

Resident Handbook 2024

Fed
living



Federation University Australia acknowledges the Traditional Custodians of the lands and waters where our campuses, centres and field stations are located and we pay our respects to Elders past and present. We extend this respect to all Aboriginal and Torres Strait Islander and First Nations Peoples.

The Aboriginal Traditional Custodians of the lands and waters where our campuses, centres and field stations are located include:

Wimmera	Wotjobaluk, Jaadwa, Jadawadjali, Wergaia, Jupagulk
Ballarat	Wadawurrung
Berwick	Boon Wurrung and Wurundjeri
Gippsland	Gunai Kurnai
Nanya Station	Mutthi Mutthi and Barkindji
Brisbane	Turrbal and Jagera

Contents

Important Contacts	01	Student Advisory Service	07	Damage and mess	13
FEDLIVING PORTAL	02	Student Senate	07	Drugs/illegal substances	13
How do I access the portal?	02	Student Support, Residential Wellbeing	07	Electrical equipment	14
Programs and Events	02	Volunteering	07	Vacating your room	14
Accounts	02	FACILITIES AND SERVICES	08	Fridges and food lockers	14
Change of Licence Agreement	03	Bicycles	08	Getting along with your housemates	14
Maintenance	03	Code Red Fire Danger (Catastrophic)	08	Insurance	14
SUPPORT AND SERVICES	04	Emergency alarms and evacuations	08	Noise	14
Locked Out?	04	Fire safety equipment	08	Mattresses	15
Ambulance	04	Emergency Markers and Addresses	08	Responsible Alcohol Use	15
Counselling	04	Internet	09	Security - personal and unit	15
Disability Support	05	Laundry Facilities	09	Looking after your belongings	15
First aid	05	Mail	10	Smoking	15
Health Services	05	On-Campus Retail	10	Sustainability, Recycling and Waste	16
International Student Support	05	Parking Availability	11	Visitors and guests	16
Libraries	05	Carpark Safety	11	GETTING INVOLVED	17
Local hospital contacts	05	Recreation Facilities	11	Email	17
Public Transport	06	Study Spaces	12	Social Media	17
Safer Campuses	06	LIVING IN A RESIDENTIAL COMMUNITY	13	Fedliving Portal	17
Scholarships	06	Accessing units and rooms	13	Unit/House meetings	17
Sport and Recreation	06	Cleanliness on res	13	Unit Noticeboards	17
Student Equity and Inclusion	06	Cooking	13	Fedliving Portal	17

IMPORTANT This Residential Handbook forms part of the Fedliving Residential Agreement, in conjunction with the Licence Agreement and Federation University Student Code of Conduct.

Living in Fedliving residences indicates that you have read, understood and agreed to the rules and policies outlined in this Handbook. Breaches of these rules and policies will constitute a breach of your Residential Agreement and may result in disciplinary action.



SCAN ME
Licence Agreement



Federation University is committed to creating an inclusive, safe and supportive culture that allows all members of our community to be known, seen and to contribute and participate as their whole selves.

We welcome and celebrate the LGBTIQ community.



Welcome to Fedliving and of course, Federation University Australia.

We are looking forward to making campus home for you in 2024.

There is always so much happening across our residential community, with opportunities for you to get involved, and make the most of your time living on campus!

Research has shown that students who live on residence, are more likely to be successful in their studies, and transition to University life. You've taken the first step. We look forward to a great year ahead.

Important Contacts

Fedliving, Ballarat

Location: Residence Drive, Mount Helen
Postal address: PO Box 575, Ballarat VIC 3353
Phone: 03 5327 9480
After Hours Support: 03 5327 6333

Fedliving, Gippsland

Location: 4N, Room 116, Northways Road, Gippsland
Postal address: PO Box 3191, Gippsland Mail Centre VIC 3841
Phone: 03 5122 6236
After Hours Support: 03 5122 6662

Fedliving, Berwick

Location: Building 955, 100 Clyde Road, Berwick
Postal address: Building 955, 100 Clyde Road, Berwick
Phone: 03 5122 6071
After Hours Support: 03 5122 8555

Emergency support

Phone: 1800 FED SEC (1800 333 732)

Fed living



SCAN ME
Fedliving

Contact us

fedliving@federation.edu.au
Federation.edu.au/fedliving

Fedliving Portal

The Fedliving Portal is the online residential system allowing you to login easily and securely to complete a range of tasks. As a resident it is important that you are familiar with where, how and why you may need to access the portal.



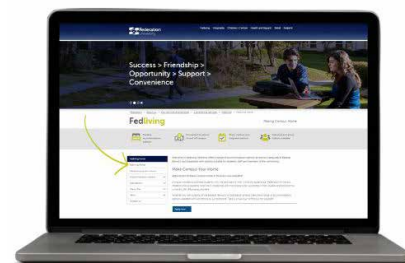
How do I access the portal?

The portal is available online via the Fedliving website or directly at federation.starrezhousing.com/StarRezPortalX. Save this link in your favourites to ensure you can locate it quickly and easily.

To login, you will need the username and password you set-up when you applied to live with us. If you have forgotten your password, please click the 'forgot password' link to reset.

The portal will be used throughout your stay on residence to:

- Submit a maintenance request
Follow the 'Maintenance' tab in the top menu bar
- View your current account balance, submit a payment plan request, book an appointment with our finance officer, or pay your fees online
Follow the 'Financials' tab in the top menu bar
- Book an appointment for support, advice or assistance
Follow the 'Residential Communities' tab in the top menu bar
- Purchase a range of merchandise, parking permits, or other items
Follow the 'Shop' tab in the top menu bar
- Sign up for events and programs
Follow the 'Residential Communities' tab in the top menu bar
- Update your contact details
Click your name under the dropdown menu in the top left
- Accommodation applications, offers and acceptances
Follow the 'Fedliving' tab in the top menu bar



Programs and Events

Visit the portal for details and registrations of upcoming events and activities on res. New programs will be added regularly, so check back, and keep an eye on your emails for updates.

