests.
- Drunk and disorderly behaviour.
- Possession of, or consuming alcohol, if under the age of 18 years.
- Possession of an open container of alcohol, or consuming alcohol, in any public part of the JCU Halls of Residence.
- Inappropriate dress/footwear in the Dining Room.
- Failure or refusal to authenticate/sign in for meals.
- Failure or refusal to authenticate/sign in dining room guests.
- Removing or permitting the removal of food, crockery or cutlery from the Dining Room without the permission of the Conference and Catering Supervisor or Team Leader.
- Failure to return communal areas to a clean and reasonable condition after use.
- Failure to perform kitchen and/or rubbish removal duties as rostered by the Residential Advisor (applies to residents self-catered apartments only).
- Failure to secure any doors to a room, unit or floor.
- Failure to attend mandatory induction without prior approval of absence.
- Calling upon Administration Staff, Residential Advisor, Senior RA at any time during the day or night for a room lock-out.
- Urinating on/from a balcony or any part of the JCU Halls of Residence other than the designated amenities.
- Littering upon any part of the JCU Halls of Residence.
- Failure to attend a requested meeting.

Serious Breaches

Expellable offences, penalties apply - see “Serious breaches of the Resident Code of Conduct: Disciplinary Procedure.

- Engaging in any activity of a criminal nature.
- Entering someone else’s room unauthorised.
- Using, or permitting the use of any part of the Halls of Residence for any illegal purpose.
- Any theft, including souveniring of items such as signs, banners, trophies or any other public property.
- Any vandalism or other wilful or reckless destruction of property.

- Being in possession, in any part of the Halls of Residence, of any weapon or article falling within the definition of Category A, B, C, D, E, H, M or R Weapons or Restricted Items within the meaning of the [Weapons Categories Regulations 1997](#).
- Possession of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances).
- Use and/or being under the influence of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances).
- Selling and/or distribution of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances).
- Possession of an implement which could be used for the digestion, smoking or injection of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances).
- Consuming alcohol within the Halls of Residence in breach of a restriction on doing so imposed by the University.
- Distribution of alcohol to any person under the age of 18 years.
- Using or permitting use of an alcohol brewing kit on any part of the Halls of Residence.
- Causing psychological harm and or emotional distress through the use of any form of social networking media, including but not limited to email, text messaging, web pages, digital and physical noticeboards.
- Disrespecting, swearing, offensive behaviour towards other residents, a Residential Advisor, JCU staff or contractors.
- Threats and/or emotional harm, including but not limited to harassment, stalking, psychological aggression.
- Use of a mobile phone/camera to capture an image/s of a person/s without the person's permission or otherwise compromising the privacy of an individual.
- Physical assault and/or physical harassment.
- Sexual assault and/or sexual harassment.
- Violent and/or overtly aggressive behaviour.
- Wilful or reckless behaviour that endangers yourself or others.
- To light, maintain or use a fire in the open air or carry out any activity that causes or is likely to cause a fire in the open air.
- To cause a fire and/or fire alarm activation through negligence or misuse.
- Tampering with or covering up of smoke detectors.
- Tampering with or inappropriate use of fire hoses, extinguishers, smoke alarms, or any other fire equipment.
- Tampering with or inappropriate use of alarmed doors.
- Tampering with or inappropriate use of any Halls equipment or property.
- Accessing or attempting to access any JCU building or structure by non-conventional means, such as climbing or scaling walls/fences/railings or balcony hopping.
- Lending any Halls of Residence key to a non-resident under any circumstances; or other misuse of a Halls key.
- House, entertain, or allow an expelled and/or banned person/s to remain on any part of the Halls of Residence.
- Bring or cause to remain on site any animal, bird, reptile or insect. Fish allowed in tank not exceeding 50cm x 30cm x 30cm. Any damage caused by unit will incur a charge.

- Engaging in any behaviour which brings JCU and/or JCU Halls of Residence into disrepute, including but not limited to:
 - Using banned college war cries or including the use of profanities and/or offensive language while representing the JCU Halls of Residence in any context; and
 - Establishment and/or involvement with any unapproved group, committee or entity where there is an identifiable connection with the JCU Halls of Residence, its staff, residents or affiliates.
- Breach of any interim conditions imposed by a Senior Residential Advisor or the Residential Life Manager.
- Non-compliance with a penalty imposed by a Residential Advisor or Senior Residential Advisor.
- Violating any other JCU Halls guidelines, restrictions or other rules as determined from time to time by the University.
- Any infringement of [University Policies](#), including but not limited to:
 - Student Conduct Policy
 - [Discrimination and Harassment Policy](#)
 - [ICT Acceptable Use Policy](#)
 - [Social Media Policy](#)

Complaints Process

Definitions

Complaint: A complaint is a resident's expression of dissatisfaction that their rights, existing interests and/or reasonable expectations have been adversely and unjustifiably impacted because of an action, decision or omission within the control or responsibility of the JCU Halls of Residence. Any circumstance related to Halls operations, services, and decisions, or the conduct of its staff, its students, or people associated with the Halls or using Halls facilities may be the subject of a complaint.

Complainant: A current or former resident who makes a complaint.

Informal complaint: An informal complaint is where a complainant seeks to resolve the matter before a formal complaint has been submitted under this Policy.

Formal complaint: a formal complaint means a concern which has not been resolved informally (see step 1 below) and which is then set out in writing and forwarded to Halls management.

Process

Residents should take the following steps to resolve a complaint:

1. Speak with the person(s) directly involved (informal complaint): direct contact is usually the quickest and best way to resolve an issue. If there is something you are not happy with, we encourage you to try and resolve matters with the relevant staff member or student through informal discussion. This informal method of resolution allows the parties to explore options and make their own decisions about how to resolve a complaint rather than having a third party make and enforce a decision. For example:

- if your complaint is related to administrative services you should speak with your Halls Customer Service Coordinator or if required the matter may be escalated to the Customer Service Manager;
- if your complaint is related to catering services you should speak directly with the Catering staff, or if required the matter may be escalated to the Conference and Catering Team Leader or Supervisor;
- if your complaint is related to housekeeping services you should speak directly with your Cleaner, or if required the matter may be escalated to the Cleaning Service Assistant;
- if your complaint is related to residential life services you should contact your Residential Advisor, or if required the matter may be escalated to the Senior RA or Residential Life Manager.

Your Halls Administration Office can assist you in determining who would be the appropriate person for you to speak with and provide contact details.