Registering for Events

To register for upcoming res events, please log in to the Fedliving Portal and follow the Residential Communities link in the top menu bar.

- Click on 'Upcoming Events and Programming'
- Select tickets for the relevant event at your location that you would like to attend
- Click 'Book tickets' and 'Add To Cart'
- Scroll to the bottom of the programs page and click 'Save & Continue', then click 'Pay Now' (even if there is no cost) to secure your event registration.

Accounts

It is important to ensure you stay up to date with your Fedliving account. Invoices will be issued monthly and sent via email. The best way to pay your accounts is via the Fedliving Portal financials tab. You can also pay via BPAY using the details on the bottom of your invoice. You do not have to wait for your invoice to make a payment.

Please contact finance.cs@federation.edu.au if you have any account queries or you are having difficulty meeting your fee installments.

If your situation is becoming difficult for whatever reason, come and speak to us. If left too late, your debts can add up and cause further concerns in the future with credit applications. Payment plan requests can be made through the Fedliving Portal.

IMPORTANT Please be aware that if your account is not up to date, you may not be able to access your academic results.

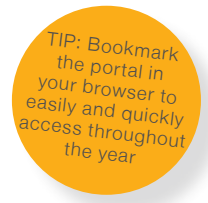
TIP: Set-up recurring bpay payments to keep on top of your account

Change of Licence Agreement

If you need to apply for a change of room or termination of your contract, you will need to submit a Change of Licence agreement request in the Fedliving Portal. Costs may apply.

Change of room requests and circumstances are evaluated on an individual basis.

Please ensure you have read and understood the Licence Agreement as it is a legally binding document which sets out your rights and obligations as a resident. If you do not understand any part of this document, you should seek independent advice.



Maintenance

Emergency maintenance

Emergency maintenance includes anything that may be a safety risk, may cause a safety risk, or is just important. Examples are essential services like power, water and heating, plumbing issues such as storm damage or flooding from burst water pipes, broken windows, smelling gas or smoke etc. For all essential items like these, contact the Fedliving office, or after hours support immediately.

Ballarat: If you have a swipe card reader on your door, please keep an eye out for red flashing lights. This indicates that the battery is low. Please log an urgent maintenance request via the Fedliving portal for this and enter a comment that the red light is flashing. If you ignore this there will come a time that you cannot access your room.

Regular maintenance

From a new light globe to a leaking shower head, most residents will need to log a maintenance request at some stage. In most cases this involves the completion of the online maintenance request through the Fedliving portal.

Follow these steps to log your maintenance:

- Log in to the Fedliving Portal
- Click on the 'Maintenance' tab
- Fill out all relevant details on the form. Please provide as much information as possible, including your email address.
- Click on 'Submit Your Request' when you have completed the report.

You will be able to see any status updates for your request in this tab.

By completing a maintenance request a resident is agreeing to maintenance and/or operations staff to enter their unit/room to follow up the request. If a resident's room/unit must be entered by contractors or staff, they should be wearing identification in the form of a university staff or contractor badge. Residents should ask contractors or staff to produce identification before they enter the room if none are displayed. If staff or contractors are unable to produce identification, residents may refuse to let them enter.

If you notice any maintenance issues within your unit or around Res, report it straight away. We aim to address minor maintenance issues (such as blown light bulbs) as quickly as possible. Larger issues sometimes take time, so the quicker you let us know about them the faster they can get taken care of. Don't assume someone else has done it, it won't matter if it is reported more than once.



Support and Services

Support and assistance is available to residents 24/7. The Fedliving support team are available to provide support, engagement and development opportunities to the whole residential community.



SCAN ME
Support Services

The support team consists of staff working within the Fedliving office as well as support staff across the University.

Please visit the Fedliving portal or email residentwellbeing@federation.edu.au to schedule a support appointment with your campus residential support officer.

If you need assistance, call or visit the Fedliving office during office hours. After hours, call 5327 6333 (Ballarat), 5122 8555 (Berwick) or 5122 6662 (Gippsland). Please call 1800 FED SEC for emergency assistance.

For fire, police and ambulance emergency services, call 000 (in addition to 1800 FED SEC, so as we may assist, and support emergency services were required).

Federation University students have access to a wide range of on-campus support and services throughout their time with us. Including Scholarships and Grants, Equity and Inclusion, the Aboriginal Education Centre, Counselling, Disability Support, International Student Advisory, Chaplaincy and Student Advocacy.

Full details on the range of services are available online.

federation.edu.au/current-students/support-services

Locked Out?

Remember to take your keys with you so you don't get locked out.

If you do get locked out of your room, you will need to visit the Fedliving office during office hours, or call after hours support.

If you lose your swipe card/keys- make sure you let the office know asap.

Locked out rooms will only be opened for the room occupant. Proof that the room is yours will be required before the room will be opened.

IMPORTANT lockouts and lost swipe cards may incur charges applied to your Fedliving account. Please ensure you take care of these items.

Ambulance

It is in your best interest to have a Victorian Ambulance subscription. Find out more at ambulance.vic.com.au.

To call an ambulance dial 000. Any students who suffer an accident or illness while living on Residence may have an ambulance called on their behalf if deemed necessary by any member of the Fedliving team. Any time an ambulance is called, please alert Security on 1800 FED SEC.

Counselling

Our Counselling Service provides free and confidential counselling to Federation University students in a supportive and welcoming environment. We aim to help our students meet the daily challenges of student life and to achieve their academic potential.

Appointments are required to meet with the Counselling team, please call (03) 5327 9470 or email counselling@federation.edu.au.