2. Lodge a formal complaint: if the problem cannot be resolved informally, then you can make a formal complaint. Prior to making a formal complaint, you should

familiarise yourself with Clause 17 of the Residential Agreement – Dispute Resolution. The reasons that you would consider making a formal complaint are:

1. you have not been able to resolve your complaint informally and believe a formal resolution process for your complaint should offer something satisfactory to you, or;
2. you feel you can't proceed informally with your complaint. A typical reason for this would be that the complaint is about an ongoing personal conflict or other problem with a staff member (not just that you have got into a conflict because of what you want to complain about).

The formal complaint statement must include, where relevant, the following details:

- the name of the person(s) or Halls department about whom the complaint is made;
- a description of the events that have occurred, including efforts made to informally resolve the complaint;
- the basis for the complaint;
- the name and contact details of any witness or supporting party;
- the outcome the complainant seeks;
- the name of an appropriate support person who will accompany the student to meetings or hearings which are arranged.

Formal complaints should be addressed to:

Townsville:
The Manager
JCU Halls of Residence
1 James Cook Drive
Townsville QLD 4811
Email: jcuhalls@unilodge.com.au

Cairns:
The Manager
JCU Halls of Residence
14-88 McGregor Road
Smithfield QLD 4878
Email: johngreyhall@unilodge.com.au

If you make a formal complaint, Halls management is obliged to respond in accordance with the Dispute Resolution process as detailed in Clause 17 of the Residential Agreement.

If you experience difficulties in resolving your complaint, you may wish to seek assistance from a [JCU Student Association Student Advocate](#).

See also: [JCU Student Feedback and Complaints](#).

Disciplinary Procedure: Misconduct

Background

This document sets out the procedures under which a resident may be disciplined for misconduct constituting a breach of the Resident Code of Conduct (JCU Halls of Residence), including the rights and responsibilities of residents and staff.

Definitions

GM: General Manager

RLM/RLM: Residential Life Manager, JCU Halls of Residence.

Residential Agreement: Written agreement entered into between a resident and JCU.

RA: Residential Advisor, JCU Halls of Residence.

Resident Code of Conduct: A code of conduct applicable to all residents of JCU Halls of Residence. Includes a list of misconduct matters for the purposes of these procedures.

SRA: Senior Residential Advisor, JCU Halls of Residence.

Procedures

1. Procedure to be followed by RLM when handling possible misconduct constituting a breach of the Resident Code of Conduct

1.1 The following procedures will be followed by an RLM when handling possible misconduct constituting a breach of the Resident Code of Conduct. Before the sanctions referred to in section 7 may be imposed, the RLM will observe the following procedures.

1.2 Where a RLM's attention is drawn to a possible misconduct matter constituting a breach of the Resident Code of Conduct, the RLM will make a decision whether to impose an appropriate sanction, taking into consideration the circumstances of the matter. If a misconduct matter is accompanied by one or more serious breaches of the Resident Code of Conduct, the matters will be dealt with together in accordance with section 1.8 of the document titled '[Serious Breaches of the Resident Code of Conduct - Disciplinary Procedure](#)'.

1.3 If an RLM makes a decision to impose an appropriate sanction, the resident will be notified in writing. The RLM will advise of the decision, provide brief allegations of the misconduct and any sanction in a letter to the resident. Details of where a full copy of these procedures may be obtained will also be included in the letter to the resident.

The RLM is responsible for conveying to any resident (or group of residents) who may be affected by the misconduct, such information on the outcome as may be necessary to keep them informed. In doing so, the RLM must give due regard for considerations of privacy and confidentiality.

If after the RLM has made a decision, new or significant evidence which is not merely corroborative or repetitive and which was not known (or could not have been known) at the time of the original decision comes to light and may have produced a different decision, the resident should provide that evidence and request that the RLM reconsider the matter. The RLM will reconsider a matter at his/her discretion.

2. Appeal to General Manager, JCU Halls of Residence

It is possible that a resident may disagree with a RLM's decision and wish to have it reviewed by the General (GM), JCU Halls of Residence. The following protocol outlines the procedures that will be followed:

2.1 A resident asking for a RLM's decision to be reviewed must lodge with the GM a letter outlining the reasons for the request. Except in exceptional circumstances, this request must be received by the GM within three (3) working days of the written notification of the GM's decision being received by the resident.

2.2 If a resident lodges such a request, any sanction imposed by the RLM is suspended until the GM has made a decision on the appeal.

2.3 In constructing this letter, the resident should be mindful that the basis for appeal would normally be limited to the following grounds:

- the RLM did not follow the correct protocol for RLM's in making the decision (refer section 1);
- evidence or circumstances that should have been taken into account by the RLM in reaching a decision were overlooked or were not given sufficient weight; and/or
- the inconsistency of the sanction with the nature of the breach of the Resident Code of Conduct.

2.4 New or significant evidence, which is not merely corroborative or repetitive and which was not known (or could not have been known) at the time of the original decision and has come to light, and may have produced a different decision, may not be introduced as grounds for appeal. Refer section 1.3.

2.5 When a resident requests a review of a RLM's decision, the burden of proof resides with the resident. In other words, the resident must demonstrate to the GM:

- the RLM did not follow the correct protocol for RLM's in making the decision (see section 1);
- evidence or circumstances that should have been taken into account by the RLM in reaching a decision were overlooked or were not given sufficient weight; and/or
- the inconsistency of the sanction with the nature of the breach of the Resident Code of Conduct.

2.6 Upon receiving an appeal, the GM will decide whether the resident has presented an adequate prima facie case to justify further consideration of the appeal.

2.7 If the GM decides that an adequate prima facie has not been presented, the GM will inform the resident of this in writing and will confirm the decision and the basis on which it was made.

2.8 If the GM decides that an adequate prima facie case has been presented, the GM will review the RLM's decision.

2.9 A mutually convenient time will be arranged at which the GM and the resident are available to attend. The resident may be accompanied by another resident who may act in the role of a supporter.

2.10 Prior to the meeting, all parties will be provided with a copy of any documentation pertaining to the matter.

2.11 If the resident fails to attend the meeting, the GM may, without further notice, proceed in the resident's absence or dismiss the appeal. If there are medical or compassionate reasons for the absence, the GM should be notified immediately. The GM will determine the acceptability of such reasons and whether the meeting should be adjourned.

2.12 The appeal will be conducted by considering only those matters to which the resident's appeal is related. For example, if the grounds for the resident's appeal are that the sanction imposed by the GM is inconsistent with the nature of the breach of the Resident Code of Conduct, then the GM will address only this issue.

2.13 The GM is not bound by the rules of evidence or other technicalities or legal forms.

2.14 The GM will invite the resident into the meeting room to present the grounds of the appeal. The resident will then be asked to leave the meeting room and the GM will be invited into the meeting room to explain the matter from his/her perspective.