If you require assistance

Ballarat
During office hours: Visit the Fedliving office or call 03 5327 9480
After hours: Call 03 5327 6333

Berwick
During office hours: Visit the Fedliving office or call 03 5122 6071
After hours: Call 03 5122 8555

Gippsland
During office hours: Visit the Fedliving office or call 03 5122 6236
After hours: Call 03 5122 6662



Disability Support

The Disability and Learning Access Unit makes reasonable adjustments to study requirements for students with a disability, medical or mental health condition whether it is temporary or permanent. We can also organise adjustments for people who are caring for someone with a disability.

If you have any special requirements (even temporary ones), you should contact the University Disability Learning Access Unit on 5327 9470, email disability@federation.edu.au or visit the Disability support webpage. Please make your needs known to the Residential Wellbeing staff to ensure your needs are being met.

First aid

Fedliving staff and security are trained in first aid. If you or another resident require first aid, please contact the Fedliving office during office hours or afterhours support.

Health Services

The University is committed to providing the best care for our students.

Mt Helen | The health and wellbeing centre is staffed by a Registered campus nurse on Tuesday, Wednesday and Thursdays 9am-3pm providing health promotion, phlebotomy and vaccination services by appointment. Phone 03 5327 9470 for appointment times, or drop in clinic times Tuesday and Wednesday 1-3pm.

Berwick | Berwick Healthcare is a medical general practice located on the Federation University Berwick Campus. Bulk-billed medical appointments are available to Federation University students.

Gippsland | The Health Centre at the Gippsland Campus is staffed by the campus nurse and is located within Student Connect - Building 3N, at Gippsland Campus.

International Student Support

Find out more about the support and services available to our International Students federation.edu.au/international/student-support

Join the multicultural students Facebook group to chat to other students and find out what is happening on-campus.

Libraries

Our on-campus libraries offer a range of opportunities for students, only a short walk from the residences. Visit federation.edu.au/library for full details on services available.



Local hospital contacts

Ballarat

Grampians Health, Ballarat Base Hospital (Public)
Phone: 03 5320 4000
Web: bhs.org.au

St John of God Hospital (Private)
Phone: 03 5320 2111
Web: sjog.org.au/ballarat

Gippsland

Latrobe Community Health Service, Churchill
Phone: 1800 242 696
Web: lchs.com.au/locations/churchill/

Hazelwood Health Centre
Phone: 03 5122 2555
Web: familydoctor.com.au/hazelwoodhealthcentre/

Latrobe Regional Hospital
Located between Morwell and Traralgon on the Princess Highway
Phone: 03 5173 8000
Web: lrh.com.au/



Berwick

St John of God Berwick Hospital

Phone: 03 8784 5000

Web: sjog.org.au/our-locations/st-john-of-god-berwick-hospital

Casey Hospital

Phone: 03 8768 1200

Web: monashhealth.org/contact/casey-hospital/

Public Transport

Federation University campuses have easy access to a range of public transport options. Find out more at federation.edu.au/about-us/our-campuses

Ballarat: The Mt Helen Campus is located on the Buninyong bus route (Route 21 and 22). The bus stop is located at the front of the University at the flagpoles. Bus timetables are available on the Public Transport Victoria (PTV) website.

Gippsland: The Gippsland bus stop is adjacent to building 5N off Northways Road. Buses connect students to Churchill township, Morwell (including the Morwell train station) and Traralgon. Bus timetables are available on the PTV website.

Please note, passengers exiting the Morwell train station will need to cross over to the Commercial Road Bus Terminal (opposite Harvey Norman) to board the bus service to Churchill.

Berwick: A range of bus and train services are available in and around the Berwick Campus. Please visit the Public Transport Victoria (PTV) for up to date information and timetables.



SCAN ME
Our Campuses

Safer Campuses

Federation University has a zero-tolerance stance on sexual harm.

You have the right to be safe, respected and supported at Federation University. If you have experienced or witnessed any form of sexual harm, harassment, assault or threats of violence we are here to help. We will listen and talk to you about your options.

Find out more, or if you need to disclose or report an incident, visit federation.edu.au/safer-campuses.

Scholarships

Our scholarships, bursaries and grants program supports people from all walks of life, helping build the communities we're proud to be part of. Make sure you check out what may be available, and what you may be eligible for!

Full details are available online at federation.edu.au/scholarships.

Sport and Recreation

Federation University provides many opportunities for students to participate in sport and recreational activities both on and off campus. Participating in our programs not only allows you to have fun and keep active, but also helps you to broaden your social network by meeting new people and making new friends.

Student Equity and Inclusion

Student Equity and Inclusion works to ensure Federation University is a safe and welcoming place for students of all nationalities, genders, sexualities, cultures and faiths. We support the University's commitment to equal opportunity and freedom from discrimination and harassment.



Support for students who have experienced sexual assault or sexual harassment

Sexual assault or sexual harassment (sexual harm) describes any sexual behaviour that you don't agree to, that made you feel uncomfortable or unsafe. The behaviour may be direct, indirect, in-person, written, physical, over the phone or online.

It is important to know that if you have experienced or witnessed sexual harm that you are not to blame and you are not alone.

If this is an emergency:

- Call the police or ambulance | Phone: 000
- Call Federation University security | Phone: 1800 333 732

ASSISTANCE THROUGH STUDENT EQUITY AND INCLUSION

Our trained and dedicated staff will listen to you from a place of belief and respect and provide you with a safe space for you to speak openly about your experience in your own way and in your own time.

You have choice on what actions you may or may not wish to take. These choices could be:

- reporting or disclosing the incident
- enacting a safety plan if needed
- pursuing an informal resolution
- making a formal complaint
- connection with specialist support services
- support to manage impacts upon your study or coursework

CONTACT STUDENT EQUITY AND INCLUSION

- Phone: 03 5327 8516
- Email: equity@federation.edu.au
- Web: federation.edu.au/safer-campuses



CRICOS 001030 RTO 4909



REPORTING THE INCIDENT TO THE POLICE

You have the choice of reporting to police at any time. Student Equity and Inclusion can support you in reporting to the police if you choose.