2.15 The GM will make a decision to confirm, put aside, modify (in full or in part), or increase the sanction(s) originally imposed by the GM.

2.16 The GM will firstly inform the GM and then the resident of the decision in the matter and confirm this in writing to the resident.

3. Communication with residents

For the purposes of this policy, a letter addressed to a resident's room or an E-mail addressed to the resident's University E-mail address shall be deemed to have been received by the resident.

4. Proceedings of Meetings

All proceedings (including any initial meetings between residents and a RLM) will be carried out in a manner which is informal but at the same time assures natural justice.

5. Supporter

A resident, who is required to meet with an RLM, or the RLM, may be accompanied by an approved person acting in the role of supporter.

The supporter's role is to observe the meeting and provide support and guidance to the resident, as requested. The supporter may not represent the resident or speak on the resident's behalf.

In choosing a supporter, the resident should be mindful of any potential conflict of interest. For example, a RA, SRA, a witness or another resident involved in the matter under consideration may not act in this role.

6. Standards of Evidence

Formal rules of evidence are not applicable. If a resident denies responsibility for an alleged breach of the Resident Code of Conduct, the RLM will make a decision based on the balance of possibilities.

In a case where the facts are contested there is generally a "weight" of evidence on each side. The RLM will place greater emphasis on evidence which, when fairly considered, produces the stronger impression and is more convincing. After considering all the available evidence, the RLM will decide whether there is a greater weight of evidence that the resident was responsible for the breach than the resident was not.

This standard is not the same as 'beyond reasonable doubt' which is a more rigorous requirement demanded by the courts in criminal cases. Given this, the RLM need not attain the degree of certainty that is required to justify a criminal conviction.

7. Sanctions

Where a resident has been found in breach of the Resident Code of Conduct, an RLM may impose a sanction. Such sanctions are designed to hold residents accountable for their inappropriate behaviour and are imposed for their educative effect. The discipline process should be one in which residents are encouraged to examine the motives for, and consequences of, their actions. Sanctions should enable residents to examine their own actions and heal any ill feelings or unease in the community caused by their behaviour.

In determining an appropriate sanction for a misconduct matter, an RLM will evaluate each situation and resident individually. The RLM will consider multiple factors, including the details of the current breach, the resident's previous conduct, history and attitude in arriving at the best sanction for that individual.

An RLM may apply either a fine or community service order, or a combination of both. An order for restitution for damage caused to or misappropriation of property and/or an alcohol ban may also be imposed.

If a fine is imposed, the total amount must be paid to JCU Halls of Residence within 7 days. Similarly, a community service order must be performed within 7 days and under supervision as directed by the RLM. Failure to comply is constituted as being

a serious breach of the Resident Code of Conduct and more severe penalties will apply.

The sanctions that may be applied for misconduct matters are outlined below:

Misconduct:	Sanction/Fine (plus community service):
Burning of incense, candles or other flammable substance	\$25 and/or confiscation (if applicable)
Cooking in non-cooking areas	\$30
Smoking upon any part of the JCU Halls	\$50
Creating or permitting noise which disturbs or is likely to disturb residents	Maximum \$70 and/or loss or restriction of privileges (if applicable)
Failure to sign in overnight guests	Maximum \$50 and/or loss or restriction of privileges
Drunk and disorderly behaviour	Maximum \$50 and/or imposition of alcohol ban and/or loss or restriction of privileges (if applicable)
Possession of, or consuming alcohol, if under the age of 18 years	Maximum \$50 and/or imposition of alcohol ban, and/or loss or restriction of privileges (if applicable) and/or confiscation/disposal of alcohol
Consuming alcohol in any public part of the JCU Halls outside of permitted hours and areas	\$20
Failure to return communal areas to a clean, reasonable condition after use including food spills or rubbish not disposed of in any common areas including corridors	\$30 and/or loss or restriction of privileges (if applicable) and restitution payable for cleaning cost if applicable
Failure to attend compulsory induction or training without prior approval of absence	\$20 per failure
Calling upon a Residential Advisor or staff between midnight and 8.00am for a lock-out, or having 3 or more lockouts	\$10
Littering upon any part of the JCU Halls	\$20
Urinating or vomiting on/from any part of the JCU Halls other than the designated amenities	\$20 and restitution payable for cleaning costs (if applicable)
Failure to arrange a flatmate meeting at a mutually agreeable time with housemates by week 3 of semester	\$20 each resident
Failure to attend confirmed flatmate meeting	\$20

Tampering with any fire equipment, lighting, movement sensors, hard-wired electrical equipment, TV cables or similar	\$70 plus the cost to any repairs to rectify damage caused, plus breach
Obstructing a fire door	\$20
Failure to inform UniLodge if you are away for more than one night (even more important now with COVID and snap lockdowns)	\$20
Failure to return the share car within the allocated booking time or failure to show up for a booking	\$20 and warning or total ban from car use
Driving without required 'P' Plates while using the share car	\$20 plus warning/breach and/or possible legal implications
Returning the share car dirty inside/outside or with rubbish left behind	\$20 plus cleaning costs and warning or total ban from car use
Failure to evacuate the building in the event of an emergency in less than 4 minutes or not complying with directions of the Fire Warden	\$20 plus warning/breach and/or possible legal implications
Giving your access card to the possession of others	\$20
Losing or failing to return car parking permit (except upon expiry)	\$50
Failure to attend a Residential Life Program event following RSVP or failure to remove yourself from the event on the APP	\$5 per event (Please note that you will not be reimbursed for events that you have already paid for)
Failure to provide an arrival date and time at least two business days prior to intended arrival	\$50
Not responding to emails of importance such as rental or fee arrears, induction requests, meeting requests, inappropriate behaviour)	\$10
Damages to any part of the property	\$20 standard fee plus the cost to any repairs to rectify damage cause plus breach

8. Avenues of Appeal

A Resident has the right to contact or lodge a complaint with external organisations due to the fact that the decision to terminate your residency has been made by James Cook University. The University notes that many external bodies advise that, ordinarily, residents should first attempt to resolve their grievances internally using the procedures of the University before seeking external assistance.

The following complaints handling services provide free and impartial external appeals processes that residents may choose to access:

- The Queensland Ombudsman has jurisdiction to investigate administrative actions undertaken by Queensland universities. Residents may contact the office of the Queensland Ombudsman at any time throughout or after the complaint process. Generally, the Ombudsman only investigates claims once all internal appeals processes with the University are determined and internal appeal avenues are exhausted.
- The Anti-Discrimination Commission Queensland can investigate complaints of discrimination. Residents may contact the Commission at any time throughout or after the complaint process.
- The Australian Human Rights Commission can investigate complaints of discrimination and human rights breaches. Residents may contact the Commission at any time throughout or after the complaint process.