OTHER SUPPORT SERVICES

Federation University Services

- **FedUni Counselling** | Phone: 03 5327 9470
Web: federation.edu.au/counselling
- **The WellBeing Check In on-demand service**
Phone: 1300 687 399, Monday to Friday, 9am-5pm
- **Federation University Crisis Line**
Phone: 1300 758 109 or if outside Australia please send an SMS to +61 480 089 177 and request a call back. This service operates 4.30pm - 9am weekdays (AEST) and 24hrs on weekends and public holidays.

External Services

- **CASA Sexual Assault Crisis Line (Victoria)**
1800 806 292 | www.casa.org.au
- **1800RESPECT - Confidential information and counselling**
1800 737 732 | 1800respect.org.au
- **Lifeline - Supporting those with personal crisis**
13 11 14 | lifeline.org.au
- **QLife - Anonymous & free LGBTI peer support**
1800 184 527 | qlife.org.au
- **MensLine Australia - Free 24/7 counselling**
1300 78 99 78 | mensline.org.au
- **Beyond Blue - Mental health support and counselling**
1300 22 4636 | beyondblue.org.au
- **Translating and Interpreting Service (TIS National)**
131 450 | tisnational.gov.au
- **National Relay Service (NRS)**
133 677 | Text: 0423 677 767 | Chat: nrschat.nrsccall.gov.au
- **eSafety Commissioner (Australia) - Online safety**
www.esafety.gov.au

Student Equity and Inclusion can assist you with

- Support and information around reasonable adjustments based on protected personal attributes (such as race, religion, pregnancy, disability, gender etc)
- Support and information regarding experiences of discrimination or harassment based on a personal attribute
- Support regarding sexual harm or harassment on campus and information about reporting
- Support if you are a care leaver (eg. foster care, out of home care)

Find out more at federation.edu.au/equity

Student Advisory Service

The Student Advisory Service is here to help you navigate your way around University legislation, policies and processes and to assist you if you have a university issue or concern.

Student Senate

The Student Senate is concerned with the improvement of the student experience for all Federation University students (Higher Education, TAFE, VET, VCAL) across all campuses of the University.

The Student Senate, in consultation with the student body, will make recommendations regarding the proposed use of proceeds from the Student Services & Amenities Fee (SSAF).

Student Support, Residential Wellbeing

Residential Wellbeing seeks to provide a supporting residential community so that student feel a strong sense of belonging and can connect, develop, and engage with each other, the University and wider community and celebrate their success.

The Student Support Officers, or Residential Student Support Officers, are available to work with you on creating residential student events. They will also create wellbeing occasions to collaborate and bring residents together with the aim of forming an activated and harmonious residential community.

The Student Support Officers – Residential Wellbeing are based at Berwick, Churchill and Mt. Helen campuses, while you may have one regular officer at your campus, they are all able to assist you, should one be unavailable.

Appointments to discuss wellbeing matters are available to book on the Fedliving Portal.

Resident Advisors (RA's) create a welcoming, inclusive environment for residents. They will work with other staff members and residents to facilitate an environment that contributes to the overall intellectual, social, physical and cultural development of students.

You can contact the Student Support Officers via email: residentwellbeing@federation.edu.au

Volunteering

Enrich your Federation experience and make a positive change in your community by getting involved in volunteering. A range of opportunities are available, with assistance to find the right opportunity to suit you. Federation Advantage recognises and awards your co-curricular activities.

Connect to volunteer and development opportunities on campus and in the wider community, and be recognised with digital badges and a letter from the Vice-Chancellor.

Stand out to employers and connect to your community.



Student Equity and Inclusion



DO YOU NEED SUPPORT AND INFORMATION ABOUT AN EQUITY CONCERN?

Student Equity and Inclusion supports the University's commitment to equal opportunity and freedom from discrimination and harassment, and takes action towards a safe and inclusive environment of belonging and respect.

STUDENT EQUITY AND INCLUSION CAN ASSIST IN:

Prevention of discrimination and harassment

Individual support, information and assistance related to discrimination, harassment, accommodations or reasonable adjustments based on personal attributes

AGE	PHYSICAL FEATURES	RELIGIOUS BELIEF OR ACTIVITY
BREASTFEEDING	PREGNANCY	LAWFUL SEXUAL ACTIVITY
DISABILITY	POLITICAL BELIEF OR ACTIVITY	SEX
GENDER IDENTITY	RACE, NATIONALITY, ETHNICITY	SEX CHARACTERISTICS
PARENT OR CARER STATUS	RELATIONSHIP STATUS	SEXUAL ORIENTATION

If you have experienced sexual assault or sexual harassment

We are here for you. You may wish to contact us for support, to find out more about your options including reporting, and connection with specialist services.

Care Leaver support

If you have experience in out-of-home care, foster care, kinship care or residential care, we can provide tailored support and information in the areas of enrolment, scholarship applications, academic support programs, and more.

Name changes on campus systems

Your name may be different to your legal ID. We can help you update your details on University systems and obtain a new email and student ID card to reflect your identity.

Training, events and activities

We facilitate a range of training, events and activities throughout the year. We welcome all students to be active participants to continue to foster a culture of respect and belonging. Please contact us if you wish to be part of these initiatives or provide feedback.

Equity and Inclusion initiatives and strategies

We lead in a range of University strategies and action plans to promote a culture of respect and belonging.

CONTACT STUDENT EQUITY AND INCLUSION

Email: equity@federation.edu.au | Web: federation.edu.au/equity | Phone: 03 5327 8516



Facilities and Services

A wide range of facilities and services are available to residents. Make sure you familiarise yourself with your campus and the services available to you so you can make the most of on-campus living.

Bicycles

We request bicycles always be stored outside units in places where they do not present a danger to the safety of residents, do not hinder access to emergency equipment or evacuation of the building, and do not stain carpets or damage the buildings. Bikes should be stored in provided bike stands or in residents' room, not in hallways, landings or under stairs.

In Berwick, bicycle racks are provided under the stairs inside the Halls of Residence.

Code Red Fire Danger (Catastrophic)

During days of Code Red Fire Danger (Catastrophic), the University will close affected campuses. During these days, Fedliving may be required to change programs, meal arrangements, and other services may be restricted. Specific notices will go up in your residence and communications sent during these days regarding potential evacuation procedures. To minimise the risks during Catastrophic Fire Danger Days, we would encourage residents to return home if possible and return to residence after the catastrophic warning has been lifted.

Emergency alarms and evacuations

If an alarm goes off in your building, ensure you take it seriously and evacuate immediately.

Call the Fedliving office during office hours, or after hours support on (03) 5327 6333 (Ballarat), (03) 5122 6662 (Gippsland), (03) 5122 8555 (Berwick).

Emergency services dial triple zero, 000 for Fire, Police, Ambulance

Procedures and instructions for evacuations are displayed within your residence. Please ensure you familiarise yourself with these instructions as you will be required to evacuate any time an alarm is activated.

Fire safety equipment

Dry chemical and water fire extinguishers and fire blankets are available in all buildings and floors in residence, which are checked on a six-monthly basis. It is essential for the safety of all residents and staff that the fire equipment is treated with respect. Harsh penalties apply to those who abuse or misuse the equipment. If for any reason you suspect the equipment to be faulty or discharged, please contact Fedliving immediately.

The smoke and thermal detectors in units should not be tampered with or damaged. Damage to these is a real issue and a serious one for all residents.

Please note: Burning candles or incense or anything that might be considered flammable in residences is not permitted.

Emergency Markers and Addresses

If you live on the Mount Helen residence and require emergency services, when asked for 'your location', you will need to quote the emergency marker number. This will ensure the emergency services attend at the determined location. The emergency numbers are located on the 'Local Emergency Instructions' poster in your unit.

FDU 102: Peter Lalor North (Fedliving Office)

FDU 103: Peter Lalor South (Carpark/Unit 9 underpass)

FDU 100: Bella Guerin (boom gate)

Addresses for other residences if you need to call 000

Victoria Street Residences: Federation University Residence, 130 Victoria Street, Ballarat East

Camp Street Residences: Federation University Residence, New North or New South, 5 Camp Street Ballarat



Gippsland Campus: Federation University Gippsland Campus, Residence Name, Northways Road, Churchill

Berwick Campus: Federation University Berwick Campus, Fedliving Halls of Residence, 100 Clyde Road, Berwick

If emergency services are called, 1800 FED SEC should also be called.

Internet

Internet access is available across our residences. Please ensure you are aware of all University expectations with regards to appropriate use and content.

Depending on your device, you will be able to search for the wifi network or use a data cable to connect.

Data cables are available in the Fedliving office if required.

If you need assistance with IT, wifi access, or your student email, please visit ITS website self-help section for a range of articles on how to fix common issues or log a job for assistance.



Laundry Facilities

Laundry facilities are provided in all residences. Please do not use the laundry facilities after 10.30 pm and prior to 7am. Be mindful that other residents need to use these facilities as well so please collect your washing when it is finished. If there are any problems with machines or dryers, please log an urgent online maintenance report.

Washing machine and dryer use is free for residents. You will need to supply your own laundry basket and washing powder.

Ballarat

Peter Lalor North and Bella Guerin | Laundry facilities are available within your bathrooms in units.
Camp Street | Laundry facilities are available off the car park in the basement level of North building.
Victoria Street | Laundry facilities are available within the house.

Gippsland

North Residences | Laundry facilities are available within each unit.
Halls of Residence | Shared laundry facilities are available with swipecard access.
West Residences | Laundry facilities are available within each unit.

Berwick

Laundry facilities are available within the Pavilion common space.



Mail

If you need to get mail delivered please ensure your name and residence is clearly stated.

Mail can be collected from the Fedliving Office. Residents will receive an email when packages have been received. Students must produce their resident ID card to collect items.

If you move out of residence, please make sure to change your mailing address.

Mount Helen

[Resident's Name]
(Hall/Unit/Room)
Fedliving
PO Box 575
Ballarat VIC 3353

If a street address is required please send to;

[Resident's Name]
(Hall/Unit/Room)
Fedliving
Residence Drive
Mount Helen VIC 3350

Camp St

[Resident's Name]
Federation University Australia
Arts Academy - Fedliving
PO Box 663
Ballarat VIC 3353

Victoria Street

[Resident's Name]
128-130 Victoria St
Ballarat East 3350

Gippsland

[Resident's Name]
Room (eg. WH01-01)
Fedliving, Gippsland Campus
PO Box 3191
Gippsland Mail Centre VIC 3841

If a street address is required, please sent to;

[Resident's Name]
Room (eg. WH01-01)
Fedliving, Gippsland Campus
1 Northways Road
Churchill VIC 3842

Berwick

[Resident's Name]
Room Number eg. BA001
Fedliving
Building 955, 100 Clyde Road, Berwick
Berwick VIC 3806

If a street address is required, please sent to;

[Resident's Name]
Room No: eg. BA001
Building 955, Fedliving
100 Clyde Rd
Berwick VIC 3806

On-Campus Retail

A range of on-campus retail services are available including food, drinks, merchandise and stationery.