Disciplinary Procedure: Serious Breach

Background

This document sets out the procedures under which a resident may be disciplined for a serious breach of the Resident Code of Conduct (JCU Halls of Residence), including the rights and responsibilities of residents and staff.

Definitions

RLM: Residential Life Manager, JCU Halls of Residence.

Manager: Manager, JCU Halls of Residence.

Residential Agreement: Written agreement entered into between a resident and JCU.

Resident Code of Conduct: A code of conduct applicable to all residents of JCU Halls of Residence. Includes a list of serious breaches for the purposes of these procedures.

Procedures

1. Procedure to be followed by RLM when handling possible serious breaches of the Resident Code of Conduct

1.1 The following procedures will be followed by an RLM when handling possible serious breaches of the Resident Code of Conduct. Before the sanctions referred to in section 9 may be imposed, the RLM will observe the following procedures.

1.2 Where a RLM's attention is drawn to a possible serious breach of the Resident Code of Conduct, the RLM will, at the earliest opportunity, advise the resident of the possible breach and indicate that they should meet to discuss this.

1.3 The RLM will advise the resident, either in writing or verbally:

- that the possible breach is being investigated in accordance with these procedures;
- where a full copy of these procedures may be obtained; and
- that the resident may be accompanied to the meeting with the RLM by another resident acting as a supporter.

1.4 The RLM may impose any interim conditions referred to in section 7 upon the resident, deemed appropriate by the RLM, taking into consideration the circumstances of each matter.

1.5 The RLM must then arrange a meeting with the resident. If the resident fails to attend this meeting, after being given reasonable opportunity to do so, the RLM may then decide the matter in the absence of the resident.

1.6 When the RLM and the resident meet, the resident may be accompanied by an approved person by Management acting in the role of supporter and the RLM may ask another staff member to also be present.

1.7 During this meeting, the resident's alleged behaviour will be outlined by the RLM with evidence of this being presented as appropriate. The resident may respond by either agreeing with the information presented by the RLM, or by presenting additional or alternative evidence, mitigating circumstances etc.

1.8 The RLM will (either at that meeting or after further consideration and enquiries) make a decision in the matter and inform the resident of this and, if necessary, an appropriate sanction. If there are misconduct matters related to the same incident as the alleged serious breach, these misconduct matters will also be addressed by the RLM in accordance with these procedures with penalties imposed in accordance with the sanctions applicable to misconduct matters.

1.9 The RLM will inform the resident of the decision (and sanction, if any) in writing. The RLM will confirm the content of the discussion, the decision, the basis on which the decision was reached, and any sanction in a letter to the resident. Details of where a full copy of these procedures may be obtained will also be included in the letter to the resident.

The RLM is responsible for conveying to any resident (or group of residents) who may be affected by the breach, such information on the outcome as may be necessary to keep them informed. In doing so, the RLM must give due regard for considerations of privacy and confidentiality.

If after the RLM has made a decision, new or significant evidence which is not merely corroborative or repetitive and which was not known (or could not have been known) at the time of the original decision comes to light and may have produced a different decision, the resident should provide that evidence and request that the RLM reconsider the matter. The RLM will reconsider a matter at his/her discretion.

2. Appeal to Manager, JCU Halls of Residence

It is possible that a resident may disagree with a RLM's decision and wish to have it reviewed by the Manager, JCU Halls of Residence. The following protocol outlines the procedures that will be followed:

2.1 A resident asking for a RLM's decision to be reviewed must lodge with the Manager a letter outlining the reasons for the request. Except in exceptional circumstances, this request must be received by the Manager within three (3) working days of the written notification of the RLM's decision being received by the resident. In cases which involve termination of residency, this period is reduced to one (1) working day.

2.2 If a resident lodges such a request, any sanction imposed by the RLM is suspended until the Manager has made a decision on the appeal.

2.3 In constructing this letter, the resident should be mindful that the basis for appeal would normally be limited to the following grounds:

- the RLM did not follow the correct protocol for RLM in making the decision (refer section 1);
- evidence or circumstances that should have been taken into account by the RLM in reaching a decision were overlooked or were not given sufficient weight; and/or
- the inconsistency of the sanction with the nature of the breach of the Resident Code of Conduct.

2.4 New or significant evidence, which is not merely corroborative or repetitive and which was not known (or could not have been known) at the time of the original decision and has come to light, and may have produced a different decision, may not be introduced as grounds for appeal. Refer section 1.9.

2.5 When a resident requests a review of a RLM's decision, the burden of proof resides with the resident. In other words, the resident must demonstrate to the Manager:

- the RLM did not follow the correct protocol for RLM's in making the decision (see section 1);
- evidence or circumstances that should have been taken into account by the RLM in reaching a decision were overlooked or were not given sufficient weight; and/or
- the inconsistency of the sanction with the nature of the breach of the Resident Code of Conduct.

2.6 Upon receiving an appeal, the Manager will decide whether the resident has presented an adequate prima facie case to justify further consideration of the appeal.

2.7 If the Manager decides that an adequate prima facie has not been presented, the Manager will inform the resident of this, preferably in a face-to-face meeting during which the resident can be given the opportunity to respond. The Manager will confirm the decision, and the basis on which it was made, in writing to the resident.

2.8 If the Manager decides that an adequate prima facie case has been presented, the Manager will review the RLM's decision.

2.9 A mutually convenient time will be arranged at which the Manager and the resident are available to attend. The resident may be accompanied by an approved person who may act in the role of a supporter.

2.10 Prior to the meeting, all parties will be provided with a copy of any documentation pertaining to the matter.

2.11 If the resident fails to attend the meeting, the Manager may, without further notice, proceed in the resident's absence or dismiss the appeal. If there are medical or compassionate reasons for the absence, the Manager should be notified immediately. The Manager will determine the acceptability of such reasons and whether the meeting should be adjourned.

2.12 The appeal will be conducted by considering only those matters to which the resident's appeal is related. For example, if the grounds for the resident's appeal are

that the sanction imposed by the RLM is inconsistent with the nature of the breach of the Resident Code of Conduct, then the Manager will address only this issue.

2.13 The Manager is not bound by the rules of evidence or other technicalities or legal forms.

2.14 The Manager will invite the resident into the meeting room to present the grounds of the appeal. The resident will then be asked to leave the meeting room and the RLM will be invited into the meeting room to explain the matter from his/her perspective.

2.15 The Manager will make a decision to confirm, put aside, modify (in full or in part), or increase the sanction(s) originally imposed by the RLM.

2.16 The Manager will firstly inform the RLM and then the resident of the decision in the matter and confirm this in writing to the resident.

3. Discrimination and Harassment

JCU is committed to providing an environment for effective work and study, free from unlawful and unacceptable discrimination and harassment. At no time will discrimination and harassment in any form be condoned at JCU Halls of Residence. [JCU's Discrimination and Harassment: Policy & Procedure](#) will be applied to any circumstance brought to residential staff or administrative staff attention. Residents will be advised to follow the steps outlined within the Discrimination and Harassment: Policy & Procedure should they be subjected to harassment or discrimination at any time. Residents are also advised that community agencies are available to victims of harassment.

4. Sexual Harassment and Sexual Assault

Sexual harassment and sexual assault will not be tolerated under any circumstances and is a criminal offence. The University is committed to the rights of all Students, Staff and Affiliates to work, research, study, live and socialise in an environment that is based on inclusivity and respect.

[Sexual Harassment](#) and [Sexual Assault](#) procedures should be read in conjunction with the [Bullying, Discrimination, Harassment and Sexual Misconduct Policy](#)

5. Communication with residents

For the purposes of this policy, a letter addressed to a resident's room or an E-mail addressed to the resident's University E-mail address shall be deemed to have been received by the resident.

6. Proceedings of Meetings

All proceedings (including any initial meetings between residents and an RLM) will be carried out in a manner which is informal but at the same time assures natural justice.

7. Supporter

A resident, who is required to meet with an RLM, or the Manager, may be accompanied by another person acting in the role of supporter. This person must be approved by the Manager to avoid any sensitive or confidential matters relating to the investigation being disclosed to other parties not involved in the investigation.

The supporter's role is to observe the meeting and provide support and guidance to the resident, as requested. The supporter may not represent the resident or speak on the resident's behalf.

In choosing a supporter, the resident should be mindful of any potential conflict of interest. For example, a RA, SRA, RLM, a witness or another resident involved in the matter under consideration may not act in this role.

8. Interim powers

In order to ensure the safety of all persons within JCU Halls of Residence, a RLM may impose any of the following directions upon a resident, pending finalisation of the alleged serious breach (including any appeal to the Manager) or pending finalisation of any referral in accordance with the Discrimination and Harassment: Policy and Procedure:

- confiscation of items/removal of any person/animal/thing;
- immediate temporary relocation of allocated room;
- loss/restriction of privileges;
- requirement to attend mediation/counselling;
- no contact with a resident(s)/staff member.

In some instances, to ensure the safety of all persons within JCU Halls of Residence, an RLM may direct that a resident be immediately removed from JCU Halls of Residence pending the finalisation of the alleged serious breach (including any appeal to the Manager). If a resident is directed to be immediately removed, the resident must not return unless as approved by the RLM who made the direction. Grounds for immediate removal include:

- physical assault and/or physical harassment;
- sexual assault and/or sexual harassment;
- violent and/or overtly aggressive behaviour;
- possession of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances);
- use and/or being under the influence of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances);
- selling and/or distribution of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances);
- engaging in any activity of a criminal nature;
- threats and/or emotional harm, including but not limited to harassment, stalking, psychological aggression;

- causing psychological harm and/or emotional distress through the use of any form of social networking media, including but not limited to email, text messaging, web pages, digital and physical noticeboards;
- engaging in any behaviour which brings JCU and/or JCU Halls of Residence into disrepute; or
- a breach of any interim conditions imposed by an RLM.

9. Standards of Evidence

Formal rules of evidence are not applicable. If a resident denies responsibility for an alleged breach of the Resident Code of Conduct, the RLM will make a decision based on the balance of possibilities.

In a case where the facts are contested there is generally a “weight” of evidence on each side. The RLM will place greater emphasis on evidence which, when fairly considered, produces the stronger impression and is more convincing. After considering all the available evidence, the RLM will decide whether there is a greater weight of evidence that the resident was responsible for the breach than the resident was not.

This standard is not the same as ‘beyond reasonable doubt’ which is a more rigorous requirement demanded by the courts in criminal cases. Given this, the RLM need not attain the degree of certainty that is required to justify a criminal conviction.

10. Sanctions

Where a resident has been found in breach of the Resident Code of Conduct, an RLM may impose a sanction. Such sanctions are designed to hold residents accountable for their inappropriate behaviour and are imposed for their educative effect. The discipline process should be one in which residents are encouraged to examine the motives for, and consequences of, their actions. Sanctions should enable residents to examine their own actions and heal any ill feelings or unease in the community caused by their behaviour.

In determining an appropriate sanction, an RLM will evaluate each situation and resident individually. The RLM will consider multiple factors including the details of the current breach, the resident’s previous conduct, history and attitude in arriving at the best sanction for that individual.

Change of allocated room/hall	Resident required to relocate to another room/hall and possibly restricted from accessing the hall the resident is being relocated from.
Community Service	Resident required to serve a period of supervised community service within the hall, in either administration, catering, housekeeping or grounds. Wherever possible there should be a logical relationship between the serious breach and the community service assigned.

Confiscation	Confiscation of property, or removal of any animal/thing in accordance with Clause 20 of Residential Agreement.
Loss/Restriction of Privileges	Restriction imposed on a resident's social or personal privileges for a set period of time, for example an alcohol ban, exclusion from hall events/communal areas/use of recreational facilities, not permitted to host functions/host overnight guests.
Mediation/Counselling	Resident required to attend mediation and/or counselling.
Probation	Resident required to serve a period of probation, during which a resident is given a chance to show capability and willingness to live in accordance with the Resident Code of Conduct. If a resident commits any further breaches of the Resident Code of Conduct whilst undertaking probation, this may result in termination of the resident's Residential Agreement.
Restitution	Reimbursement for damage caused to, or misappropriation of, property.
Student Fine	A monetary penalty, not exceeding \$250, in the form of a contribution to the Facilities Fund.
Termination of Residential Agreement	Termination of residency at JCU Halls of Residence.
Written admonition	Written warning to the resident stating that there has been a serious breach of the Resident Code of Conduct. A record of this warning will be kept on the resident's file and will be taken into account if future misconduct/serious breaches occur, resulting in more severe disciplinary action and potential refusal of future readmission to the JCU Halls of Residence.

10. Avenues of Appeal

A Resident has the right to contact or lodge a complaint with external organisations due to the fact that the decision to terminate your residency has been made by James Cook University. The University notes that many external bodies advise that, ordinarily, residents should first attempt to resolve their grievances internally using the procedures of the University before seeking external assistance.

The following complaints handling services provide free and impartial external appeals processes that residents may choose to access:

- The Queensland Ombudsman has jurisdiction to investigate administrative actions undertaken by Queensland universities. Residents may contact the office of the Queensland Ombudsman at any time throughout or after the complaint process. Generally, the Ombudsman only investigates claims once all internal appeals processes with the University are determined and internal appeal avenues are exhausted.