Ballarat

Fedstore: Ground floor, T Building, Mt Helen Campus

Murnong Café: Albert Coates Complex, Mt Helen Campus

Bai Err Café: Albert Coates Complex, Mt Helen Campus

Gippsland

Fedstore: 4N, Room 116

Dhanda Napan Café: Building 2N, Ground level

Berwick

Fedstore: Building 901, Ground floor

Dhanga Café: Building 901, Ground level

Fedstore Online

Visit fedstore.federation.edu.au for instore pick-up or delivery options on our range of clothing, stationery, merchandise and more.

Visit federation.edu.au/retail for a list of services and opening hours across our campuses.



SCAN ME
Retail Services

Parking Availability

Mt Helen | Several residential car parks are available around the accommodation units. Parking permits are required for the residential car parks. Permits are able to be purchased through the Fedliving portal and will be available for collection from the office. Permits should be always displayed on your vehicle dashboard.

Camp Street | Residential carparking is available on-campus on the ground floor of New North building. Parking permits are required. Permits are able to be purchased through the Fedliving portal and will be available for collection from the office. Permits should be always displayed on your vehicle dashboard.

Victoria Street | A limited number of car parks are available at the back of the Victoria Street residence.

Gippsland | Resident parking is available across the campus, please observe parking advice to ensure you aren't parked in a permit zone. Please refer to the Gippsland Campus Map for locations. Parking permits are not required for the residential car parks at Gippsland.

Berwick | Resident parking is available in car park C. Please refer to the Berwick Campus Map for details. Please register your car with the Fedliving office to obtain a parking permit. Permits should be displayed on your vehicle dashboard at all times.

Please ensure you pay attention to where you can and cannot park in these car parks, and leave the no-parking spaces free for security and emergency vehicles.

Carpark Safety

When leaving your car, always ensure it is locked and secure with no valuables are left in sight.

There are often sightings of kangaroos and wildlife around res, especially on the roads early morning and late afternoon. Please drive cautiously on the roads, particularly at dawn and dusk, slow down and keep an eye out ahead and all around.

For the safety of all residents, please ensure when driving through car parks, you are driving at walking pace only.

If you see something that concerns you, please report to Fedliving and Security.

Recreation Facilities

Ballarat

The Living Learning Centre (LLC) is open to all residents and provides space for socialising, studying, and meeting. With comfy chairs, a pool table, table tennis table, and TV all available for your entertainment. There are also computers and multi-purpose meeting rooms for all residents to use. The LLC can be accessed with your residential swipe card.

Camp Street residents have access to the South common space, providing full kitchen facilities as well as lounge and recreation space.

You will also find BBQ's available in Peter Lalor South, Bella Guerin Quad, LLC, Camp Street and various other locations.

Do you enjoy gardening, or have a bit of a green thumb? Grow your own vegetables in one of the many garden beds located across campus. Come chat with the team in the office to find out more.



Health Sports and Aquatic Centre, Mt Helen Campus

For a balanced living and learning community, all Ballarat Fedliving residents have access to the on-campus Health, Sports and Aquatic Centre at Mt Helen, only a short walk from the Mt Helen residences. The centre features a heated indoor 25 metre pool, fully equipped Health and Fitness Centre, indoor sports stadiums, active studio and tennis courts.

Visit the website for opening hours and the current group fitness class timetable federation.edu.au/hsa



Gippsland

Gippsland residents will find a range of facilities available for resident use.

- Gippsland Residential outdoor basketball/tennis courts | An outdoor basketball/tennis court is available to all Gippsland Residents via access cards. The courts are lit and accessible until 10pm each night.
- West Recreation Hall | The recreation hall is available for residents. These facilities can be accessed via swipe cards issued to all residents. The rec halls have a table tennis table, pool table and TV, DVD player, pay TV and wifi access.
- West House 37 | West House 37 is another shared resident space which is available for residents for individual or group studies.



Do you enjoy gardening, or have a bit of a green thumb? Get involved in the community gardens and grow your own vegetables in one of the many garden beds located across residences.

Electric BBQs are provided for unit and social functions and are located at West Rec. Please be considerate of others by ensuring that the BBQs and surrounding area are left clean after use. We have some portable BBQs for events. Please contact the Fedliving office if the gas gets low or if you need an additional BBQ.

Latrobe Leisure Centre | Located adjacent to West Residences, Latrobe Leisure Centre is the perfect venue to accommodate all of your health and fitness needs. The centre accommodates a variety of different leisure needs including: pool, sauna, gym, fitness classes, squash and stadium sports.

Berwick

You will find a range of facilities available for resident use including tennis and basketball courts. 'The Pavilion' resident common space provides pool table, table tennis and full kitchen facilities.

Do you enjoy gardening, or have a bit of a green thumb? Get involved in the community gardens and grow your own vegetables in one of the many garden beds located across residences.

Electric BBQ's are provided outside the residential pavilion for use by residents.

Study Spaces

Several study spaces are available on-campus for student access offering a range of facilities at different hours, including 24-hour computer labs.

Find out more at federation.edu.au/library/student-resources/student-commons

Residential Study Spaces

Living Learning Centre | Ballarat residents have access to the Living Learning Centre (LLC) on-campus at Mt Helen, which includes computer access, as well as a large screen tv and a meeting room which can both be used for group work.

West 37 | A study space is available for Gippsland residents in West 37.



Living in a residential community

So, what's it really like to live in a residential community.

Moving from home to a shared accommodation environment can be a big adjustment, but with some consideration and thought, it can be an amazing experience for everyone.

Accessing units and rooms

University staff, authorised by Fedliving, may enter units and/or rooms for the purpose of inspection, repair, alterations, maintenance, removal of furniture and cleaning at reasonable times. Every effort will be made to respect and protect the privacy of residents. In the event of a resident's room needing to be entered there will usually be two staff present (except for studio and ensuite cleaning). Staff will knock loudly on the door to ascertain whether the room is occupied.

For security, all staff authorised by Fedliving will lock bedroom doors on departure regardless of whether the door was locked or unlocked.