- The Anti-Discrimination Commission Queensland can investigate complaints of discrimination. Residents may contact the Commission at any time throughout or after the complaint process.
- The Australian Human Rights Commission can investigate complaints of discrimination and human rights breaches. Residents may contact the Commission at any time throughout or after the complaint process.

Drug and Substance Abuse

JCU Halls of Residence has a responsibility and strong commitment to provide a safe and secure environment to all residents. We have a zero tolerance to illegal drugs and substance abuse.

Substance abuse is the misuse of both legal and illegal drugs, controlled substances, alcohol and prescribed or over-the-counter medications.

The following are prohibited and will result in termination of residency:

- Possession, distribution, sale, or use of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances)
- Use and/or being under the influence of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances);
- Possession of an implement which could be used for the digestion, smoking or injection of illegal drugs or other illegal substances (including synthetic drugs or other natural or chemical compound which purports to mimic the effects of illegal substances).
- Repeated drunk and disorderly behaviour (alcohol abuse) or failure to comply with conditions imposed under an [Alcohol Ban](#).

JCU Halls of Residence reserves the right to report any breach of these restrictions to the Police and/or parents or guardians of the Resident.

Guests

Provided authorisation is sought prior to their arrival and for each occasion, overnight guests are welcome at the Halls. The intention is to allow residents to host friends or family occasionally. It is not intended for frequent use which may impose a burden on other residents and infrastructure. The resident must always accept responsibility for the actions of their guest.

Guests must always be signed-in to the Dining Room during meal times and the cost of their meal will be charged to the residents account.

Overnight guests may stay for a maximum of 3 nights up to 3 times a semester and approval must be sought in advance via the Overnight Guest Form available from each office. Residents may host only one overnight guest at a time.

Please note that overnight guests are not permitted during orientation week, study vac and exam periods or outside the academic year. Further restrictions on overnight guests may be enforced from time to time, such as special events. Parents and guardians are an exception.

Female Only Areas

We offer designated Female Only Areas at University Hall and Rotary International House. At other halls, female residents may request to be placed in a female only unit. While these are not predesignated areas, residents requesting female only will be grouped together where possible.

- Residents in these areas cannot host male visitors or overnight guests in these areas.

Inductions and Floor/Block Meetings

All residents must attend mandatory inductions, as well as regular floor/block meetings, which are conducted by their Residential Advisor or Residential Life Manager. As well as providing essential safety information (such as fire evacuation and security) these meetings provide a welcome and introduction to all residents on the floor. It's an opportunity for you to learn the philosophy of the Halls, the general rules and expectations and to identify your points of contact in times of need.

Penalties may be imposed if residents fail to attend the mandatory inductions or floor/block meetings without a valid reason. Those who are genuinely unable to attend at the scheduled time must notify their RA and arrange an alternative time.

JCU Inter-Collegiate Code

This code applies to all residents of the JCU Affiliated Colleges and Halls of Residence.

Harassment and Discrimination

1. The JCU Halls of Residence and Affiliated Colleges assert and affirm their responsibility for the maintenance of residential communities of students of the University which are free of discrimination and harassment.
2. The Colleges and Halls of Residence are bound under the JCU's Discrimination and Harassment: Policy & Procedure and by State and Commonwealth Law in these matters.
3. All Affiliated Colleges and Halls of Residence will ensure that instruction on the University Discrimination and Harassment Policy is made a mandatory part of Orientation Week programs for all new residents.
4. Any complaints arising from alleged acts of discrimination or harassment will be dealt with under [JCU's Discrimination and Harassment: Policy & Procedure](#).
5. Senior RAs of Colleges and Halls will take action to prohibit any form of institutionalised harassment of new or continuing student residents through songs, chants, "initiation" ceremonies or required uniforms or items of clothing of a degrading nature.
6. All Colleges and Halls will ensure that this code is reproduced each year in the College/Hall Resident Code of Conduct or other relevant publication and distributed to all residents prior to or on arrival.

Student access to other Colleges and Halls

1. Members of Colleges and Halls may not enter onto the grounds or into the buildings of Colleges or Halls other than that in which they are enrolled, unless:
 - 1.1 They are there at the invitation of a bona fide resident of that College or Hall and in the company of their host or hostess, or
 - 1.2 They are a member of a specified group from other Colleges and Halls who have been invited as a group, or
 - 1.3 They are attending a function or activity at that College or Hall to which there is a general invitation.
2. If members of a College or Hall wish to visit another College or Hall, they are required to contact their potential host to arrange an invitation and arrange to be met on arrival.
3. During the time that they are present at the other College or Hall, visitors must abide by the rules of that College or Hall, all applicable JCU policies and any instructions that they are given by any member of the staff of the institution including any member of Residential Staff such as Residential Assistants.
4. Hosts will always be held to be responsible for the conduct and behaviour of their visitors including being responsible for the financial costs and penalties arising from any breach of rules or any damage, whether accidental or wilful.
5. Residents of College or Halls must not attempt to enter another College or Hall when under the influence of alcohol.

6. Acts of vandalism or theft (whether the intention is to permanently deprive or “souvenir” with the intention to return) committed by a visitor to a College or Hall will render the visitor liable to exclusion from the College or Hall at which they are enrolled.
7. The Senior RAs of College and Halls will impose penalties up to exclusion from residence on any member of their College or Hall who is found to be guilty of offences under this code in another College or Hall.

Lock Outs

Residents are required to close and secure your room door whenever you exit your room. Residents should keep their room key with them at all times, even if only going to the bathroom. As a mandatory safety measure, housekeeping and maintenance staff will lock / secure any room door that is left open and unattended, they will also lock / secure any unattended student room after their services are carried out.

During office hours administration office can provide access should you lock yourself out. Outside office hours, residents should contact the Duty RA for assistance.

A lock out fee of \$10 will be imposed where a resident has locked themselves out.

On your room lock, you will notice when you swipe your room key a green light will appear. This will give you access to your room. If you have a red / green flashing light, you will need to notify your Residential Advisor or your Hall office as the batteries are running out. Once your lock starts flashing red / green, you will have approx. 48 hours before you will be completely locked out of your room. If you have a solid red light, please see your hall office.

Minimum Dress Requirements

For your own safety and with the consideration of others in mind, residents must observe minimum dress requirements in any public area of the Halls.

These include:

- Footwear (thongs are acceptable)
- Shorts
- Shirt (singlets are acceptable)
- No clothing displaying offensive language or symbols

If you do not meet our minimum dress requirements, you will be asked to return to your room for appropriate attire, and a penalty may be imposed.