Cleanliness on res

The house attendants will come through your units regularly to service kitchens and common areas but ultimately, it's up to the residents to keep these areas tidy on a day-to-day basis. If the house attendants deem the area to be excessively dirty or untidy, they may be unable to clean the space until residents have tidied up themselves.

Throughout the year residents are responsible for keeping their room in a hygienic, reasonable state. Vacuum cleaners are available in all units to vacuum your room regularly.

Cooking

Due to health and safety issues, residents are not permitted to cook in their rooms. This applies to toasters, kettles, rice cookers and all other cooking appliances. Fedliving provides an extensive range of appliances and utensils for the purpose of preparing and cooking meals within the unit kitchens so please use these.

If you're in a studio apartment, your kitchenette facilities in your room are to be used for that purpose.

Damage and mess

Costs for replacement/repair resulting from damage caused through willful or careless activities will be charged to the account of the individual(s) responsible. If a guest has caused the damage, the charges will be added to the account of the resident responsible for the guest.

Treat res like your home. Don't climb in and out of windows. If you leave your doors ajar or tamper with your locks, you may end up having expensive things damaged or stolen.

IMPORTANT Where damage has occurred in a unit, and no individual takes responsibility, the cost of repairs will be charged across each resident in that unit.

Drugs/illegal substances

Drugs/illegal substances are not to be used anywhere on University premises. If anyone is caught using these or having these in their possession the matter will be referred to Victoria Police. In addition, disciplinary action will also be taken by Fedliving and this typically results in immediate eviction. If you suspect drug use on residence, please contact Fedliving or afterhours support immediately.

Electrical equipment

Any electrical equipment supplied by Fedliving that is faulty or damaged must be reported to the office immediately. Faulty items will be replaced or repaired as soon as possible.

Personal electrical items brought into residence should be tagged and tested to meet the Victorian Electrical Standards as soon as possible after moving onto Res.

Vacating your room

At the end of the year, or when vacating your room, please keep the following points in mind.

- Please ensure windows and doors are locked, all curtains are attached, and all lights turned off
- Any posters and blu-tac/tape are to be removed from walls and surfaces
- Food cupboards are to be completely cleaned out and left unlocked
- Fridges and freezers in common areas to be cleared of all food
- Your room must be vacuumed and left clean & tidy
- All belongings should be removed and/or disposed otherwise additional cleaning/disposal fees may be charged



Please ensure all Fedliving property remains in the room or replacement costs may be incurred.

In the event rooms are left in an untidy state upon check-out, additional cleaning charges may apply.

Fridges and food lockers

There is a shared fridge in the kitchen of each unit. Please label your food where possible. Keep in mind this is a shared facility and ensure that you remove old food and clean up spills etc. Personal bar fridges are allowed in residents' rooms but must ideally be less than 5 years old and must be placed on a carpet mat to avoid carpet staining. Please note that these should also be tagged and tested.

Getting along with your housemates

Talking to each other is an important first step of resolving any conflict, hopefully the issue can be resolved at this stage rather than getting out of control. Please contact residential wellbeing support if needed.

- If people are sleeping or studying, be considerate of noise levels, and keep it to a minimum.
- Do not take your housemates food or borrow their belongings without first checking with them.
- Do your dishes and clean up after yourself!

Just like any household, it does take effort to keep things running smoothly and avoid disputes. You'll want to get everyone on the same page by having established rules, a cleaning roster, and keeping communication lines open.

Insurance

As you make the transition from home to Uni, and beyond, you will need to take responsibility for your belongings. Fedliving does not assume liability for loss or damage to personal property by fire, theft, water damage or any other means except to the extent of the law. Insurance of your personal items is strongly recommended. It is important to report any theft or damage that may have taken place in your room to Fedliving and report it to the police immediately.

Noise

One of the most annoying things to block out when you are trying to study, or sleep is noise! What is regarded as excessive or unreasonable will vary from one person to another.

If someone needs to ask you to keep the noise down, it's too loud.

After 10.30 pm, it is expected that noise will be reduced to a minimum to ensure that those students who wish to sleep or study can do so without disturbance. If people are being loud and you need quiet, ask people politely first, and they will normally help out. Suggest they go out, go outside or go to another area.

You can call security to come and assist with the situation if required. If this behaviour persists, come and speak to the Fedliving team for advice and assistance.

Mattresses

All mattresses must be covered by the mattress protector supplied. This mattress protector is yours to keep, so please wash it regularly.

Responsible Alcohol Use

We aim to promote a well-balanced living-learning environment in Residences. This includes the provision of a healthy social environment as well. We strongly advocate that alcohol is consumed in a responsible manner by all residents. The consumption of alcohol in all Residences must always comply with the Victorian State Liquor Licensing Laws, and with University Policies on Alcohol and Other Drugs.

Responsible drinking means more than just limiting yourself to a certain number of drinks. It also means not getting drunk and not letting alcohol control your life or your relationships.

It's very important to understand that res is first and foremost a place of study and we have rules on res around alcohol, in order to protect the safety of all residents.

Over the course of the year, you will likely attend a few events where alcohol will be available. Please keep the following points in mind.

- Not everyone drinks or needs to have a drink to fit in, so don't pressure others.
- Drinking games are not to be a part of res at any time.
- Never drink and drive. Have a designated driver if you are intending to drink, or uber/taxi. Check out the website yourbac.com.au, it's a very helpful method of determining what your blood alcohol limit may be, particularly for the next day before you drive.
- Make sure you have a snack or meal before you drink, and while you are drinking. Don't drink on an empty stomach.
- Get the facts about drinking and responsible alcohol use at drinkwise.org.au

IMPORTANT alcohol on university grounds is not permitted by University policy. Taking alcohol to buses or other areas of the University outside residence is not permitted and can result in disciplinary action through your Licence Agreement as well as the University's disciplinary process and statutes.

Security - personal and unit

To ensure all residents' safety be mindful to keep windows and doors closed when you are out.

Please don't tamper with locks or chock unit and/or room doors open. This compromises all residents' personal safety and unit security. To ensure a safe and supportive environment for all residents is maintained at Fedliving, we encourage residents to be proactive with security and safety. Please report any faulty alarms, doors or locks immediately.

Gippsland | Smoke control doors must be kept closed. The smoke control doors have been installed to prevent smoke travelling throughout the building. It is for your own safety that the doors are left in a closed position.



Looking after your belongings

While on Res, you are responsible for your belongings, including your room. To prevent people 'borrowing' your food, label it and lock it! When not in your room, keep it locked and close the windows.

Smoking

Smoking and vaping is only permitted in designated outside smoking areas. No smoking or vaping is permitted within any Univeristy buildings and facilities. Further information is available on our website.

Please only smoke/vape in the areas provided. You are liable for any costs incurred or damage caused by your smoking or vaping.

Smoking or vaping within residential buildings, units and rooms is not permitted at any time.

Sustainability, Recycling and Waste

Fedliving strives to be a sustainability community. We encourage our residents to get involved in a range of sustainable activities or even champion initiatives of your own in your units, or across the residences.

Small changes can make a big difference.

- Limit your use of single-use and disposable products and choose alternatives which can be used again. Think about a reusable coffee cup or refilling your drink bottle.
- Opt for products with minimal packaging where possible. Buy your apples loose instead of packaged in a plastic bag.
- Keep reusable shopping bags handy so you remember to take them with you.
- Recycle your waste where possible. You will notice bins with yellow lids around residences. What can be recycled in these bins will vary by campus and local council regulations.
- Composting. Around half of our household garbage is made up of food and garden waste. Composting instead of putting this waste in your rubbish bin stops it from going to landfill and creates a useful product instead.
- Conserve our resources. Take a shorter shower. Turn off the lights. Notice a leaking tap, log a maintenance request.
- Container deposit scheme. This scheme rewards Victorians with a 10-cent refund for every eligible can, carton and bottle they return. Visit cdsvic.org.au for further details and nearest refund point.



Each unit/block/residence is responsible for any litter that may be visible around their area and will be asked to collect it if necessary. There are numerous bins for both general rubbish and recycling available around the residences, please use them. Please don't mix general rubbish and recyclable waste because the recycling is rejected if there is general rubbish in it.

Visitors and guests

If a guest arrives at the Fedliving office looking for you, the office staff will not provide contact details, but may call you and request that you come and meet your guest. You are responsible for the conduct and actions of your guests at all times. If they damage something or break the rules, you will bear the cost and penalty.

For reasons of safety and security, it is important to know when you are planning to have an occasional visitor staying. Please submit a guest pass request through the Fedliving portal. If you can't provide a valid ID or guest pass, security staff may ask your guest to leave residence. Please remember that your guest is your responsibility and must always remain with you.

Guests are not permitted to stay in the residence in your absence, or during periods of SWOT VAC or exams.

Guests must sleep in your room and not in common areas. Guests are permitted to stay for a maximum of one (1) night and they must not stay on a regular basis (maximum of ten (10) stays per year).

Please speak to the Fedliving office to discuss short term accommodation options for regular visits from friends or family.



Getting involved

Get the most out of your year by staying up to date with what's happening in your residential community!

Throughout the year, you will have a range of opportunities to get involved in. Make the most of your residential experience and say YES to all the opportunities coming your way!

Social events, sporting competitions, unit activities, trips, competitions, development opportunities, new initiatives. Do you have something you would like to see available for residents? Let us know!

So, how do I get involved? Send your ideas, articles or photos to fedliving@federation.edu.au anytime.



Email

Keep an eye on your inbox. You will get regular notifications from the Fedliving team which may include packages to collect from the office, or important updates to your accommodation, maintenance requirements, or a range of other alerts.

You will also receive regular residential news emails with information on what's happening, photos from events, registrations for upcoming events and a range of other articles.

Social Media

Follow our social media pages to stay up to date with everything as it happens. You may also be invited to join campus specific groups.

- Fedliving Facebook
- Current Students Facebook
- Fedliving Instagram

Please be mindful of Federation University Australia social media policies and procedures. A copy of the policy is available online

Please ensure all online postings are respectful of the University as well as other residents, students and staff.

If you attend residential events where photos are being taken, your image may appear on our social media pages. If, at any time you would like it removed, please private message the Fedliving page or contact email fedliving@federation.edu.au.



Fedliving Portal

Visit the programs section of the Fedliving portal for upcoming event information and registrations. Don't miss out! Check-in regularly for updates and new events being added.

Unit/House meetings

You may be invited to unit/house meetings to update you on any important news, changes, upcoming events and opportunities. This is also your opportunity to make suggestions and provide feedback. All residents are expected to make meeting attendance a priority.

Unit Noticeboards

Each unit has a designated noticeboard where important notices and posters will be placed. Make sure you regularly check for new information and occasionally take down the old posters too.

Fedliving Portal

Check the programming section of the Fedliving portal regularly for details and registrations of upcoming residential events.

Fedliving, Commercial Services

Contact us

+61 3 5327 9480

fedliving@federation.edu.au

Federation.edu.au/fedliving



Fedliving | Fed Retail | Hospitality and Events | Fedprint
Health Sports + Aquatic Centre | Federation Children's Centres

Connect with us!



Federation.edu.au/commercialservices

If you require assistance

Ballarat

During office hours: 03 5327 9480

After hours: 03 5327 6333

Berwick

During office hours: 03 5122 6071

After hours: 03 5122 8555

Gippsland

During office hours: 03 5122 6236

After hours: 03 5122 6662

Emergency support

Phone: 1800 FED SEC (1800 333 732)