Noise

As members of the University community, the Halls' residents are committed to serious study and can expect to be able to study at all times and not be disturbed by unnecessary noise and inconsiderate behaviour from other residents. Some people find it easier than others to block out distractions of various types inherent in a group living situation. Where a number of people live together in close proximity noise can often be a problem. Residents of the Halls are asked to remember that people in surrounding rooms may be distracted from their work by thoughtless noise.

As a general principle, excessive noise is unacceptable at any time. Given that sensitivity to noise varies from person to person, any ruling by a Residential Advisor (RA) or other member of Halls staff, in relation to noise, must be complied with by the resident(s) concerned. From Sunday morning to Thursday afternoon is particularly considered to be a quiet period.

During study vac, exams and summer vacation a no tolerance noise restriction is enforced.

- The definition of "quiet" implies that any noise that can be heard outside of your bedroom is not permitted.
- Low level noise is acceptable in the common areas and kitchens (for example; conversations, TV, floor meetings, study groups, cooking noises, doors closing, showers running, toilets flushing, and people entering and exiting rooms at all hours etc).
- It should be noted that creating excessive noise is unacceptable conduct for any Resident and will be dealt with under the Resident Code of Conduct: Disciplinary Procedures.

Safety and Security

We take safety and security seriously at the Halls, and we expect that residents will adopt the same attitude towards their personal safety and the security of all property within the Halls. Residents are expected to take responsibility for their own safety and should not behave in a way that would compromise their own safety or that of others. While we have established security measures in place, the Halls cannot accept any responsibility for the theft, loss or damage of residents' personal effects. Our grounds are reasonably lit, although they are extensive and not fenced. JCU Security patrol the grounds at various times.

To help ensure the safety of all residents and the security of your belongings we ask that you please:

- An electronic locking system is provided in your Hall for your safety, keep your key (FOB) with you
- Report any loss of key fob immediately to administration or your RA
- Always lock your door when leaving your room
- Secure all windows and doors when leaving the room and when Air-conditioning is turned on
- All contractors will have identification on them. You will be informed if a trades person is servicing items in your room for routine servicing. If you have submitted a maintenance request, our Maintenance Coordinator will look attend to the issue after 10am.
- When socialising, travel in pairs and always look out for each other
- If studying in and around campus, JCU Security (4781 6000 or ext 16000) are able to escort to you to your college.
- If you feel unsafe around campus, JCU Security have a Safe Zone in the reception area at their office in the student mall.
- Immediately report any suspicious activities/visitors, vehicles or strangers to an RA, JCU Security (4781 5555 or ext 15555) or if necessary, to the Police (000, 112 from mobile).
- Immediately report instances where the security of any student is compromised.

Keys and Access

Every resident is provided with an individual room key (FOB) on arrival, which will include access to their unit/floor/building and common areas e.g. JCR, TV rooms, laundries, theatres and college computer labs. This key is for resident use only and is not to be given to any other person, including personal guests. Residents are responsible for the safety and security of their own room, unit, floor and common areas by ensuring doors are secured at all times, and never propped open. If rooms are left insecure or found to be propped open, disciplinary action will be taken.

Please keep your room key safe. Do not give or lend any JCU Halls of Residence key to a non-resident under any circumstances, doing so is a breach of the Residential Agreement. If you lose your key, the lock will be changed as soon as possible, and you will be charged a fee for replacement. You will also be charged for the replacement of bent or damaged keys (if hard keys) and lost FOBs.

Lock Outs

Keep your room key with you at all times, even if only going to the bathroom. As a mandatory safety measure, housekeeping and maintenance personnel will lock your room after their services are carried out. If you are locked out of your room for any reason, you may ask the cleaners to open your door if they are nearby. Alternatively, go to your administration office and they will provide you with an interim key, which must be returned immediately after use. Outside office hours, please contact the Duty RA to assist you. Be aware that regular lockouts (3 or more) or lockouts between midnight and 8am will incur a fee. Staff and RAs will not open another residents' room for you, only your room.

Proximity Locks

All rooms that have proximity locks installed with FOB keys. Room locks are powered by batteries which last approximately one year depending on usage. When the FOB is swiped, a green light will appear and allow you access to the room. If you see a red light as well as a green light, the key will allow you access, but the red light indicates that the batteries are running low. Please report this immediately so we can replace the batteries for you. If you see a red light only, then the lock has failed or you are not permitted access to that room. Report to the office or your RA immediately.

Loss or Theft

Theft can only be avoided if everyone is vigilant about locking their door, even when absent only for a few minutes. In the interest of security, you must keep personal belongings within the confines of your own room, and not in shared areas. In share apartments, a portion of fridge, freezer and cupboard space in the communal kitchen is allocated to each resident. Your RA will explain this during orientation. Please respect the property of others, and keep your foodstuff confined to your own spaces.

Any theft of residents' personal property, including bicycles, food and kitchen items, will be treated as a criminal act. Thefts should be reported immediately to your RA and the Police. Make sure you ask for a Crime Incident Report Number from the Police for future reference. The office should also be notified so that other residents can be appropriately warned of any risk.*

Security Cameras

Security cameras have been installed in entry points and some public areas of the Halls, such as car parks and walkways, for your safety. Security cameras operate 24 hours a day and only record video, not audio. Video footage will be reviewed when an incident is reported and will be given to JCU Security and/or the Police as required, to assist with their investigations. Storage provision for video footage is limited and recordings are over-written regularly. Therefore, if you witness an incident or if your property is damaged or stolen, please report it to your RA, the Duty RA or Office immediately.*

Insurance

We recommend that you make your own arrangements to insure personal property against theft or breakage. Many insurance providers allow you the option to extend your House and Contents cover (or that of your Parents/Guardians) to protect your valuable personal effects for accidental loss or damage anywhere in Australia. Be aware that if you leave your room unlocked, most insurance companies will decline a claim for stolen property. JCU will not be held responsible for any damage, theft or breakage of your personal property.

First Aid

First Aid kits are held by each Hall Office and with the Residential Assistant on Duty. The Residential Assistants are trained in both Emergency First Aid and Cardiopulmonary Resuscitation (CPR). Any personal injuries or illnesses should be reported to the Duty RA, and appropriate paperwork completed, to enable the Halls to fulfil their duty of care. Staff and/or Res Life Team will call an ambulance if your welfare is deemed at risk.

Fire Safety

Regulations require smoke and thermal detectors be fitted throughout the Halls. Residents are not permitted to light naked flames which include candles, aromatherapy burners, oil burners and incense. Cooking or preheating food in bedrooms is strictly prohibited (i.e. no toasters, sandwich makers, rice cookers, microwaves, kettles, cooktops etc). If any such items are found in your room they will be confiscated. Facilities are provided in designated kitchens or common areas. The heat and smoke generated from cooking is likely to set off the Halls fire alarm, causing the needless arrival of the fire brigade.

In the event of an alarm, residents will be charged the full cost of the Fire Brigade call out fee and any other associated costs, if they have been found responsible for causing the alarm, whether accidental or otherwise.

It is recommended residents take due care whilst cooking and remain in the kitchen. In case of smoke, take immediate action to increase ventilation and isolate the smoke (i.e. close bedroom doors). Whilst thermal fire detectors are provided in the kitchens, the bedrooms are fitted with smoke detectors. Avoid excessive use of aerosols (such as deodorants, hairsprays and spray tans) or heat sources (such as hairdryers), which can also set-off the alarms.

Any tampering with any fire safety equipment, which includes misuse of fire extinguishers, hose reels and alarms, or covering up of smoke detectors, is not only dangerous, but is considered a prosecutable offence and a serious breach of the Resident Code of Conduct. Offenders will be penalised a minimum of \$250 for tampering with any fire safety equipment, including room emergency evacuation plans located on back of entry doors.

In accordance with Queensland Government regulations, smoking is not permitted in our Halls:

- Inside any room
- In any of our buildings
- On balconies or in stairwells

All fire safety equipment and procedures will be explained during induction. Fire evacuation drills for residents will be conducted each semester. You will find a copy of the fire evacuation procedures on the back of every door. Please make sure you have read and understood the Fire evacuation route for your building within 24 hours of your arrival. In the event of an evacuation please follow these procedures and directions of the RA's. It is important to remember that during an evacuation each room is closed as a fire compartment and must not be opened. RA's are trained to use the fire extinguishers if required for small fires and if safe to do so.

Electrical Safety

Residents are responsible for ensuring any personal electrical appliances are certified by Australian Standards. We strongly recommend you buy electrical items locally. Please take care not to overload the power circuit by using too many appliances at once. For safety reasons double adapters are not permitted in the Halls. A power board with a safety switch may be used instead. Use only one power board per socket - never "piggy back" power boards. Travel International Power Adapters are not permitted within the Halls of Residence. For efficiency, we recommend you purchase a power board with individual on/off switches per plug, and always turn off electrical appliances when not in use.

Residents must not tamper with electrical fittings in the Halls under any circumstances. This is illegal and disciplinary action will apply.

Tampering with or inappropriate use of any Halls equipment or property is a serious breach of the Resident Code of Conduct and penalties will apply. Any maintenance issues should be reported through the [Townsville maintenance form](#), [Cairns maintenance form](#) or to your Hall Office or RA. If immediate action is required, report directly to your Hall office or duty Residential Assistant.

*Information provided to any Halls staff member will be treated with the utmost confidentiality, however such information may be shared with Residential Assistants, other Halls or JCU staff, JCU Security, and the Police to assist with the investigation of an incident, or as required by law.

Self Catering

Residents allocated to a self-catered room must observe the following:

- Whilst cooking residents must not leave the kitchen unattended and be mindful of the location of smoke and heat detectors in or near the kitchen.
- In the event of an alarm, residents will be charged for the full cost of the Fire Brigade call out fee and any other associated costs, if they have been found responsible for causing the alarm, whether accidental or otherwise. If the offending resident cannot be identified the penalty will be joint and several amongst all residents of the floor.
- Cleaning and upkeep of kitchens:
 - will be the joint responsibility of each resident on each floor;
 - must be undertaken each day in accordance with a roster;
- Kitchen waste and rubbish removal:
 - will be the joint responsibility of each resident on each floor;
 - must be undertaken each day in accordance with a roster;
 - must leave the building in an acceptable condition;
 - must be placed in the industrial and/or recycling bins provided.
- Self Catering residents may choose to purchase a meal in the dining room at any of the Halls of Residence from time to time. Residents must authenticate/sign-in for their meal (and any guest meals) on each occasion and the cost of the meal(s) will be charged to their account.

Smoking

JCU is a [Smoke-free Campus](#). This means that **smoking is prohibited on all JCU premises**, including all buildings, grounds, carparks and vehicles.

If you wish to smoke, you will need to go off-campus, beyond the campus boundaries.

Smoking is defined as the inhalation and exhalation of the smoke of burning tobacco, herbs or drugs. Under the [Tobacco and Other Smoking Products Act 1998](#) (Tobacco Act), electronic cigarettes are defined as smoking products. Electronic cigarettes include e-cigarettes, e-cigars, vapour pens, and personal vaporisers or other similar devices. [JCU Smoke-free Policy](#) therefore also includes the use of electronic cigarettes.

Smoking is in breach of your Residential Agreement and you may be breached and fined if you do so.

Social Functions

If you wish to host a small informal event at your Hall, an application must be submitted to your Senior RA at least 5 days prior to the event, or 28 days if alcohol is to be sold or provided (however we do not recommend this for private functions). Residents hosting a function will be held responsible for all attendee behaviour. Event guidelines include; a responsible person must remain sober in case of emergency, non-alcoholic beverages must be available, we recommend consuming food before, during or after the event, music or loud noise must cease at 11:00pm, the function must cease completely and all guests vacate the premises by midnight, the space must be cleaned and rubbish removed post function and left in a clean state. Failure to comply with these conditions may result in the loss of privilege to host further functions.

Residents should also familiarise themselves with the Policy for [Alcohol Consumption on University Property](#).

Vehicles

Free car parking is available to all residents of the Halls. All residents must register their vehicle via the office or via Halls portal before a parking permit is provided. Only one permit per resident is permitted. Permits are only available for University Hall Residents. However, all vehicles still need to be registered at the office.

Motor vehicles (including motorbikes) must never be parked or driven in the under-crofts/breezeways of the buildings, on footpaths or lawns. Failure to comply will result in disciplinary action.

Vehicles must not be driven anywhere except on formed roads and must not be driven in a reckless manner.

Speed limits must be adhered to for the safety of all residents.

Work Health and Safety

At the Halls we are committed to the Health and Safety of our residents, staff and visitors, and observe the University's [Work Health and Safety Policy](#).

Residents have a duty under the Workplace Health and Safety Act 2011 (S29) to:

- take reasonable care for their own health and safety;
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as they are reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking.
- Report anything that may be detrimental to resident's health and safety

To ensure that you are aware of your duties to minimise your risk of injury or illness while on Campus, we expect all residents to acquaint themselves with:

- [Safe Work and Study @ JCU](#)
- Our [Safety and Security](#) information contained within the Resident Code of Conduct.

For contacts or more information go to [JCU Work Health and Safety](#). See also [Critical Incident Policy](#).